

ANNUAL REPORT 2019



OKLAHOMA
INSURANCE
DEPARTMENT

The Honorable Kevin Stitt, Governor of Oklahoma
The Honorable Greg Treat, President Pro Tempore of the Senate
The Honorable Charles McCall, Speaker of the House
The Honorable Cindy Byrd, State Auditor and Inspector

I am pleased to present to you the 2019 Annual Report of the Oklahoma Insurance Department (OID). This report is established by the provisions pursuant to subsection L of section 1111 of Title 47 of the Oklahoma Statutes and summarizes the activities of the OID for the fiscal year ending 2019.

This report highlights the work completed by the various divisions at the Oklahoma Insurance Department on behalf of the Oklahoma insurance consumers and includes the required financial disclosures and listing of companies operating in Oklahoma.

The Department efforts in 2019 furthered our consumer protection agenda centered on expanding access to health care, embracing technology, protecting Oklahomans from fraud, ensuring a fair insurance market and helping citizens to recover from flood and tornado damage. We look forward to continuing these and other consumer protection efforts in 2020.

Sincerely,



Glen Mulready
Oklahoma Insurance Commissioner

The Oklahoma Insurance Department is accredited by the National Association of Insurance Commissioners (NAIC) until 2020. To achieve this accreditation, the Department must meet stringent national standards that demonstrate financial solvency regulation of insurance companies. The accreditation principles set by the NAIC allow the Department to better protect con-

sumers and set and maintain the highest standards in financial regulation for Oklahoma's insurance industry. Commissioner Mulready and the staff of the Oklahoma Insurance Department view accreditation by the NAIC as an important part of our commitment to the citizens of Oklahoma.



Dear Citizens of Oklahoma,

I was sworn into office as the state's 13th insurance commissioner on January 14, 2019. It's been a fast and furious first year, and I've already learned some important lessons – lessons that will shape the rest of my term.

As Oklahoma's insurance commissioner, I, unfortunately, see firsthand the devastation of Mother Nature. I never dreamed I'd witness this in the first months of my tenure. Our state experienced historic natural disasters in May and June. With the devastating aftermath, the realization that so many did not have flood insurance, and the reality of a difficult recovery for so many, the lesson learned for my office and many Oklahomans: be ready.

While we in the insurance industry are all about mitigating risk and preparing for the worst, it is still a hard reality when you see a family digging through all their possessions – water-soaked, mold-covered and you know they did not have flood insurance. But, in all the turmoil of the flooding devastation, Oklahomans did what they do best. They pitch in. They help those who need it. And those who were affected are resilient in the face of a long road ahead.

Just a few weeks before the floods and tornadoes in our state, I launched the “Mulready Says Get Ready” initiative. The idea is that Oklahomans need to get ready for all types of life events from storm season to retirement – and insurance plays a vital role in all those events. We've expanded our website to include information that will help you “Get Ready,” and I'm proud of this accomplishment.

With the “Get Ready” website in place, we're working on better educating Oklahomans on insurance in general. Also, as a department, we're focused on consumer protections now more than ever. We are proud that in the first half of 2019, \$5.1 million has been recovered on behalf of Oklahomans. That's more than double for the entire year last year.

This is not what I've done on my own. Our Consumer Assistance/Claims Division is one of the most knowledgeable staff in the country. I am proud to work alongside them to prove my continued commitment to protecting the insurance-buying community.

While there have been hundreds of lessons learned – some big, some small – I am learning to not underestimate Oklahoma. I have a vision to make the Oklahoma Insurance Department a Top 10 Insurance Department, and we're making progress as a global leader already.

Under the new insurance business transfer (IBT) law that I co-authored while serving in the House of Representatives, Oklahoma is leading the way in the industry and the world. The law is a simple way for an insurance company to transfer a group of policies to an Oklahoma-based insurer after obtaining approval from both the Insurance Commissioner and the Oklahoma County District Court. The IBT law applies to all lines of business, and it includes strong protections for policyholders and claimants.

We're about to have our second IBT application filed. It's a big accomplishment for the first six months that could have long-term effects on Oklahoma.

