

MAY 2011 RELEASE OF THE *MARKET REGULATION HANDBOOK*

The following items represent all revisions adopted by the Market Regulation and Consumer Affairs (D) Committee in 2010, which are incorporated into the May 2011 release of the NAIC *Market Regulation Handbook*.

- **Chapter 8—Examination Introduction**
 - Revised Section D. Confidentiality

- **Chapter 18—Conducting the Title Insurance Company and Title Insurance Agent Examination**
 - Revised Subsection 2a and 2b of Section F. Underwriting and Rating; and
 - Underwriting and Rating Standards 1, 2, 3 & 4

- **Chapter 22—Conducting the Long-Term Care Examination**

Revisions:

 - Subsections entitled: Important Note and HIPAA—Federal Minimum Requirements;
 - Operations/Management Standard 1;
 - Marketing and Sales Standard 1, 3, 4, 5 & 6;
 - Policyholder Service Standards 2 & 3; and
 - Underwriting and Rating Standard 6

New/Removed Language:

 - Added a new Standard 1 regarding Appeal of Benefit Trigger Adverse Determination; and
 - Removed Claims Standards 1 & 2