

# Zoomerang Survey Results

Market Regulation Handbook (D) Working Group Survey

Response Status: Completes

Filter: No filter applied

Jul 17, 2008 1:29 PM PST

<b>1. Does your state use the NAIC Market Regulation Handbook examination standards when performing market conduct examinations?</b>		
Yes	37	95%
No	2	5%
<b>Total</b>	<b>39</b>	<b>100%</b>

<b>2. If "Yes" - please check all statements that apply to your use of the Market Regulation Handbook:</b>		
My state's market conduct division uses all standards included in the NAIC Market Regulation Handbook, regardless of whether applicable state insurance laws, regulations or bulletins exist to support the specific standard(s).	6	16%
My state's market conduct division uses only those standards which are supported by our state insurance laws, regulations and bulletins.	23	62%
My state's market conduct division modifies NAIC Market Regulation Handbook standards when necessary to fit our specific state insurance laws, regulations and bulletins.	28	76%
My state's market conduct division occasionally adds state-specific examination standards that are not currently found in the NAIC Market Regulation Handbook.	20	54%
When (or if) using contracted examiners, my state specifies (or would specify) use of the NAIC Market Regulation Handbook standards.	20	54%
When planning a market conduct examination, my state pre-determines which Handbook standards to evaluate during the examination.	24	65%

<b>3. If "No" - please check all statements that apply regarding why your state does not use the Market Regulation Handbook:</b>		
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My state has existing examination procedures that are not compatible with the NAIC Market Regulation Handbook.	1	50%
My state's examiners have not had sufficient training to use the NAIC Market Regulation Handbook.	0	0%
My state would need additional resources to adopt use of the NAIC Market Regulation Handbook standards.	1	50%
The focus of my state's market conduct examinations is not covered sufficiently by the NAIC Market Regulation Handbook.	1	50%
My state's insurance laws and regulations contain specific requirements for examination that are not compatible with the NAIC Market Regulation Handbook.	0	0%
My state does not conduct market conduct examinations.	1	50%

<b>4. Do your state insurance laws and/or regulations specify use of the NAIC Market Conduct Examiners Handbook (or its successors) in the performance of market conduct examinations?</b>		
Yes	13	33%
No	26	67%
<b>Total</b>	<b>39</b>	<b>100%</b>

<b>5. If "Yes" - please check all statements that apply:</b>		
Use of the NAIC Market Regulation Handbook or Market Conduct Examiners Handbook is specifically referenced in my state's insurance laws and/or regulations.	9	90%
Use of the NAIC Market Conduct Examiners Handbook is specifically referenced in the portion of my state's insurance laws and/or regulations that addresses both financial and market conduct examinations of insurance companies.	6	60%
Use of the NAIC Market Conduct Examiners Handbook is specifically referenced in the portion of my state's insurance laws and/or regulations that addresses financial examinations only.	1	10%

<b>6. Other - please specify:</b>		
3 Responses		

**7. Please check all statements that apply to your state's use of the Market Regulation Handbook error tolerance levels (not more than 10% for procedures other than claims handling and not more than 7% for claims handling procedures):**

My state strictly follows the 7% and 10% tolerance levels to determine whether a company has passed or failed each examination standard.	10	28%
My state uses the 7% and 10% tolerance levels as a guideline to support "general business practice" standards of conduct.	15	42%
My state uses the 7% and 10% tolerance levels, except as where specified by other insurance laws or regulations.	6	17%
My state uses the 7% and 10% tolerance levels as a general guideline, but considers other factors such as consumer impact, intentional actions, computer error, etc.	13	36%
My state does not use the 7% and 10% tolerance levels because we view them as too random and arbitrary.	0	0%
My state does not use the 7% and 10% tolerance levels because they are out-dated standards.	0	0%
My state does not use the 7% and 10% tolerance levels because they are too stringent upon insurance companies.	0	0%
My state does not use the 7% and 10% tolerance levels because they are too lenient to insurance companies.	2	6%
My state does not use the 7% and 10% tolerance levels for other reasons not specified in this survey.	6	17%

**8. Other - Please Specify:**

10 Responses

**9. Name of Survey Respondent:**

39 Responses

**10. State:**

39 Responses