CIPR Spring Event:
Lessons Learned from Recent Catastrophes

Monday, March 26, 2018
Milwaukee, Wisconsin
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3:00 – 3:05 p.m. Welcome and Opening Remarks
— Jennifer Hammer, Director, Illinois Department of Insurance

3:05 – 3:30 p.m. Presentation:
Catastrophe Losses, Pricing, Availability, and Modeling
— Stephen C. Clarke, CPCU, Vice President, Government Relations, Insurance Services Office

3:30 – 5:00 p.m. Panel: Lessons Learned in Preparing, Responding and Recovering from Catastrophes
Moderator:
— Jim Ridling, Commissioner, Alabama Department of Insurance
Panelists:
— Ken Allen, Deputy Commissioner, California Department of Insurance
— David Altmaier, Commissioner, Florida Office of Insurance Regulation
— Amy Bach, Executive Director, United Policyholders and NAIC Funded Consumer Representative
— John Doak, Commissioner, Oklahoma Department of Insurance
— Andrea Ferrari, Vice President, Rivington Specialty Homeowners

5:00 Closing Remarks
LEARNING OBJECTIVES
At the completion of this program, attendees will be able to:

- Explain how state insurance departments prepare for catastrophic events.
- Identify consumer protection issues related to catastrophic events.
- Explain the roles insurance department staff, insurers, consumer advocates and federal entities have in assisting consumers after a catastrophe.
- Explain how state insurance regulators track claims and loss data following a catastrophe.
- Explain innovative state approaches in facilitating mitigation.
- Explain the effectiveness of building codes and standards over time.
- Identify consumer knowledge gaps and protection needs.
Ken Allen
Deputy Commissioner, Rate Regulation
California Department of Insurance

Ken Allen joined the Rate Regulation Branch in September 1989, shortly after Proposition 103 was approved and enacted (a Prop 103 baby!). After working his way up from Insurance Rate Analyst to Supervising Insurance Rate Analyst, Mr. Allen was promoted to Deputy Commissioner of the Rate Regulation Branch on September 1, 2016.

Mr. Allen graduated from California State University Fullerton in 1989 with a Bachelor of Arts degree in Mathematics. He earned his Chartered Property Casualty Underwriter designation in 1996 and holds an Accredited Insurance Examiner designation through the Insurance Regulatory Examiners Society (IRES).

Mr. Allen was elected to IRES' Board of Directors in 2013, became a member of IRES' Executive Committee in 2014, and is currently President of IRES.

Mr. Allen, his wife, and daughter greatly appreciate living in Southern California, as they often take advantage of the area’s many amenities.
David Altmaier
Insurance Commissioner
Florida Office of Insurance Regulation

David Altmaier was appointed as Florida’s Insurance Commissioner on April 29, 2016 by the Financial Services Commission. Commissioner Altmaier leads a 289-member team at the Office of Insurance Regulation (Office) overseeing a complex insurance marketplace in a state with one of the highest catastrophe exposures for hurricanes. He joined the Office in 2008, serving in various roles within the property and casualty business unit. These included Chief Analyst, Director of Property & Casualty Financial Oversight and Deputy Commissioner of Property and Casualty Insurance.

Beginning in 2018, Commissioner Altmaier was named chair of the National Association of Insurance Commissioners’ Financial Condition (E) Committee.

Prior to joining the Office, Commissioner Altmaier worked as a Florida licensed 2-20 and 2-14 insurance agent and high school math teacher. He is a 2004 alumnus of Western Kentucky University, where he received a Bachelor of Science degree in Mathematics.
Amy Rebecca Bach, J.D.
Co-Founder, United Policyholders
NAIC Funded Consumer Representative

Amy Bach is a professional advocate for insurance consumers and co-founder of the national non-profit United Policyholders. A native of Brooklyn, New York, Ms. Bach graduated cum laude from Cornell University in 1982 and received her Juris Doctor degree from Hastings College of the Law in 1989.

Ms. Bach is an expert on claim and coverage matters; frequently interviewed in print and broadcast media. She is the author of numerous publications at www.uphelp.org and friend of the court briefs in precedent-setting litigation matters throughout the U.S. She is the co-author of two books; “Wise UP – The Savvy Consumers Guide to Buying Insurance” and “The Disaster Recovery Handbook”. She is a regular contributor to Nolo Press publications, including the Essential Guide to Buying Your First Home.

United Policyholders is a leading national non-profit voice and source of information and guidance for individual and commercial consumers of all types of insurance. Ms. Bach oversees its Roadmap to Recovery™, Roadmap to Preparedness, Advocacy and Action programs and is the organization’s primary spokesperson.

Ms. Bach is in her eighth term as an official consumer representative at the National Association of Insurance Commissioners and recently completed her service as a Consumer Participation Program trustee. She has performed government service with the New York and California Legislatures and the New York State Consumer Protection Board. She has served as counsel to a special master overseeing reforms at the California Department of Insurance (CDI) and to an investigatory arm of the California Senate Judiciary Committee.

