

## For Alabama regulators, each day is a disaster waiting to happen

by *Scott Hooper*

Special to The Regulator

Only two counties in Alabama border on the Gulf of Mexico. But the rest of the state, shielded from the Gulf by the Florida Panhandle, starts no more than 90-100 miles back from the water — not nearly far enough to shield it from hurricanes and tropical storms.

“Tornadoes are not an unusual thing in Alabama,” said Jack Brown, assistant chief examiner for the Alabama Department of Insurance.

“We have a warm climate, and we can have a lot of thunderstorm damage too,” he added. “I remember six or seven years ago we had a fairly significant hailstorm here in Montgomery. It hit the Ford place and the Dodge place, Chevrolet — we had all kinds of hailstorm sales going on.”



### Helping consumers

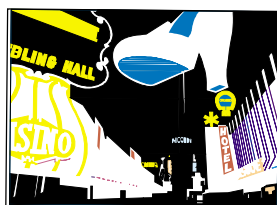
The good news is that all those high winds, hail, pounding rainstorms and overflowing rivers and creeks have given both the department and the companies it regulates a lot of experience in responding to disasters — as well as dealing with the routine demands that regulators and companies face in any state.

“When these catastrophes occur, we send groups of people out to help the public,” Brown said. “For instance, when the big tornado hit

near Birmingham, we sent our consumer people up there to help the public.”

In addition, the State

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## How to bring IRES to your state or department

Would you like to start an IRES chapter in your town? Do you need help in getting more of your department staff to join IRES and seek accreditation?

Give us a call so that we can help.

The IRES staff and Executive Committee want to work with insurance departments that are eager to promote the continuing education and training of their staffs.

We’d like to find more ways to help regulators take part in IRES, attend our seminars and get information about courses and educational opportunities.

Call us, fax us or e-mail us as soon as you can.



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## President's Forum

Gary W. Meyer, CIE

IRES president

I recently attended the Market Conduct School sponsored by the IRES Foundation in Hilton Head, S.C. My function was that of a faculty member and target.

I want to take this opportunity to assure everyone in regulation that I did not divulge any examination or regulatory secrets. I didn't tell anyone the secret handshake or



passwords we use to "get the goods" on an insurer.

I feel I must mention this because in the past I have heard mutterings about why a regulator would go to a school and teach insurers how to avoid examinations, fines or other regulatory actions. The reason I didn't give away any secrets is because there really aren't any. Unless, of course, you consider as "secret" the advice of marketing products honestly, rating and underwriting correctly, handling claims fairly and resolving disputes promptly.

Insurers are concerned with the regulatory process and especially with the market conduct exam portion of regulation. They are concerned with why an insurer is selected for examination, how they are examined and who will conduct the exam. Insurers wonder about the scheduling of exams and the perception of too many states conducting examinations in a short period of time. "Piling on" as it were.

It was pointed out that many states base exams on the number and the nature of complaints. If many states notice an increase in the volume of complaints or more serious nature of complaints, it could trigger exams in several states simultaneously.

I also must point out that if a company's conduct was suddenly very troubling to many people in different states, then all the exams may well be warranted. Several regulators at the IRES Foundation school noted that the NAIC has an exam-tracking system and that all states are encouraged to use it to report their exams and to survey other states' activities when calling exams. ■

# 1999 NAIC/IRES School

About 40 regulators from 20 states and territories came to Kansas City the week of April 26 to learn how to be better regulators.

It was the annual "Regulating the Marketplace" school sponsored by IRES and the National Association of Insurance Commissioners.

The week-long seminar is designed for experienced insurance regulators, with particular emphasis on those who work in such market conduct-related areas as consumer services, complaint handling, agent licensing, rate-form review, enforcement, health care and fraud regulation and more.

The program offers regulators the chance to communicate with each other in a small classroom setting about the common dilemmas they face in their respective states. The sessions include lectures, question-and-answer panels and small teams. The teams collaborate each day to discuss real-life regulatory scenarios that are presented to them to debate and resolve. They then present their conclusions and recommendations to the entire class.



**Regulators attending this year's NAIC/IRES school started out the week by breaking into groups to identify the major issues they want to cover during the week, and then writing them down on posters that are displayed around the classroom.**



*photos by Scott Hooper*

## New 3-year work requirement for CIE beginning in 2000

Beginning Jan. 1 of next year, applicants for the Society's CIE designation must have three years of regulatory experience. The current requirement is two years.

