

Draft: 7/28/08

Consumer Guides (C) Working Group  
Conference Call  
July 22, 2008

The Consumer Guides (C) Working Group of the Property and Casualty Insurance (C) Committee met via conference call July 22, 2008. The following Working Group members participated: Alan Seeley, Chair (NM); Sarah McNair-Grove (AK); Clarissa Preston (LA); Angela Nelson (MO); and Kathie Stepp (OK).

1. Consider Draft of *A Consumer's Guide to Homeowners Insurance*

Mr. Seeley provided a brief overview of the July 10, 2008, draft of the brochure of *A Consumer's Guide to Homeowners Insurance* (Attachment \_\_\_\_). Mr. Seeley said this was redrafted on a conference call held with Brenda Cude (University of Georgia) and Karrol Kitt (The University of Texas at Austin). Various edits were made to the previous draft; the edits were too extensive to show reviewing edits so a clear copy was only made available. The Working Group reviewed the draft and made only one change. The last portion of the sentence in "What the policy covers" will be revised to "reimbursed; although there are limits on the amount you can be reimbursed for your home".

The Working Group asked that Pam Simpson (NAIC) proceed with this brochure and meet with Insurance Products and Services Division in producing the tri-fold brochure. The Working Group wants to see any edits to the draft language.

2. Consider Resumption of *A Consumer's Guide to Automobile Insurance*

Mr. Seeley said he believed the Working Group can complete the automobile brochure by the Winter National Meeting. Once complete, the Working Group would develop the homeowners and automobile consumer guides. The Working Group agreed. Mr. Seeley agreed to meet via conference call with Ms. Cude and Ms. Kitt to further redraft the Feb. 14, 2008, version of *A Consumer's Guide to Automobile Insurance* brochure. The Working Group will review the new draft during the next conference call scheduled for Aug. 26, 2008.

Having no further business, the Consumer Guides (C) Working Group adjourned.

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