I know there is a lot more work to do. Some of my department's other goals include:

- Identifying more cost savings – asking employees for ideas on how to improve certain processes within OID
- Reviewing the agency from top to bottom – finding problems, developing solutions and improving customer service
- Making information easier to access and understand – using clear and simple language and formats that are easy to read including redesigning our website to work better on mobile devices
- Rebranding OID to a more friendly state agency
- Providing Oklahomans with more insurance options
- Improve the insurance business climate through a free-market approach

We are working alongside Gov. Kevin Stitt to become more efficient, transparent, and accountable. We hope you see the change now and in the coming years and months.

Sincerely,



Glen Mulready

A look at 2019



SWEARING IN OF COMMISSIONER GLEN MULREADY

Glen Mulready became the 13th Oklahoma insurance commissioner after receiving 62% of the vote statewide. He was sworn into office on January 14, 2019.

MULREADY SAYS GET READY

With storm season here, Insurance Commissioner Glen Mulready is asking Oklahomans to get ready. The Oklahoma Insurance Department launched the “Get Ready” initiative April 2019 to encourage people to prepare before a storm hits.



HEALTH CARE SHARING MINISTRIES (HCM)

Health Care Sharing Ministries (“HCSM’s”) are 501(c)(3) non-profit membership organizations whose members agree based on shared spiritual beliefs and healthy lifestyles to make a monthly contribution online, which is matched to a medical need within the group. Although the Oklahoma Insurance Department does not regulate this non-profit, it does support providing all Oklahomans with healthcare options.



A look at 2019



COFFEE WITH THE COMMISSIONER

Commissioner Mulready seeks input from citizens across the state through hosting meetings with local business leaders and elected officials.

NATIONAL TORNADO SUMMIT

The Oklahoma Insurance Department partnered to host this one-of-a-kind summit which covered how to prepare for the worst but also recover quickly from all types of disasters. The National Tornado Summit was host to over 750 attendees and 150 vendors.



OKLAHOMA AN IBT GLOBAL LEADER

An international forum of insurance experts explained a new law that is expected to bring an economic boost to Oklahoma. The second Insurance Business Transfer Forum was hosted by the Oklahoma Insurance Department in Tulsa on Tuesday, November 12, 2019. OID's first IBT transaction is taking place and progressing well. We will continue to recruit companies interested in insurance business transfers and we are working at the national level (through the NAIC working group) to ensure that IBTs are well-understood and the standards for their review are established and vetted.



A look at 2019



CONSUMER FRIENDLY REDESIGN

In making the OID web site content consumer friendly, a complete redesign and re-branding has taken place.

OID EMBRACES BEST PRACTICES

The Oklahoma Insurance Department was well represented throughout the country, sharing its successes and learning best practices with industry leaders.



TOURING THE STATE DURING MAY 2019 TORNADO AND FLOOD

Oklahoma counties saw some of the worst storms in May 2019 with record tornadoes and flooding. The Oklahoma Insurance Department was there to help navigate those impacted through the difficult task of recovery.



About Commissioner GLEN MULREADY



Glen Mulready became the 13th Oklahoma insurance commissioner after receiving 62 percent of the vote. He was sworn into office on January 14, 2019.

Glen is a recognized leader and champion in the insurance industry. Starting as a broker in 1984, Glen rose to serve at the executive level of the two largest health insurance companies in Oklahoma. In 2007, he joined Benefit Plan Strategies, a company helping businesses provide employee benefits and health insurance to their employees.

Glen has served as President of both the Tulsa and Oklahoma State Health Underwriters Associations and has been named State Health Underwriter of the Year.

In 2010, Glen successfully ran for state representative and quickly became the point person for the House of Representatives on insurance issues and was appointed chairman of the Insurance Committee after the 2014 elections. In this role, Glen passed legislation which resulted in more insurance companies offering service in the state, and he reformed the state employee insurance program to save

Oklahoma millions of dollars a year while also saving thousands of dollars for those families. In addition, Glen authored and passed a plan which, when fully implemented, could save taxpayers one billion dollars in the state's Medicaid program over 10 years. These successes led to Glen being tapped for the leadership position of Majority Floor Leader in 2017.