The change will apply to CIE applications received by IRES on or after Jan. 1, 2000 — regardless of when the applicant began his or her initial course studies.

The change was adopted this year by the IRES Accreditation & Ethics Committee in response to input from regulators, members and educators. Members with any questions about other requirements for the CIE, or AIE, designation, should contact the IRES office at 913-768-4700.

# Alabama regulators work in eye of storm

*continued from page 1*

Fire Marshal's office, which is part of the department, has a disaster response team of law enforcement personnel, and they were there too, assessing the damage and reporting their findings to the department — as well as helping keep down looting and other problems.

"A lot of people lose their records when their homes are demolished, so our personnel will go up there and help them locate their company," he said. "Those are crisis times for these people."

He added: "Particularly when there's a catastrophe, we've had good experiences with companies going into those areas and helping people — we've had very good experience."

When the rain isn't coming down, Brown and his people spend a lot of their time making sure that the insurers they monitor will be ready when the next storm hits.

Unlike the destruction caused by, say, an earthquake, hurricane and tornado damage is generally covered under standard homeowners policies. There may be exclusions for especially high-risk areas, including flood zones, but hurricanes are so big that they represent major problems for any insurer who does any kind of business in the affected area.

The issue, Brown said, isn't just reserves but solvency.

"We have to be careful that our companies, if they have a lot of exposure, have studied their own particular risk exposure to make sure they do have sufficient cat coverage," he said.

## Financial and market conduct

When it comes to evaluating financial stability, whether in the aftermath of a catastrophe or during ordinary operations, that's up to all of Alabama's 16 field examiners — along with market conduct issues.

Having every examiner handle all types of exams means "there's an awful lot of stuff to look at," Brown admitted, "but we feel like it keeps their knowledge base broader."

In addition, between formal visits, the department has seven analysts who track complaint volume, for instance, including the type of complaints.

"We will use that as one of the triggers that we'll use to go in and look at a company," Brown said. "We monitor the consumer side of it because that is a sign of financial problems. We've had several examinations, and we've even gone out of state in some instances, where the type of complaint we

were seeing was the trigger that told us this company was having problems."

As in all states, the Alabama department is required to look at all domiciled companies. For fraternal, mutual-aid associations and health maintenance organizations, they're required to go in every three years. For life and health and the property/casualty insurers, the minimum is every five years.

"But we do look at other factors," Brown said. "We go into our companies with what we consider problem situations considerably more than every five years. We have some situations where we'll go in annually. It's based on evidence that we have that's either in the nature of complaints or in the nature of financial statements that say there is a problem with



**"We go into our companies with what we consider problem situations considerably more than every five years. We have some situations where we'll go in annually. It's based on evidence that we have that's either in the nature of complaints or in the nature of financial statements that say there is a problem with this company."**

— Jack Brown, Alabama Insurance Dept



*continued next page*

# Alabama regulators cope with nature's fury

*continued from page 4*

this company.”

When it comes to looking at aliens, Brown said the NAIC's accreditation program simplifies their job greatly.

“We feel as though if it's an alien that's in an accredited state, we won't have to monitor it as closely,” he said.

But if the other state isn't accredited, all bets are off.

“For instance, to allow somebody admission into Alabama if they're from a nonaccredited state, we will do an admission examination,” Brown said. “We do monitor them more closely than we do the ones that are in accredited states.

## **Accreditation**

“If they're meeting the accreditation standards, then we feel more comfortable with the company, and we feel like they are being monitored by their domiciliary state. And we do participate in some of the NAIC work groups that will deal with different situations with companies, not necessarily domiciliary companies. We utilize that facility also.”

Accreditation applies to people, too.

Alabama, in common with many other states, requires professional accreditation as its employees

move up the ladder.

“One of the [department] accreditation standards is using sufficient staff of qualified personnel,” Brown said.

“Particularly on the financial side, the CFE is the professional designation you need to be considered qualified. We have five levels of examiners, and at entry level, you have to meet certain requirements, including degree requirements and so forth. But beyond that, to advance to a II level, you have to have an AFE or a CPA, and to advance to III level and above, you have to have a CFE.

“We're looking at adding CIE.”