Ms. Bach served on a California Earthquake Authority’s Product Enhancement Board and chaired a CDI Consumer Advisory Task Force. Since 2011, she has been an Adviser to the American Law Institute’s Restatement of the Law of Liability Insurance project.

Ms. Bach has drafted many legislative proposals that are now law. Her honors and awards include Money magazine: “Money Hero”; “Consumer Champion” (Florida Association for Insurance Reform), “Person of the Year” National Association of Public Insurance Adjusters and recognition by the Independent Insurance Agents and Brokers of California, the Proposition 103 Implementation Project, and the Consumer Attorneys of California.

Ms. Bach resides in San Francisco, California with her husband and two children. Her hobbies include singing and playing drums and gardening.
Stephen Clarke
Vice President, Government Relations
Insurance Services Office, Inc.

Stephen Clarke is Vice President of Government Relations at Insurance Services Office, Inc., leading ISO’s insurance legislative and regulatory activity at the state, federal and National Association of Insurance Commissioners’ levels. He oversees ISO’s product compliance and other required filings, legislative and regulatory monitoring, licensing and coordinates regulatory interaction.

Mr. Clarke has over 30 years of experience in the industry encompassing regulatory affairs, compliance, operations and product development. He earned his CPCU in 1995 and has served for many years as an instructor at St. John’s University School of Risk Management.

Mr. Clarke’s articles have been published in Risk Management magazine, Business Insurance, and Best’s Review, and he has been interviewed for numerous print and video articles appearing in leading local, national, and industry trade press outlets.
When he took office in January 2011, John Doak’s goal was simple: Do everything possible to improve the lives of Oklahomans. Commissioner Doak has done that with groundbreaking initiatives, fiscal conservatism and an unwavering commitment to public service.

Under Commissioner Doak’s leadership, the Oklahoma Insurance Department (OID) has transformed itself into a proactive and mobile organization. His team fans out across the state to educate citizens before disaster strikes and offers assistance after it does. OID employees have responded to tornadoes, earthquakes, wildfires and ice storms to help victims quickly recover from catastrophe.

Commissioner Doak’s visionary efforts include hosting the National Tornado Summit, an annual disaster preparedness conference for insurance professionals, emergency managers and meteorologists. With more than 5,000 attendees over six years, it is the nation’s premier event for catastrophe response. His focus on disaster resiliency also earned him a trip to the White House to share best practices with experts from around the country.

Other accomplishments by Commissioner Doak include holding the state’s first-ever rate hearing on earthquake insurance premiums, returning $40.5 million in unspent funds to the state treasury, attracting almost 100 captives to Oklahoma and hosting a Healthcare Innovation Summit that offered cutting-edge solutions to the country’s healthcare challenges. He has also testified in front of U.S. Senate committees seeking input on insurance fraud and the health care exchanges.

Commissioner Doak is an active member of the National Association of Insurance Commissioners, where he serves as chair of both the Antifraud Task Force and the Midwest Zone. He is also a member of several committees, including Executive, International Insurance Relations and Property and Casualty, of which he is the former chair. Additionally, Commissioner Doak represents the NAIC with the Organization for Economic Co-operation and Development and is a member of the FEMA National Advisory Council.

Commissioner Doak graduated from the University of Oklahoma with a Bachelor of Arts in Political Science. Shortly after college he launched a successful insurance business in Tulsa. Later, he served as an executive for several risk and insurance service companies including Marsh, Aon, HNI and Ascension.

Doak and his wife Debby live in Tulsa with their children, Zack and Kasey. They are members of the South Tulsa Baptist Church.
Andrea Ferrari
Vice President of Underwriting
Rivington Specialty Homeowners

Andrea Ferrari is the Vice President of Underwriting and program lead for Rivington Specialty Homeowners (Rivington). Rivington is a Managing General Agency specializing in insuring homes located in the wildland urban interface zones across the state. Ms. Ferrari is responsible for their admitted and excess and surplus homeowner’s product. The product focuses on partnering with the homeowners and communities to develop strategies in order to reduce the potential and severity of fire damage.

Ms. Ferrari currently sits on the Tree Mortality Task Force Sub-Insurance group, as well as ACIC on a Wildfire Direct Response group addressing wildfire legislation.

Prior to Rivington, Ms. Ferrari worked for Nationwide and PURE Insurance Groups with a focus on high wildfire hazard areas. While employed at Nationwide, she helped to develop wildfire underwriting guidelines and mapped multiple areas of California to determine vegetation types and fuel loads. In addition, she developed training for both the underwriters and independent agents on the various fuel models throughout the state.
Jennifer Hammer
Director
Illinois Department of Insurance

Governor Bruce Rauner appointed Jennifer Hammer as Acting Director of the Illinois Department of Insurance (DOI) effective January 17, 2017, and she was confirmed as Director on February 15, 2017.