Under Commissioner Mulready's leadership, the OID will move forward with his plan to expand insurance options, advance consumer safeguards, improve the insurance business climate through a free-market approach, combat insurance fraud and improve efficiencies within the agency.

Glen and Sally, his wife of 30 years, are the proud parents of three teenage sons, Sam, Jake and Will. In 2008, Glen and Sally were the recipients of Leadership Tulsa's Paragon Award for their work with Big Brothers Big Sisters. Glen is very active in the community having served on numerous boards and committees including Big Brothers Big Sisters, the Juvenile Diabetes Research Fund, March of Dimes, Shepherds Fold Ranch Christian Summer Camp, Crime Commission and Tulsa Tough.

Core Values



COMPETENT

Well trained and capable team member exercising sound judgement.

CLIENT FOCUSED

Delivering exceptional results while treating others as we would like to be treated.

TEAM PLAYER

Working together to accomplish our mission while valuing the contributions and priorities of others.

POSITIVE

Be polite, courteous, respectful and willing to go the extra mile.

TRUSTWORTHY

Being honest and forthright in everything we do.

Leadership



GORDON AMINI

General Counsel

Mr. Amini was named General Counsel in 2015. Amini returned to the OID after retiring from Physician Liability Insurance Company as Senior Vice President and General Counsel. He held the same title when he previously worked at the Department in 1981. He leads the legal department with over 45 years in the industry.



BUDDY COMBS

Chief of Staff/First Deputy Commissioner

Mr. Combs started with OID in 2011 as Assistant General Counsel, moved to Assistant Commissioner of Licensing Services and Policy Counsel, and was most recently appointed Chief of Staff. Combs served as the contact for insurance industry representatives and members of the Oklahoma State Legislature on all legislative and general matters.



TERESA GREEN

Assistant Commissioner of Licensing Services and Policy Counsel

Ms. Green served as Assistant General Counsel since 2018. She has assisted in the development of arguments and cases for administrative action, advised executives and staff on all work-related legal issues and been an advocate for the consumer.



JIM MARSHALL

Director of Operations

Mr. Marshall oversees HR, IT and Risk Management. He has served as Chief of Staff to former Labor Commissioners Brenda Reneau and Mark Costello. His experience in state government has helped OID achieve more efficiencies and streamline processes.

Leadership



MIKE RHOADS

Deputy Commissioner of Consumer Services

Mr. Rhoads joined OID in 2011 and brings over 40 years of combined executive experience. He worked for BCBS of Oklahoma for 25 years and then as a consultant in the insurance industry in Oklahoma and Texas. He currently leads the Consumer Services division.



ANDY SCHALLHORN

Deputy Commissioner and Chief Actuary

Mr. Schallhorn joined OID in 2019 as Chief Actuary overseeing the financial division. This division monitors the financial solvency of insurance companies and protects the consumer. Schallhorn came to OID from Reserve National Insurance Company where he was president. He brings over 25 years of experience.



LIZ HEIGLE

Communications Director

Ms. Heigle joined OID in 2019 as Communications Director. She brings over 25 years of communications, marketing and public relations experience. Her team is responsible for all activities involved in managing and orchestrating all internal and external communications, education and events.



KARLITA MANGER

Executive Assistant to Commissioner Mulready

Ms. Manger serves as Executive Assistant to Commissioner Mulready. She joined OID in November 2018 and serves as the primary point of contact for internal and external communications on all matters pertaining to the Commissioner.