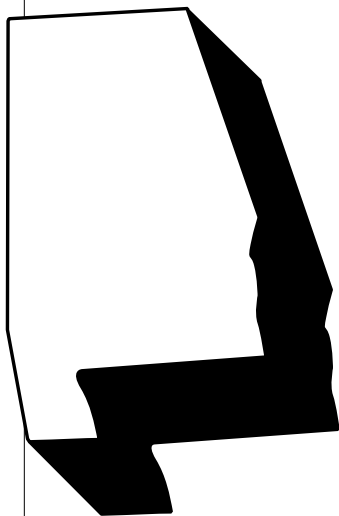
Although accreditation is a way to assure staff quality, it doesn't do much for quantity, which is an issue in many states nowadays, what with hiring freezes and the like. In Alabama, one response has been to hire contractors, because a) they're not part of the department's head count and b) their costs are covered by the fees levied against companies.

The department currently works with two firms that provide contract examiners.

“We've always had some contractors,” Brown said. “We've been using them to help us some with market conduct work recently, to expand on our market conduct focus.”

*continued on next page*

## **Alabama Insurance Department**



- *Market conduct exams handled by:* Examiners Division.
- *Size of staff:* 16 examiners and 7 analysts in market conduct/93 in department
- *Contractors:* Works with two firms to provide field examiners to supplement 16 staff examiners.
- *Domestic/total companies:* 90/1,400
- *Confidentiality:* Examination reports are final and public 20 days after filing unless appealed. If appealed, the reports are public after the conclusion of the appeals process.
- *Contact:* Jack Brown, assistant chief examiner, 334-241-4157 • [jbrown@insurance.state.al.us](mailto:jbrown@insurance.state.al.us)

# Alabama: regulating in the wake of nature's fury

*continued from page 5*

## Dealing with change

Although Alabama has gone through several commissioners in recent years, Brown said they've all been extremely consumer-oriented professionals.

Since January of this year, the acting commissioner has been David Parsons, a 25-year veteran of the department. He started out in P&C rates and forms, and then became deputy commissioner over the unit that supervises rate and form filings. Just before he became commissioner, he was deputy over both that unit as well as consumer affairs, a combination that pretty much represents the market conduct side of the department.

"We're very proud of our commissioner," Brown said. "He's very conscientious, and he's a very concerned commissioner."

"We all know him quite well, and he's a good man. He's concerned with the public — he's very concerned with the public — and he has a good rapport with the industry."

With Commissioner Parson's strong support, the department has recently jumped into cyberspace, launching a Web site that's increasingly filled with useful information for consumers, as well as for agents, brokers and companies.

Folks within the department are especially fond of the site's name, [www.aldoi.org](http://www.aldoi.org), since "aldoi" has been shorthand for the department's name internally for some time.

"I have noticed that we're starting to get E-mails from the public now," said Brown. "We're still developing the Web site — it went on line last year with a list of the licensed companies, and I'm not sure how far they've gotten with the agents, but it's my understanding that will be part of it."

"We've now got the Insurance Report out there, too. We put out this report every year that lists all the

companies, how much they write and what lines they write and so forth, and that's on the site. We also have forms for the agents to obtain, we have as I recall the licensing requirements for companies and it's my understanding that consumer orientation is being developed and added to it as it progresses.

"We intend to make it as oriented toward helping inform the public as possible."

In general, Brown said, the department has been very lucky with regard to technology. All field personnel are equipped with computers and modems, and they routinely communicate back and forth via E-mail.

"We're starting to see a lot of increased

productivity because of

that," he added. "We E-mail our

personnel, and they're able to E-mail us. So far we've had no problems with information getting out, so hopefully we won't encounter any."

So as another hurricane season gets underway, Alabama is in pretty good shape to handle whatever comes along. What else could happen? Well, Brown said, there have been reports of earthquake faults in the northern part of the state. . . ■



## IRES CDS: Next Up

- 1999 — Las Vegas. Aug. 1-3 Bally's
- 2000 — New Orleans. July 30-Aug. 1 Hyatt Regency
- 2001 — Baltimore. Aug. 5-7 Hyatt Regency Inner Harbor
- 2002 — July 28-30 Hyatt Riverwalk San Antonio, Texas

# MEET YOUR BOARD MEMBERS

**Jann Goodpaster, CIE, CPCU**  
IRES Board of Directors

A regulator for seven-plus years.