Director Hammer brings more than a decade of experience in healthcare law and policy to the DOI. Prior to her appointment, Director Hammer served as the Deputy Chief of Staff for Policy in the Office of the Governor where she worked closely with state agencies to develop and implement the Governor’s public policy agenda.

Previously, Director Hammer served as Special Counsel to the Governor and Policy Advisor for Healthcare and Human Services. In this role, she coordinated all healthcare-related agencies, including the DOI. Director Hammer oversaw the transition of Get Covered Illinois, Illinois’ Health Insurance Marketplace, from an independent commission to the DOI.

Prior to joining state government, Director Hammer was Associate Vice President/Legal Counsel for Government Affairs for the Illinois Chamber of Commerce and a lawyer in private practice with a focus on insurance defense, healthcare, business and advising clients on legislation including the Affordable Care Act.

Director Hammer has a Bachelor’s Degree in Justice Studies from Arizona State University and a J.D. from Southern Illinois University School of Law.
Jim L. Ridling, a native Arkansan who has lived and worked in Montgomery since 1987, was reappointed Insurance Commissioner by Governor Robert Bentley on January 17, 2011.

Commissioner Ridling is a graduate of the University of the Ozarks. Upon graduation in 1967, he entered a management training program with Fireman’s Fund Insurance, leading to several management positions and culminating in his service as executive vice president U. S. operations, based in California. In 1987, Commissioner Ridling left California to come back to his native South. He traded his interest in American Express (which owned Fireman’s Fund at the time) for ownership in Southern Guaranty, a Fireman’s Fund subsidiary headquartered in Montgomery, serving as the company’s President and Chief Executive Officer of Southern Guaranty. The following year, Southern Guaranty sold to Winterthur Swiss, and he remained in his previous role and added the duties of chairman until his retirement on December 31, 2003.

Following his retirement from Southern Guaranty, Commissioner Ridling remained active. He and other local business leaders formed River Bank and Trust, where he currently serves as Vice Chairman.

Commissioner Ridling is a former Chairman of the Board of Directors for Jackson Hospital and has served on the Boards of Directors of the Montgomery Airport Authority, the Montgomery Area Chamber of Commerce and the Central Alabama Community Foundation. He is a former Chairman of the River Region United Way and continues to be involved in local business, charitable and community activities.

Commissioner Ridling is married to the former Cathy Turner. He has two daughters – Erin Ridling and the late Hannah Ridling.
JUNE 18–22, 2018
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Center for Insurance & Policy Research (CIPR)
Innovation Program

The CIPR’s Innovation Program will explore emerging innovation and technology—such as artificial intelligence (AI), Big Data and the Internet of Things (IoT)—and discuss their potential opportunities and challenges within the insurance marketplace. Our program will kick-off Tuesday with two thought-provoking keynote addresses on the use of Big Data and behavior analytics, and on the many exciting innovations and technology we often hear about. On Wednesday, the Innovation Program will showcase our 2nd annual “D’Bet(t)a Bowl” competition where InsurTech startups will ‘pitch’ their innovative ideas to a panel of judges. Thursday will open with a session exploring an innovation with potentially far-reaching implications for the regulatory community—RegTech; followed by a series of sessions you won’t want to miss!

Tuesday, June 19
3:30 – 4:20 p.m. Keynote
4:30 – 5:20 p.m. Keynote

Wednesday, June 20
8:00 – 9:50 a.m. Officer Panel and Breakfast
10:15 – 12:00 p.m. “D’Bet(t)a Bowl” Innovation Showcase
1:00 – 1:50 p.m. Demystifying the Black Box of Big Data
2:00 – 2:50 p.m. The Internet of Things (IoT) in Insurance
3:30 – 4:20 p.m. Keynote
4:30 – 5:20 p.m. Keynote

Thursday, June 21
8:00 – 9:50 a.m. Why RegTech is Becoming the Next Big Thing
10:30 – 11:20 a.m. Innovator and Regulator Panel
1:00 – 1:50 p.m. InsurTech Game Changers for the Insurance Industry
2:00 – 2:50 p.m. How Artificial Intelligence is Ushering in a New Era of Risk Segmentation
3:30 – 4:20 p.m. Emerging Trends in the Insurance Sector

Visit www.naic.org/insurance_summit for the latest agenda information
The National Association of Insurance Commissioners (NAIC) is the U.S. standard-setting and regulatory support organization created and governed by the chief insurance regulators from the 50 states, the District of Columbia and five U.S. territories. Through the NAIC, state insurance regulators establish standards and best practices, conduct peer review, and coordinate their regulatory oversight. NAIC staff supports these efforts and represents the collective views of state regulators domestically and internationally. NAIC members, together with the central resources of the NAIC, form the national system of state-based insurance regulation in the U.S.

For more information, visit www.naic.org.