New Building



Ground breaking November 2018



June 2019



September 2019



October 2019



**CONSUMER
FOCUSED &
COMPETENT**



Assistant
Commissioner
Lydia Shirley



Lydia.Shirley@
oid.ok.gov



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405-521-2991

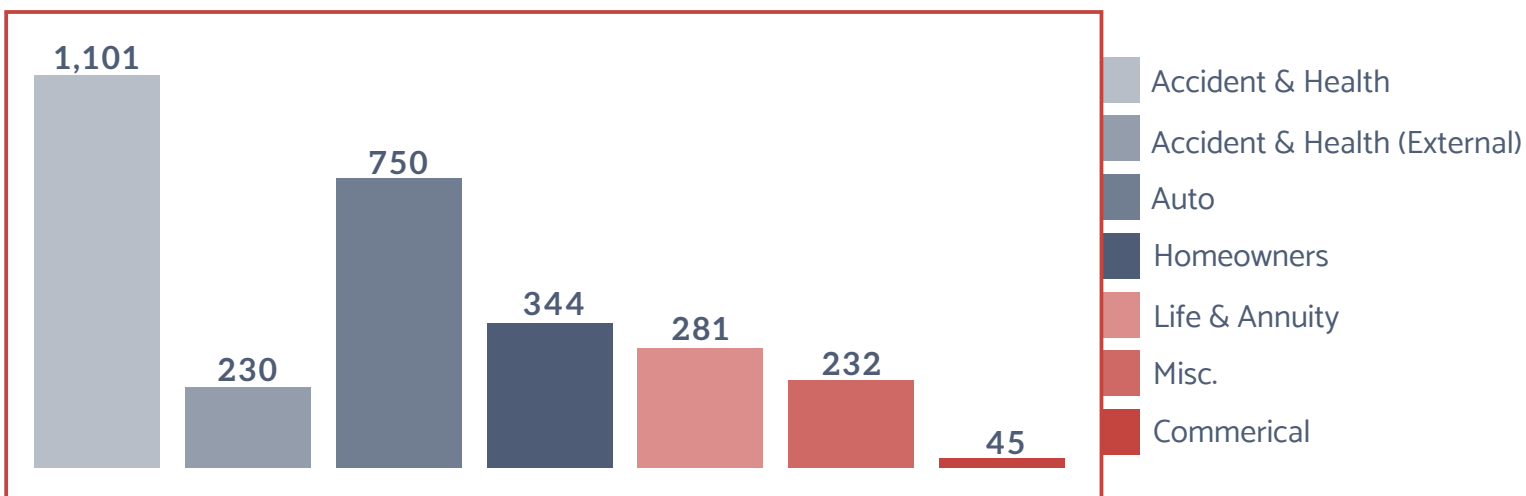
CONSUMER ASSISTANCE

The Consumer Assistance/Claims Division plays a vital role in carrying out the Oklahoma Insurance Department's mission to protect and enhance the financial security of Oklahoma and Oklahomans. The Division is responsible for investigating and responding to all complaints and inquiries from the public as well as answering general insurance questions and educating Oklahomans through a variety of outreach efforts. The Consumer Assistance/Claims Division also provides critical assistance to policyholders after disasters strike.

THIS YEAR IN CONSUMER ASSISTANCE

- **12,743 Phone Calls Received**
- **6,008 Complaint Files Opened**
- **\$6,448,933.38 Recovered for Oklahomans**

COMPLAINTS BREAKDOWN BY LINE OF INSURANCE



EMPLOYEE SPOTLIGHT



ANGEL HENLINE

Angel has worked in Consumer Assistance for almost six years. Her specialty is Property and Casualty Insurance. Angel has helped countless Oklahomans resolve their insurance issues. In 2018, Angel personally helped recover \$524,459.42 for consumers. In the past, she volunteered with the relief efforts for Hurricane Harvey and helped the Texas Insurance Department facilitate the claims process for the unfortunate victims of the historic flooding, thus, proving the “Oklahoma Standard” truly exists. Prior to coming to OID, Angel worked at the Hartford Insurance Company as a producer, licensed in 48 states.

CONSUMER ASSISTANCE/ CLAIMS DIVISION

The Consumer Assistance/Claims Division is staffed by 10 people with a wide range of insurance knowledge and experience. Through their dedication and hard work to help the people of Oklahoma, the Division has seen many success stories throughout the year.

SUCCESS STORY

A consumer contacted the OID because his insurance company was totaling his vehicle, and he felt it was repairable. The consumer could not convince the company and with OID intervention, along with a few conversations. The insurance company agreed to repair the vehicle instead of totaling the vehicle, the insured was mailed a check.

FUN FACT

Collectively,
the Consumer
Assistance/
Claims Division
employees
have over
129 years of
insurance
experience.



