Welcome to Phoenix!

Over its nearly 150 years of existence, the state-based system of insurance regulation has been tested by complex and emerging challenges. From natural disasters to market stressors to terrorism, these challenges can present themselves without warning and in unprecedented forms. The most recent challenge to emerge in the insurance sector (that you’ve undoubtedly heard about) is cyberattacks on insurers.

Addressing these attacks is a top priority amongst state regulators and will be something that will draw significant attention at this National Meeting. We know that these cyberattacks can have a dramatic impact on consumers, companies and the financial system at large. While there are no simple answers to prevent these attacks, state regulators are well-positioned to provide leadership and promote best practices within the industry to minimize data breaches.

With the NAIC’s establishment of our Cybersecurity (EX) Task Force, state regulators are preparing the framework for addressing the myriad issues raised by cyberthreats to the insurance industry. The Task Force is responsible for the coordination of our efforts on a number of fronts: the protection of information housed in insurance departments and the NAIC; the supervision of insurers’ efforts to protect customer information that they collect; and the monitoring and regulation of companies writing ever more complex and specialized cyberliability policies.

Due to the continuously evolving state-based system of regulation, state insurance regulators, through their work at the NAIC, are well-prepared to meet both new and existing challenges. Our National Meetings provide an open and transparent forum for dialogue on these critical issues, where we not only find ways to strengthen and improve the state-based system of regulation, but most importantly help consumers across the country.

I hope you enjoy your time in Phoenix and wish you a successful meeting.

Senator Ben Nelson
NAIC CEO

TORNADOS SWEEP THROUGH OKLAHOMA

On March 25, tornado season got off to a tragic start as twisters ripped through Oklahoma, killing one resident, while injuring hundreds as leaving many without homes and power.

Damage was particularly severe near Tulsa, Okla., where Oklahoma Insurance Commissioner John Doak toured the area on Thursday, along with Oklahoma Governor Mary Fallin. Commissioner Doak gave advice to consumers about the claims process and warned of potential fraud. Field representatives from the state insurance department are on the scene to help consumers.
INSURE U HITS HOME WITH SMALL BUSINESSES

Since February, the NAIC’s consumer campaign has focused on reaching out to small businesses with tools and information to help entrepreneurs make wise insurance decisions.

In addition to the traditional lines: commercial vehicle; general liability; life; property and interruption; health and disability; and workers compensation, new content addresses home-based businesses, the sharing economy and the Affordable Care Act.

The campaign was launched with a radio media tour featuring NAIC President and Montana Commissioner of Securities and Insurance Monica J. Lindeen (above). Lindeen completed 25 radio interviews on Feb. 19 that have since been aired 1,767 times. News and matte releases, along with targeted social media have combined with the airings on radio to generate more than 210 million impressions for an ad value of more than $1 million.

For more information visit insureuonline.org/smallbusiness

WELCOME, NEW MEMBERS

Allen W. Kerr was appointed Insurance Commissioner on Jan. 13, 2015, by Arkansas Governor Asa Hutchinson. Prior to his appointment, Kerr served three terms in the Arkansas House of Representatives where he distinguished himself as a leader and friend of Arkansas taxpayers.

Kerr brings to his position more than three decades of experience in insurance and financial services.

Kerr attended the University of Arkansas at Little Rock and is a graduate of the Broadway School of Real Estate.

Katharine L. Wade was appointed Commissioner by Connecticut Governor Dannel P. Malloy on March 20, 2015. A former Cigna executive, Wade has more than 20 years of industry experience.

While at Cigna Wade served as their liaison to the NAIC. She has held leadership roles with America’s Health Insurance Plans (AHIP), the Connecticut Association of Health Plans and the Association of California Health and Life Insurance Companies.

Wade earned a Bachelor’s of Arts in History from Simmons College in Boston.
Thomas A. Donovan was appointed Acting Insurance Director by Idaho Governor C.L. “Butch” Otter effective Jan. 25, 2015. Donovan served as the Deputy Director under former Director William W. Deal. Donovan was a Deputy Attorney General assigned to the Department of Insurance serving as the Lead DAG since 1999.

