

**From:** Stonestreet, Rebecca [rebecca.stonestreet@wvinsurance.gov](mailto:rebecca.stonestreet@wvinsurance.gov)  
**Sent:** Tuesday, April 28, 2009 1:39 PM  
**To:** News <News@naic.org>  
**Subject:** Insurance regulators to hold hearing on credit scoring

I would like to respond to this story. I am a 62 year old woman who up until I had my right knee replacement was doing ok on my credit. Then I was off work unexpectedly longer than I had time for and found myself off work, little to no money to go on and guess what, credit in the toilet. I lost my auto (State Farm) and homeowners (Allstate) insurance that I had for a long time. After I got back on track after the surgery and recoup time I tried to get insurance and was told the premium (almost twice what I had been paying) was because of my credit score being low. The article stated "

"Credit scoring is one of the most significant developments in the pricing of auto and homeowners insurance in the past 20 years," said NAIC President and New Hampshire Insurance Commissioner Roger Sevigny. "Our goal is to protect consumers by ensuring that any use of credit scoring does not have unfair or unintended consequences."

I think that unfair or unintended consequences were certainly shown to me in this bad time in my life and I certainly don't think that you can regulate insurance on people that have this kind of situation. I know that the insurance companies state that they only use this as one tool to determine the premium but I would venture to guess that they use this as the only tool when they see a low credit score without knowing the reason. It would seem like there needs to be a review of the insurance premiums that they charge to people so that "we" as the intended payor of the premium would know if corruption is afoot or not. If someone was to pull applications and look at the points allowed on each application of what the premium was to be charged then you may get a better understanding of what has been going on for a long time.