Disaster Response



RECORD-BREAKING SEVERE WEATHER

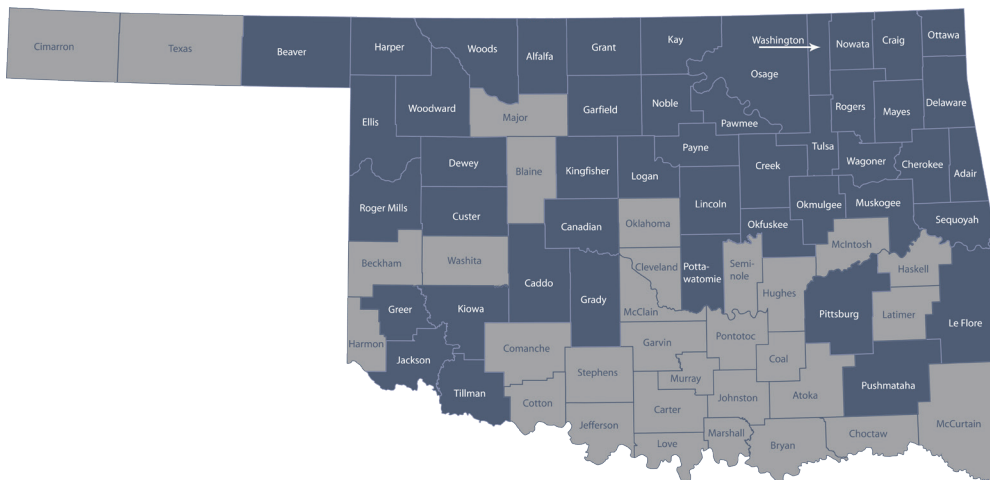
In 2019, Oklahoma saw record-breaking amounts of rainfall across the state with some communities receiving as much as a foot of rain.

DISASTER RESPONSE

OID issued a moratorium requiring all insurance carriers to withhold any cancellations for 30 days to protect storm victims. Field Representatives were in communities hard hit around the state explaining how to document damage, process claims and explaining flood insurance. Communications efforts were stepped up and several e-books were created to specifically address confusion with regard to severe weather and flood insurance. Seeing so many Oklahomans destroyed by this historic flooding led Commissioner Mulready to launch “Mulready Says Get Ready” in an effort to get more Oklahomans storm ready long before the storm arrives.

FLOODING BY THE NUMBERS

10,207	TOTAL Claims Reported
6,628	Residential Property Claims Reported
2,634	Personal Auto Claims Reported
605	Commercial Property Claims Reported
96	Commercial Auto Claims Reported
12,166	Number of Policies with Coverage
6,284	Number of Private Flood Policies In-force
5,781	Number of Commercial Policies with Flood Coverage Endorsement



FEDERAL DECLARATION SPURRED BY FLOODING AND SEVERE WEATHER

A federal Disaster Declaration was issued for 49 counties by the Federal Emergency Management Agency (FEMA) for flooding and severe weather from May 7- June 9.



Director of
Communications

Liz Heigle



Liz.Heigle@
oid.ok.gov



Main
405-522-0683

COMMUNICATIONS DIVISION

The Communications Division plays a key role in how information is dispersed both internally and externally. The division is responsible for:

Media Relations

Writing and distributing news releases, responding to media inquiries and preparing interviews and speakers

Public Relations

Producing educational materials, writing and producing public service announcements (PSAs) and managing the OID website and social media

Crisis Communications

Disseminating information after a disaster

Employee Communications

Creating newsletters and documenting staff meetings

Event Planning

Developing, planning and promoting conferences for the public and the industry

**The Communications team was responsible
for launching these campaigns:**



FIELD REPRESENTATIVES

The Field Representatives are liaisons for the Oklahoma Insurance Department who work one-on-one with Oklahomans in various facets. They help resolve complaints, answer inquiries and

address issues for both consumers and producers. Field representatives also actively work within their community to educate Oklahomans on a wide-range of insurance topics.



