When the Regulator Comes Calling

Managing Risk & Regulatory Complexity – Market Conduct Exams
Market Analysis

- How are market conduct exams triggered?
- Is the process for determining who to exam uniform or vary state to state?
- What are some of the criteria used when deciding what company to examine?
- Are there steps companies can take to mitigate or avoid market conduct activity?
Continuum Options

- Are options other than full exams available to Regulators?
- Are regulators allowed/willing to call a company versus immediately initiating activity in writing?
- Are there available options other than full exams?
- When presented with continuum options, what are some ways companies may respond?
- Are the companies budgeting concerns taken into consideration?
Examinations

- What is the typical market conduct examination process?
- What is reviewed during an exam?
- Can companies provide recommendations or changes to the exam process?
- How important is open communication between the examiner and the company?
- What are some best practices for conducting efficient exams?
Closure of Examinations

• What are some best practices for regulators and companies when closing out an exam?

• What might an exam close-out look like?

• Are exam findings public?

• Is there ever an incentive to fine or penalize a company?

• What are some current trends?
Multi-State Exams

• What are multi-state exams?
• Are there pros/cons for states?
• Are there pros/cons for companies?
• Are there current trends?
Standard Setting Organizations

• What role does the National Association of Insurance Commissioners (NAIC) and/or International Association of Insurance Supervisors (IAIS) play in Market Regulation?

• Are the market conduct standards suggested by IAIS taken into consideration? Followed?

• Are there International standards on the horizon?