*If I weren't a regulator, I'd be:* "Probably teaching high school history (at least I'd get summers off.)"

*The biggest issue facing insurance regulation today:* "How to regulate effectively, given the limited resources and the ever changing external environment."

*My proudest accomplishment:* "I'm not sure what my proudest accomplishment is but one of the smartest decisions I made was to join IRES and become an active member. The educational programs have been great, but even better has been the opportunity to make many good friends."

*If I could do one thing over, it would be:* "I would have spent my 20s living in Europe."

*Tell us about your family:* "Ted, 50-something, and Zoe, seven going on 35."

*Hobbies:* "A thing of the past."

*Most recent or favorite book you've read:* "The Cazelet Chronicles," by Elizabeth Jane Howard.  
*Favorite book:* "Don't Stop the Carnival," by Herman Wouk.

*Favorite quote:* "I start where I am, I work with what I have, and I do what I can." — Arthur Ashe's reply on being asked how he accomplished so much for poor youths of Richmond, Virginia.

*see more Board profiles, page 14*

**Christel L. Szczesniak**  
CPCU, CIE, AIM, ARM, CPIW  
IRES Board of Directors

IRES Board of Directors,  
Immediate Past President,  
and currently Chair of the  
Education Committee

A regulator for 26 years,  
currently a regulatory  
administrator (P&C expert) of consumer affairs,  
policy and compliance for the Colorado Division  
of Insurance.

*If I weren't a regulator I'd be:* "A dress designer."

*The biggest issue facing insurance regulation today:* "Federal regulatory intervention."

*My proudest accomplishment:* "Being president of IRES."

*Family:* "Divorced. Have two daughters and three grandchildren. I also have two cats."

*Hobbies:* Fishing, gardening, cooking, dancing and painting.

*Most recent book read:* Bewitched by Constance O'Day Flannery.

*Favorite Quote:* "Whatever you can do or believe you can, begin it, boldness has genius, power and magic." — Goethe

# Back to 2CHOOOL

## *The 6th annual IRES Foundation market conduct school for industry*

Three hundred insurance industry representatives from around the country gathered in Hilton Head, S.C., the week of April 7 to learn how state insurance departments are conducting market conduct regulation.

It was the IRES Foundation's 6th Annual Market Regulation School and the theme was "Market Conduct Regulation: Everyone's Responsibility."

The school brings together senior insurance department staff from state insurance departments to brief the insurance industry on how their states handle market conduct-related regulation and enforcement. Unlike the Insurance Regulatory

Examiners Society, which provides educational programs for regulators, the IRES Foundation's programs are designed to educate the insurance industry about current trends in insurance regulation.

This year's program featured presentations by insurance department staff from New York, Oregon, California, Florida, Virginia, Illinois, Delaware, North Carolina, Pennsylvania, Alabama, Kentucky, Missouri, South Carolina and Connecticut. The school lets company compliance officers meet one-on-one and in small groups with the market conduct staffs of each state, to answer questions and solve problems.



### **TARGET**

**PRACTICE** IRES Foundation Chairman Bruce Foudree (at right) invites members of the audience to take their best shot at panelists from the state insurance departments who came to Hilton Head to discuss market conduct regulation.



**Bottom left:** School attendees enjoy an ocean-side outdoor luncheon. **Left:** Kentucky Insurance commissioner George Nichols addresses school attendees Friday morning about trends in market conduct regulation.



## STATE BY STATE

On Friday morning, members of the industry were able to meet at small tables with the state insurance department staff of their choice to ask questions about market conduct compliance, enforcement decisions and anything else that was on their mind regarding the specific state and its regulatory style.

## THANKS, WADE!

**Right:** Wade Harrell (left) receives a plaque from IRES Chairman Bruce Foudree acknowledging Harrell's years of service to the Foundation board of directors. Harrell recently retired from the Board. **Bottom right:** California investment broker and insurance agent Frank Bank, who played "Lumpy" on the 1960s television show "Leave It To Beaver" signs autographs after his Thursday morning talk.