Field Representative
Rochelle Covington

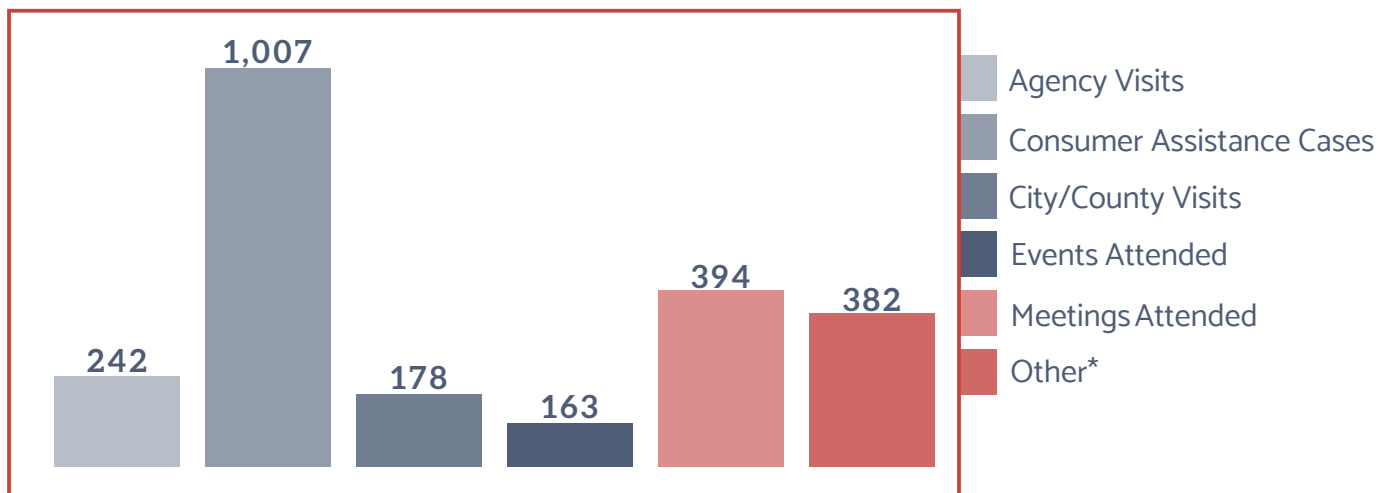
✉ Rochelle.Covington@oid.ok.gov
☎ 405-496-4724



Field Representative
Tracy Keeley

✉ Tracy.Keeley@oid.ok.gov
☎ 405-420-5398

FIELD REPRESENTATIVE YEAR IN REVIEW



*Other includes Media Visits, Real Estate Appraiser Visits, ISO Visits, Funeral Home Visits, Bail Bonds Visits and Tribal Outreach

COMMUNITY OUTREACH

Field Representatives at the OID serve an important mission to serve the community. One main focus is to teach citizens and communities about insurance-related issues. They work to educate consumers before and after disasters, in schools and at events across the state.



EDUCATING TEENS ABOUT INSURANCE



The Insurance 101 teaching module is designed for middle and high school students, and it shows how making bad decisions behind the wheel can hurt them financially as well as physically. It includes basic insurance terms, information on how driving records affect insurance rates and an interactive game. The course can be taught by teachers or by an OID field representative, and it's free.



New statistics show drivers aged 16-25 are the most likely to be distracted leading up to collision. That's why the OID launched the #JustDriveOK campaign. The campaign targets drivers in high school, and it asks them to take a pledge not to drive distracted. The OID field representatives travel around the state talking to students about the pledge and its importance. Students can take the pledge at justdrive.oid.ok.gov. Educators and parents can also find resources on the site like a teen driver contract and a list of apps to fight distracted driving.



MAP
Director
Ray Walker



Ray.Walker@
oid.ok.gov



Main
405-521-6632

MEDICARE ASSISTANCE PROGRAM

The Medicare Assistance Program (MAP) which consists of the Senior Health Insurance Counseling Program (SHIP) and the Senior Medicare Patrol (SMP) is funded by two federal grants.

