



**Meeting Minutes**  
**Wednesday, August 21, 2024**  
**10:00 p.m. – 11:30 p.m.**  
**125 South Webster Street**  
**Room 227 – The Spencer Kimball Conference Room**  
**Madison, WI 53703**

**Council Members Present:** Nick Arnoldy (Marshfield Ins.), Janet Dettman (American Family), Maggie Olson, Darrel Zaleski (Spectrum Ins.) Christopher Zwygart (Chair)

**OCI Staff Present:** Kelly Altschul, Brian Darrey, Andrea Davenport, Becky Easland, Jeff Grothman, Amy Malm, Rebecca Rebholz, Sarah Smith, Lauren VanBuren

**Public Attendees:** Genna Alexandar, Matt Banaszynski, Monica Groves, Mike Happe, Angela Marion, Michael Stern, Natalie White

### **Welcome and Introductions**

Christopher Zwygart, Chair; welcomed council members and took roll call. There was a review of the last council minutes. Chris and the council members had no objection to the April 3, 2024, minutes. Minutes will be posted to the website.

Becky Easland, Deputy Commissioner, Office of the Commissioner of Insurance Office (OCI), introduced herself to the committee. Deputy Commissioner Easland joined OCI in January of this year. Deputy Commissioner Easland formerly worked at OCI for 16 years in the Department of Financial Regulation (DFR). She started with OCI as an entry-level examiner. She has also worked with the International Association of Insurance Supervisors (IAIS) for seven years, which is a global organization to help integrate insurance practices globally. Deputy Commissioner Easland has been a great addition to the leadership team at OCI and looks forward to today's discussion.

## NAIC Issues

- Andrea Davenport, Property & Casualty Attorney, Office of the Commissioner of Insurance (OCI) reported on P&C topics and the various NAIC working groups (WG) which met at the 2024 NAIC Summer National Meeting in Chicago.

The Property and Casualty Insurance (C) Committee heard a federal update on P&C insurance issues and an update on the P&C Market Intelligence (PCMI) data call and updated everyone on timelines. Approximately 360 companies were requested to share information. September 27<sup>th</sup> all final data will be submitted. A presentation was also given on the current state of the P&C insurance market focusing on the challenges insurance companies are facing in homeowners insurance markets.

The Antifraud Working Group is working on developing a search tool for consumers to use to recognize if an agent is licensed, if their license is current and active, which states they are licensed to sell in, etc. This tool will be linked to the SBS Producer page.

The Catastrophe Insurance Working Group is currently working on and monitoring the growth of the private flood insurance market as well as studying earthquakes, severe storms, and wildfires. This WG is working on redesigning the CRP system, which is a multi-year project and is currently in year two.

The Privacy Protection Working Group is working on taking steps toward revising the preexisting Model 672 law. The WG is asking for comments section by section with a 30-day comment period.

The Third-Party Data Working Group continues to work on receiving presentations on the regulatory framework. The step will be to compile information and develop a new framework.

## Division of Market Regulation Update

- Brian Darrey, supervisor on the P&C Programs Management Team in the Division of Market Regulation (DVR), reported on trends data. Brian provided charts to show the fluctuation of complaints. Brian touched on some key factors and types of insurance. Auto insurance continues to increase. Homeowners doubled from 2021 to 2023. However, regarding auto insurance claim handling was a reason for complaints. In 2021 the rate was at 65.1%, which continued to increase in 2022 and 2023, however, currently, the percentage of complaints has decreased to 56.0%. Regarding homeowners claim handling again was an issue, and underwriting issues remained consistent. In summary, claim handling is the biggest issue. As an agency, OCI is looking to strengthen these issues through education by talking to consumers and assisting

consumers with situations they need to be looking for. Consumer Education outreach is important to help prevent complaints.

The group discussed helping the consumer from the carrier side. Communication through emails, bulletins, and overall having direct communication with customers is essential. A personalization piece is important, solving each issue one consumer at a time. The more information that can be communicated to help the consumer feel heard the better.

Insurer/Agent Policyholder Education Efforts on Rate and Product Change were also discussed. The group also discussed price/rate increases, for example, homeowners insurance. These increases fall under underwriting. Complaints are often filed through legislative correspondence as well as with OCI.

Contractors/Vendors have become a topic of conversation and concern as they have reached out to OCI. There is a gray area issue when it comes to claims. Education opportunities may be an option in the future. OCI's role needs to be Facilitator vs Educator.

The utilization of Roof Maxx as a Wisconsin Product was introduced during an NAIC meeting. This product is a seller for singles and roofs. The question asked, are the carriers aware of this product? The carriers are not familiar with this product currently.

## **Trending Issues**

AI and Insurtech are a continued hot topic in the insurance industry. How does one see the future with these two products? This topic is so dynamic and ever-changing on all sides. Is the customer experience stronger and faster? Emerging technology is changing the insurance industry. Every insurance company is going to have to become more efficient and will be gravitating towards technology-related tools.

## **OCI is Moving**

Deputy Easland announced that OCI will be moving locations. OCI's new location will be located at the DOA Building, 101 E. Wilson, which is anticipated to happen sometime in November.

- The next meeting is anticipated to be held in Fall depending on the move.

The meeting was adjourned.