**Below:** Staff from Uniform Information Service staffed a booth during the "consultants showcase" poolside reception



# REGULATORY ROUNDUP

## ALABAMA — Credit-Card Debt-Deferral Agreements Not Insurance

The Alabama Court of Civil Appeals recently decided that credit-card debt-deferral agreements sold by national banks are not insurance. Steele v. First Deposit National Bank et al., 1999 WL 50501, \*3 (Ala. App. 1999). Rather, the court decided that these types of agreements are within the powers granted to national banks under the National Bank Act. In this case, the banks were accused of selling insurance without a license by selling a “credit protection” plan to credit-card customers. The “credit protection” plan defers debt and interest payments on applicable credit-cards in the event the debtor is hospitalized, involuntarily unemployed, involved in an accident, or disabled. Among other things, the court explained that such debt-deferral agreements do not transfer or spread risk and are not products sold exclusively by the insurance industry.

## COLORADO — Deregulation Bill Passes

In April, the Colorado General Assembly passed a bill that eliminates rate regulation and form certification requirements for commercial property/casualty insurance. Legislative findings stated that commercial policyholders are sophisticated consumers who do not need the state to regulate rates or certification requirements. Supporters of the new law believe that this deregulation will promote healthy competition, lower rates, and help insurers be more responsive to customer needs. *See* Colorado House Bill 1310.

## CONNECTICUT — Reinsurance of “Workers Compensation Carve-Out” Business

The Connecticut Department of Insurance has issued two new bulletins to clarify that life, accident and health insurers are not permitted to reinsure workers

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*Dee Dee Gowan is an attorney with the law firm Baker & Daniels in Indianapolis, Ind., and focuses her practice on insurance regulatory matters.*

by **Dee Dee  
Gowan**



compensation insurance. The two bulletins target the practice of “workers compensation carve-out” or “occupational accident” reinsurance where the reinsurer assumes only the accident and health liability of the underlying workers compensation coverage. The Department explains that companies must have the authority to write a line of insurance to be able to reinsure that same line and that the “carve-out” practice may not be used to circumvent that standard. The bulletins require Connecticut domestic life, accident and health insurers (1) to advise the Department of any such reinsurance contracts they have previously entered into, (2) to make good faith efforts to terminate such existing contracts, and (3) not to enter into any new or renewal contracts. If you have questions about these two bulletins, please call Frances O’Conner, Director of the Examination Division, Connecticut Department of Insurance, at (860) 297-3814. *See* CT Bulletin No. FS-19-99 (Feb. 25, 1999) and FS-19a-99 (March 17, 1999).

## INDIANA — New Consumer Protection Unit Off to a Strong Start

Last summer, the Indiana Department of Insurance created a new Consumer Protection Unit, which includes a new Enforcement Division. Since its inception, the Enforcement Division has: filed 10 actions against companies and 35 actions against agents; enforced the 20 day response time for Department complaints; investigated and prosecuted companies that sell insurance to Indiana customers through 1-800 numbers or over the Internet, using unlicensed customer service representatives; and improved Indiana’s market conduct examination procedures. In the future, the Consumer Protection Unit hopes to improve the Department’s investigation and prosecution of unfair

*continued from preceding page*

claims settlement practices, and continue to improve administrative procedures and case management, so that the Department can prosecute actions against companies and agents as quickly and effectively as possible. If you have questions about Indiana's Consumer Protection Unit, please call Colleen McNenny, Chief Deputy Commissioner for Consumer Protection, Indiana Department of Insurance, at (317) 232-2385.

### **NEW JERSEY — Medicare Supplement Policies Guaranteed**

The New Jersey Insurance Commissioner issued a new bulletin to remind insurers that offer Medicare Supplement policies that eligible persons cannot be denied Medicare Supplement Plan A, B, C or F for 63 days after termination of their prior coverage and that preexisting conditions and waiting periods do not apply. On an emergency basis, the Department adopted rules, N.J.A.C 11:4-23.12, to guarantee Medicare Supplement policies for eligible persons. To review these rules, visit the Department's web page at <http://www.naic.org/nj/regaff.htm>. See NJ Bulletin No. 99-03 (Feb. 22, 1999).

### **NEW YORK — Hires First Capital-Markets Specialist**


Breaking new ground, the New York State Department of Insurance is the first insurance regulator to hire a capital-markets specialist. Citing the changing financial marketplace and insurers' expansion into global capital markets, the Department announced that it has hired Scott Johnson to be its first Capital Markets Specialist. The new position will monitor and analyze the regulatory issues involved with global capital expansion by insurers. See New York Department of Insurance Press Release (March 1, 1999).