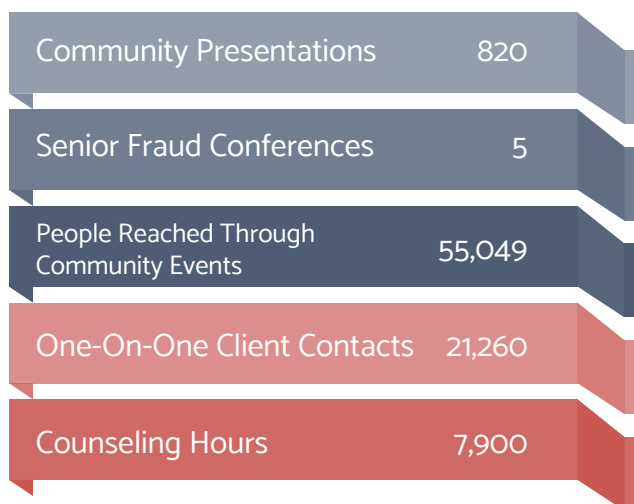


SHIP provides objective counseling and assistance on Medicare and other related health coverage plans.



SMP recruits and trains volunteers who help Oklahoma seniors protect themselves against health care fraud. SMP also provides educational materials.

YEAR IN REVIEW



FUN FACT

With the help of MAP counselors, Oklahomans have saved an average of \$2,500 a year on their Part D prescription drug plan.



ISO
Coordinator
Lois Spinn



Lois.Spinn@
oid.ok.gov



Main
405-881-9098

INSURANCE SERVICES OFFICE

The work of the Insurance Services Office (ISO) Division can help save Oklahomans money on property insurance. This division evaluates, educates and helps fire departments throughout the state improve their ISO rating.

HOW ARE ISO RATINGS DETERMINED?

The ISO Program provides a nationwide standard for the rating system that ranges from 1 to 10. A Class 1 rating indicates superior protection, while a Class 10 indicates that the area's protection doesn't meet the minimum criteria. A community's rating depends on an evaluation of:

- Water supply system: the condition and maintenance of hydrants and the amount of water available
- Fire alarm and communication systems like telephone lines and dispatching systems
- Fire department staff, equipment and training

SUCCESS STORY

With the assistance of the OID's ISO Division, the Tulsa Fire Department received a Class 1 rating from the ISO, the highest possible rating that measure how well the department can protect the city. The Class 1 rating places the TFD in the top tier of all fire departments in the country and joins three other fire departments in Oklahoma with the top rating. Commissioner Mulready congratulated the City, TFD, 911 Communications, the Water Department and other city government agencies for investing in the safety measures that made their Class 1 rating possible. The Class 1 rating is used by insurance companies to evaluate risk to the citizens and businesses in Tulsa and provides for an opportunity to lower premiums 3-8%.

YEAR IN REVIEW

Fire Dept. Consultations	198
Fire Hydrant Flow Tests	3
County Fire Department Meetings Attended	32
Citations Awarded	4
Consumers Assisted	9
Insurance Agents Assisted	12



**TRUST-
WORTHY**



Chief,
Anti-Fraud
Rick Wagon



Rick.Wagon@
oid.ok.gov



Main
405-522-6180

ANTI-FRAUD

The Anti-Fraud Unit is the law enforcement arm of the Oklahoma Insurance Department. The unit is made up of both CLEET certified peace officers and civilian support staff serving all 77 counties of Oklahoma. The Unit is responsible for the investigation of white-collar financial crimes related to the insurance industry. The Unit is also responsible for the investigation of administrative rule violations committed by licensed providers that fall under the authority of the Oklahoma Insurance Department.

The Anti-Fraud Unit was first established in 1999 as a civilian component of the Oklahoma Insurance Department.



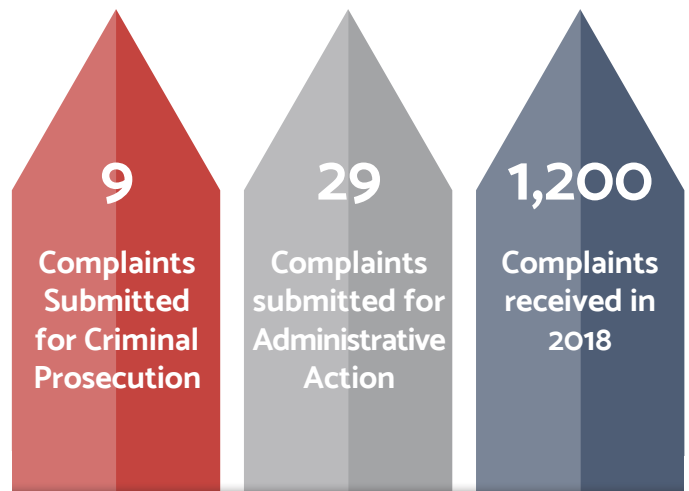
PRIMARY MISSION

The investigation of regulated entities accused of violating administrative and/or criminal law.

