

From: Ramge, Bruce
Sent: Monday, June 16, 2008 9:46 AM
To: Leonard, Craig
Cc: Frohman, Ann; Francis, Jane; Vandevoorde, Reva
Subject: Accreditation Standards for Market Regulation

Craig,

I have reviewed the proposed accreditation standards and feel there is one standard under consumer complaints that needs further discussion. That area is reconciliation of complaints on a quarterly basis with the regulated entities. If there is not an established format for reconciliation, I believe that we should design one. I doubt the regulated entities will want to receive 50 different formats for reconciliation reports. Also, I believe reconciliation reports should be limited to insurers – not producers, especially initially. It would be more costly and difficult to administer reconciliation reports with producers.

Finally, I would recommend that this specific component of accreditation be postponed for a year or two because I believe it will take states some time to develop programming, processes and procedures. Although I feel it is an important component, I think some time will be needed to put the process in place.

Please note: New email address below:

Bruce R. Ramge, Deputy Director
Nebraska Department of Insurance
941 O Street, Suite 400
Lincoln, NE 68508
(402) 471-4607
FAX (402) 471-2990
Email: Bruce.Ramge@Nebraska.gov

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