### **PENNSYLVANIA — Workers' Compensation Utilization Review Held Constitutional**

The United States Supreme Court recently ruled that workers' compensation insurers may refuse payment to medical providers pending a "utilization review" of questionable treatment. American Manufacturers Mut. Ins. Co. vs. Sullivan, 119 S.Ct. 977, 989 (1999). Under a Pennsylvania law, an insurer may withhold payment

for disputed treatment pending an independent utilization review with the Pennsylvania Workers' Compensation Bureau. Questioning the constitutionality of this law, a group of injured employees filed suit claiming that the employees were denied due process because they were not afforded prior notice or a hearing before the insurer's decision to withhold payment pending a utilization review. The decision to withhold payment resulted in their medical providers refusing further treatment. The Supreme Court determined that due process had not been denied. The Court explained that the injured employees had to establish the "reasonableness" and "necessity" of their medical treatment and that any disputes had to be resolved before the employer, or its insurer, became obligated to pay.

*If you have any suggestions for topics from your state for the next newsletter, or if you have questions or want additional information about any of the above news items, please call Dee Dee Gowan at (317) 237-1217 or send an e-mail to [dgowan@bakerd.com](mailto:dgowan@bakerd.com).*



**Go, IRES!**  
Check out the most recent news  
on IRES programs and seminars  
on our web site, [www.go-ires.org](http://www.go-ires.org)

# C.E. News

*Updates and other tidbits from the National IRES Continuing Education program. The C.E. program is for persons holding AIE and CIE designations.*

**NICE transcripts for the current compliance period, Sept. 1, 1998 - Sept. 1, 1999, will be sent out in May - watch for them to arrive in your mailbox!**

The maximum credit for any course or seminar is 12 credits. However, full attendance at the IRES CDS is worth 15 credits. **Automatic credit will be given only to persons who stay until the seminar is over and pick-up their attendance certificates.** Those who leave early or do not pick-up their certificate will have to submit a compliance report form and will be given only 12 credits.

## **Need an extension of time to complete your CE requirements?**

Upon written request received by the IRES CE Office prior to September 1, a member will be granted a one-year extension to complete and report the 15 hours required for that year. Current-year hours will continue to accrue. A member may not be more than 15 hours in arrears each September 1.

More questions? Call us  
at 913-768-NICE



## The Insurance Regulatory Examiners Society

®

It is now, and has been from our founding, the goal of the Society to foster professionalism in the insurance regulatory field. It is our hope that IRES enhances the work of state regulation by ensuring that our members are as prepared as they can possibly be for the important work of protecting consumers.

To that end, the AIE and the CIE designations are our keystones and our foundation. The Society has developed these designations to represent not only the goals, programs and services of IRES, but to also assure that IRES is synonymous with the best insurance education and training in the country. That is why so many insurance departments recommend and even require an AIE or CIE for people seeking to be hired as examiners.

Membership in IRES is opened to all individuals who are or who have been insurance regulators — from market conduct to consumer services to agent licensing to enforcement to rate-form review and more.

If you or your state insurance department need more information about IRES and its educational programs and services, please write to us. Or call us at 913-768-4700.

# AL GREER ACHIEVEMENT AWARD

## Nomination Form

The Al Greer Award was conceived in 1997 and will annually honor an examiner who not only embodies the dedication, knowledge and tenacity of a professional regulator, but exceeds those standards.

*Current members of IRES Board of Directors are not eligible for nomination.*

### A. Basic requirements for nominees include the following:

- (1) Five (5) years as an IRES regulator member and a current member
- (2) Ten (10) years regulatory experience

### B. Nomination procedure requirements:

- (1) Completed nomination form
- (2) Validation of nomination must be signed by at least three (3) current IRES regulatory members
- (3) Attach a nomination letter of not fewer than 50 words or more than 100 words
- (4) Send completed form and nomination letter to IRES by no later than April 30, 1999

### NOMINEE INFORMATION:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: Work: \_\_\_\_\_ Home: \_\_\_\_\_

FAX: \_\_\_\_\_

Education / Designations: \_\_\_\_\_

Insurance Regulatory Examination Experience:

\_\_\_\_\_  
\_\_\_\_\_

Current Position and Employer:

(make note if nominee is a contract examiner and give jurisdiction currently contracted with)

\_\_\_\_\_

### NOMINATION VALIDATION:

(signature/name of three current members making nomination)

\_\_\_\_\_  
Signature/Name

\_\_\_\_\_  
Signature/Name

\_\_\_\_\_  
Signature/Name

Please return completed *form* and *nomination letter*  
to: IRES (Al Greer Achievement Award), 130 N.  
Cherry, Suite 202, Olathe, KS 66061

Nominations...  
form is placed...  
must be placed...  
Career Development...  
The Al Greer Award Sub-committee will then  
determine nominees who meet the basic requirements and  
nomination requirements.

Nominees making it through the sub-committee process will be  
voted on by the members of the Membership and Benefits  
Committee with the nominee receiving the most votes being the  
recipient of the award. In case of a tie the entire Board of  
Directors will vote to determine the winner. (In either instance,  
only one vote per committee member or board member.)

The counting of votes will be conducted by the chair and vice-  
chair of the Membership and Benefits Committee along with the  
executive secretary of IRES. The winner will be kept confidential  
until announced at the next CDS.

**Still time to submit a  
nomination!! But we  
need it right away!!**

# MEET YOUR BOARD MEMBERS

**Gary L. Domer, CIE**  
IRES Board of Directors

A regulator for 25 years. Currently a contract examiner for the Colorado Division of Insurance.

*If I weren't a regulator I'd be: "A cabinet maker, as I enjoy working with wood."*

*The biggest issue facing insurance regulation today:*

"More and more intervention by the federal government."

*My proudest accomplishment:* "Being president of the Insurance Regulatory Examiners Society."

*If I could do one thing over, it would be:* "To accomplish more during my tenure as IRES president."

*Family:* "Recently married. My wife, Betty, has two children. Her daughter is a junior at the University of Kansas and her son is a sophomore in high school in Topeka."

*Hobbies:* Woodworking and golf.

*Most recent book read:* "Rainbow Six," by Tom Clancy.

*Favorite Quote:* It's nice to be important, but it's more important to be nice!

*More IRES Board profiles,  
page 7*

**Bruce R. Ramge, CPCU, CIE**  
IRES Board of Directors

Market Conduct Examination Supervisor, Nebraska Department of Insurance. Joined the department as a market conduct examiner on Sept. 17, 1984.

*If I weren't a regulator, I'd be:* "Working in the insurance industry. I would lean toward compliance or product development. Would also give consideration to education or a career relating to computers."

*The biggest issue facing insurance regulation today:* "Regulators need to be adaptable to new product delivery systems such as the Internet and other non-traditional sources such as financial institutions. We need to keep on top of changes in the health-care delivery and health insurance systems. We need to step back and ask, "What is the best way for us to serve insurance consumers?"

*My proudest accomplishment:* "Bringing together Nebraska's current team of market conduct examiners. I also have taken pride in my role in updating parts of the NAIC Market Conduct Examiners Handbook. At home, my two sons are a considerable source of pride."

*If I could do one thing over, it would be:* "I would have made a greater effort to get tickets to see the Bulls play before Michael Jordan retired."

*Family:* "My wife of 17 years, Mary Anne, is a tax accountant with Arthur Andersen. Our oldest son, Nicholas, is a freshman at Westside High School in Omaha and interested in biology and science. Philip, in sixth grade, is one of those kids who always is two steps ahead of the rest of us. He's pretty creative and can make our family computer do things I never imagined."

*Hobbies:* "Our family is active in the Boy Scout program. We enjoy camping, hiking, gardening, skiing, travel and weekend farm chores at my folks' place."

*Most recent or favorite book:* "Flood Tide" by Clive Cussler. Also, Mary Stewart's trilogy about Merlin and King Arthur.

*Favorite quote:* "From the day that you're born till you ride in a hearse, things are never so bad that they couldn't get worse."