Following graduation from the University of Idaho (B.A. and J.D.), Donovan clerked for the Idaho Court of Appeals and practiced law in Boise, Idaho.

Ken Selzer, CPA, was elected as Kansas Insurance Commissioner in 2014 and began serving on Jan. 12, 2015. He previously worked in the reinsurance industry for more than 30 years, most recently as an Executive Managing Director for a worldwide brokerage and insurance services firm.

In addition to his credentials as a CPA, Selzer has a number of professional designations including CPCU, ARe, and FLMI.

Selzer graduated with honors from Kansas State University with a B.S. in Accounting and earned a MBA from the University of Southern California.

Alfred W. Redmer Jr. was appointed Maryland Insurance Commissioner by Governor Lawrence J. Hogan Jr. in January 2015. He previously served as Commissioner from June 2003 until October 2005.

His business experience includes time as partner and president of Landmark Insurance & Financial Group and as CEO of Coventry Health Care of Delaware Inc.

He served 13 years in the General Assembly representing Baltimore County, including two years as the House Minority Leader.

For more information visit insureuonline.org

In April, the NAIC will distribute nationally a radio public service announcement (PSA) featuring actress Kimberly Williams-Paisley. The 60-second spot will remind consumers to prepare for the unexpected before an unfortunate event occurs.

Kimberly’s own family was caught off-guard when her mother was diagnosed with dementia while in her early 60s. The heart-wrenching decisions regarding her care were made more challenging as the family searched for sources of information.

In a video message she prepared for the NAIC, Kimberly told members “I’m excited to be partnering with the NAIC. Your resources would have been helpful to me and my family when my mother was diagnosed with dementia and we were hungry for trusted resources.”

The PSA concludes with Kimberly informing listeners of the unbiased information available to consumers from state insurance departments and the NAIC.

For more information visit insureuonline.org

Additional new members will be featured in upcoming editions of Daily News.
On behalf of the citizens of Arizona, I am pleased to welcome you to Phoenix for the 2015 Spring Meeting of the NAIC. We are proud to host you here in the Grand Canyon State.

The insurance industry is a significant and integral part of Arizona’s economy; the industry provides thousands of jobs, generates hundreds of millions of dollars in premium revenue, and delivers valuable services that keep businesses operating when losses occur. I commend the NAIC for its on-going efforts to strengthen and preserve state-based insurance oversight and consumer protection. When consumers experience a natural disaster or need assistance working with an insurance company, they want help from someone local who understands the often unique nature of the insurance market in the state where they live. Your work to protect the public while maintaining a vibrant and competitive marketplace is recognized and appreciated.

During your visit, we hope that you get a chance to experience some of the unbridle spirit of the Valley of the Sun. The Metropolitan Phoenix area boasts some of the Southwest’s finest attractions, including the Desert Botanical Gardens, the Heard Museum, Heritage Square, the Arizona Science Center, Papago Park, South Mountain and the Phoenix Zoo, just a name a few places you might enjoy during your stay.

Also, the Phoenix area hosts fifteen Major League Baseball teams playing in the Cactus League during spring training. With a number of night games, there is no excuse for baseball fans not to get out and enjoy a game after a day of conferencing.

Best wishes for a productive and enjoyable Spring Meeting. We are happy that you have chosen Phoenix for this important event.

Sincerely,

Douglas A. Ducey
Governor


“This theme captures our commitment to state-based insurance regulation and educating the public about the benefits of state-based regulation is a primary mission,” said NAIC CEO Sen. Ben Nelson. “Our system is constantly evolving, and there will always be challenges. There is no one-size-fits-all solution, so we’re committed to proactively meeting challenges head-on with responses that reflect the diversity of our membership.”

The online NAIC Annual Report provides a review of regulatory activities in the following areas: government relations, international insurance supervision, financial regulation, market regulation, and consumer education. It also features video messages from Nelson, 2014 President Adam Hamm and 2015 President Monica J. Lindeen, a photo gallery, and a copy of the NAIC’s audited financial statements.

The 2014 NAIC Annual Report can be found on the About the NAIC page at naic.org.