

**STATE OF NEW MEXICO**  
**OFFICE OF SUPERINTENDENT OF INSURANCE**

**SUPERINTENDENT**

Russell Toal



**DEPUTY SUPERINTENDENT**

Jennifer A. Catechis

**CONSUMER ADVISORY**

**AUGUST INSURANCE TIP OF THE MONTH**

New Mexico has a law requiring self-service storage facilities to hold an insurance license if the facility sells or proposes to sell insurance to renters to cover stored property. “We are concerned that some self-storage facilities are selling insurance but are not licensed to do so. We also are very concerned that some facilities are forcing consumers to pay for insurance as a condition for use of their facility. This is not allowable,” said Russell Toal, Superintendent of Insurance.

In 2019, the legislature enacted the Self-Service Storage Insurance License Act, §59A-62-1 to 11 NMSA 1978.

**The Act requires:**

- ✓ Self-service storage facilities to have a license to sell insurance to cover stored property.
- ✓ Self-service storage insurance policies must be approved by the Office of Superintendent of Insurance.
- ✓ Self-service storage facilities must notify renters that self-service storage insurance may duplicate existing homeowner’s, renter’s, vehicle, watercraft or other property insurance maintained by the renter.
- ✓ Self-service storage facilities must provide the actual terms of the coverage including:
  - identity of insurer, price and how to make payments;
  - the identity of the supervising entity; and
  - deductibles, exclusions and conditions, benefits and key terms and conditions of coverage.
- ✓ Self-service storage facilities must notify the renter about the process to file a claim.
- ✓ Charges for insurance must be itemized separately on the renter’s bill.

**The Act does NOT allow:**

- ✓ Self-service storage facilities cannot require a renter to purchase the facility’s insurance.
- ✓ Self-service storage facilities cannot sell insurance without a license.
- ✓ Self-service storage facilities cannot condition rental on purchase of insurance.

A storage space renter has the right to terminate insurance at any time, in writing, and is entitled to receive a refund of any unearned premium within 20 days of the cancellation.

If the self-service storage facility violates the provisions of the Act, the Superintendent may impose a fine, suspend any self-service storage insurance transactions and suspend or revoke the self-service storage facility's license to sell insurance.

If you are aware of any violations of this Act by a self-service storage facility, please call the Civil Investigations Bureau at **(505) 470-4547**.

If you believe that a self-service storage facility is violating your rights with respect to self-service storage insurance, you can file a Consumer Complaint on the OSI website: [www.osi.state.nm.us/index.php/file-a-complaint](http://www.osi.state.nm.us/index.php/file-a-complaint)

“We want to make sure that self-service storage renters understand their rights when it comes to self-service storage insurance, especially with over 500 self-service storage businesses in New Mexico,” said Superintendent Toal. “We are here to help, and to take action against businesses violating New Mexico law.”

**COVID-19 Health Insurance Helpline: 1-833-415-0566**

**Additional insurance information is available on the OSI website: [www.osi.state.nm.us](http://www.osi.state.nm.us)**

**File Consumer Complaints: [www.osi.state.nm.us/index.php/file-a-complaint](http://www.osi.state.nm.us/index.php/file-a-complaint)**