# IRES 1999 Career Development Seminar

AUGUST 1-3, 1999 LAS VEGAS  
BALLY'S LAS VEGAS

## Official Registration Form

Fill out and mail to The Insurance Regulatory Examiners Society  
130 N. Cherry, Suite 202, Olathe, KS 66061

**Yes! Sign me up for the 1999 IRES Career Development Seminar. My check payable to IRES is enclosed.**

### Seminar Fees

(includes lunch, cont. breakfast and snack breaks for both days)

Check box that applies

- ☐ IRES Member (regulator) ..... \$195  
☐ Industry Sustaining Member ... \$350  
☐ Non-Member Regulator ..... \$295  
☐ Retired IRES Member ..... \$85  
☐ Industry, Non-Sustaining Member ..... \$555  
☐ Spouse/guest meal fee ..... \$65

Name

Title

First name for Badge

Insurance department or organization

Your mailing address Indicate: ☐ Home ☐ Business

City, State, ZIP

Area code and phone

\$

Amount enclosed

Spouse/Guest name

**If registering after July 3, add \$40.00. No registration is guaranteed until payment is received by IRES.**

**Hotel Rooms:** You must book your hotel room directly with the Bally's in Las Vegas. The room rate for IRES attendees is \$105 per night for single-double rooms. Please call group reservations at 800-833-3308, or 702-967-4591. The IRES convention rate is available until June 30, 1999 and on a space-available basis thereafter.

**SPECIAL NEEDS:** If you have special needs addressed by the Americans with Disabilities Act, please notify us at 913-768-4700 at least five working days before the seminar. The Bally's facilities comply with all ADA requirements.

**SPECIAL DIETS:** If you have special dietary needs, please circle: Diabetic ☐ shellfish ☐ Low salt ☐ Vegetarian ☐

### CANCELLATIONS AND REFUNDS


Your registration fee can be refunded if we receive written notice before July 3, 1999. No refunds will be given after that date. However, your registration fee may be transferred to another qualifying registrant. Refund checks will be processed after Aug. 20, 1999.

**Seating for all events is limited. IRES reserves the right to decline registration for late registrants due to seating limitations.**



**Call for more details:  
913-768-4700. Or see IRES  
web site: [www.go-ires.org](http://www.go-ires.org)**

# THE REGULATOR®

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[www.go-ires.org](http://www.go-ires.org)



Life as an insurance regulator in Alabama means coping with nature's wrath. Story Page 1.



## BULLETIN BOARD

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✓ **Welcome new IRES members:** Walter J. Bialczak, Jr., IL; David R. Bradbury, IL; William E. Buckley, KY; Mary L. Driake, CO; Roger O. Henschen, IL; James R. Koch, DE; Kelly S. Kruger, IL; Joann Neumann, DE; Alene Rose, AIE, MD; Cathy R. Valko, GA; Stephen Wiest, NY.

✓ The recently mailed IRES Board of Directors ballot incorrectly identifies candidate Gary Domer as affiliated with the state of Colorado. Mr. Domer is seeking board membership as an "unaffiliated" candidate.

✓ Your dues are due!! If you haven't paid your 1999 IRES membership dues (for regulators and individual members), they are now late. If you're not sure about your dues status, call Susan at the IRES office, 913-768-4700. Or drop her an e-mail message at [ireshq@aol.com](mailto:ireshq@aol.com). Sustaining Members (industry) will be billed in May.

✓ Rooms at Bally's in Las Vegas for the 1999 CDS are going fast. If you are still waiting for your state or your company to process your registration fee, you can still go ahead and reserve your room at the hotel. It is not uncommon for our CDS room block to be completely sold out by early July!!

✓ Fortune 500 insurer has an excellent opportunity in Atlanta for an Attorney in our Regulatory Compliance Department. Position will be responsible for providing legal service to business operations and act as a liaison with the State Insurance Department and Legislature. Extensive knowledge of regulatory issues, JD and 5+ years of Property/Casualty insurance experience is required. Familiarity with State laws and filings in Georgia and Florida are preferred. Interested candidates should respond with their salary requirements. Ursula Norbert, American International Companies, Northpark Town Center, Bldg. 600, Ste. 800, 1200 Abernathy Rd., NE, Atlanta, GA 30328. Phone: 770-671-2357, fax: 770-399-4088, email: [ursula.norbert@aig.com](mailto:ursula.norbert@aig.com)

✓ Property/Casualty Market Conduct Examiners: Opportunities for independent contractors to perform market conduct audits. 7-10 years experience with CIE or AIE designation preferred. Audits are of short duration and rapid pace. Please send qualifications to: [tballard@uniforminc.com](mailto:tballard@uniforminc.com) or fax to 978-263-1824.