2014 RELEASE OF THE MARKET REGULATION HANDBOOK

The following items represent all revisions adopted by the NAIC in 2013, which are incorporated into the 2014 release of the NAIC Market Regulation Handbook.

- **Interstate Insurance Product Regulation Commission (IIPRC)-Related Revisions**
  - Incorporated new regulator guidance relating to the IIPRC in the following chapters:
    - Chapter 1—Introduction;
    - Chapter 7—Market Regulation Investigation Guidelines;
    - Chapter 11—Automated Examinations Tools and Techniques;
    - Chapter 16—General Examination Standards;
    - Chapter 19—Conducting the Life and Annuity Examination;
    - Chapter 20—Conducting the Health Examination; and
    - Chapter 22—Conducting the Long-Term Care Examination.

- **Social Media-Related Revisions**
  - Incorporated new regulator guidance relating to social media in Chapter 16—General Examination Standards:
    - Standards 7 and 10 of Section A Operations/Management;
    - Section 1 Purpose of Section B Complaint Handling; and
    - Section 1 Purpose and Standard 1 of Section C Marketing and Sales.

- **Health-Reform-Related Revisions**
  - Incorporated new regulator guidance relating to preventive care, preexisting conditions to age 19 and annual/lifetime limits in Chapter 20—Conducting the Health Examination:
    - Section B Complaint Handling, Standard 1;
    - Section E Policyholder Service, Standard 3;
    - Section G Claims, Standards 6 and 7; and
    - Section H Grievance Procedures, Standard 8.