

Answers to Frequently Asked Questions About ACCC Insurance Company (ACCC)

ACCC was placed in rehabilitation by a Travis County District Court on October 21, 2020. The following are answers to frequently asked questions about the rehabilitation of ACCC.

Q. What is rehabilitation?

Rehabilitation a receivership proceeding of an insurance company that is filed in District Court. The Commissioner of Insurance is appointed as Rehabilitator of the insurance company. The Rehabilitator appoints a special deputy receiver (SDR) to handle the rehabilitation. The SDR develops a rehabilitation plan for the insurance company.

Q. Is ACCC still in the insurance business?

Yes. While ACCC is in rehabilitation, it operates under the direction of the Rehabilitator and the SDR according to the requirements of the Texas Insurance Code.

Q. Is my policy with ACCC still in effect?

ACCC's policies are in effect according to the terms of the policies. You can renew your policy and change coverage. You must continue to pay your premiums when due to maintain your policy.

Q. Who can I call if I have a question about my policy or a claim?

Policyholder Customer Service
Toll Free: (888) 823-0888
Hours: M-F 8:30AM – 5:00PM CT

Agent Dedicated Line
Toll Free: (844) 382-5364
Hours: M-F 8:30AM – 5:00PM CT

Claims Department
Toll Free: (888) 823-0888, Option 2
Hours: M-F 8:30AM – 5:00PM CT

Q. What should I do if I have a new claim?

Please contact ACCC at the numbers listed above to report a claim.

Q. How are pending claims being handled?

ACCC continues to pay claims under the terms of its policies.

Q. How can I contact the SDR and get more information?

The SDR for ACCC is Prime Tempus, Inc. The SDR's contact information is:
(512) 894-3705 (phone)
(512) 894-3725 (fax)

Information about ACCC is posted on the SDR's website, www.sdrtx.com.