TWO SOURCES OF INSURANCE CRIMES

Crimes committed by a regulated entity against a consumer, i.e. fraud, embezzlement, exploitation

Crimes committed by a consumer against an insurance company, i.e. fraudulent insurance claims, insurance fraud



THIS YEAR IN ANTI-FRAUD





Deputy
Commissioner &
Chief Actuary
Andy Schallhorn



Andy.Schallhorn@
oid.ok.gov



Main
405-522-4969

FINANCIAL DIVISION

The Financial Division monitors the financial condition of all insurance companies – both foreign and domestic – that are operating in the state of Oklahoma. This division is primarily responsible for conducting a thorough financial analysis of domestic companies and performing examinations on insurance companies & regulated entities. Other various regulatory

compliance items that are monitored by Financial include: Anti-Fraud Assessments, Captive Insurance Companies, Certified Reinsurers, Accredited Reinsurers, Surplus Lines, Insurance Business Transfers, Health Maintenance Organizations (HMO), Risk Retention Groups (RRG), and Title Insurance Companies.

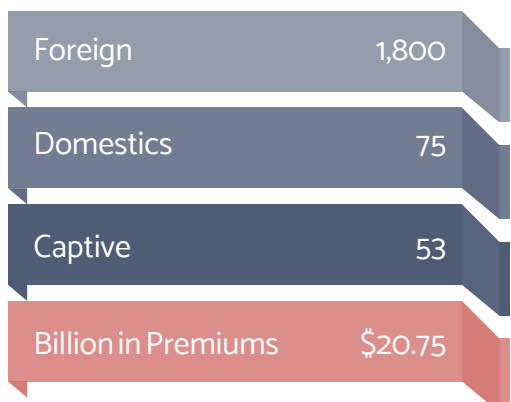


THE FINANCIAL ANALYST unit is charged with the analysis of annual & quarterly statements for domestics within 1) NAIC guidelines, 2) Oklahoma state statutes and 3) Oklahoma rules/regulations. This function ensures that domestic insurers comply with financial solvency requirements for the protection of Oklahoma policyholders.

THE FINANCIAL EXAM unit's primary concern is solvency or the possession of assets in excess of liabilities of the following entities: domestic insurers, pre-paid funeral home trusts, perpetual care funds, cemetery merchandising trusts and captive insurance companies. Statutory Financial Examinations are conducted to ensure that regulatory compliance and solvency are maintained.

THE MARKET CONDUCT unit's main focus is on regulated entities' and their compliance with state laws – this includes the evaluation of contractual obligation fulfillment to policyholders/claimants along with the discovery of problems that may be precursors to financial solvency concerns. Market Conduct Exams are conducted to evaluate the insurer practices and operations such as company operations & management, complaint handling, marketing and sales, producer licensing, policyholder service, underwriting and claims.

YEAR IN REVIEW





Assistant Commissioner,
Rate & Form Manager
Cuc Nguyen



Cuc.Nguyen@
oid.ok.gov



Main
405-522-4608

RATE & FORM

The Rate and Form Division works to protect Oklahomans by determining whether policy forms and rates comply with state statutes and regulations. This division processes all property and casualty policy forms and many of the rate filings associated with those insurance products. Staff members in Rate and Form also

handle all viatical settlements, life, annuity, accident and health policy forms and some of the rates associated with some of those insurance products. Another function of this division is to regulate and issue licenses to utilization review providers, ratings organizations, advisory organizations and joint underwriting associations.



8,713

Total Filings
Received

15

Advisory
Organization
Licenses
Issued

117

Utilization
Review
Organization
Licenses
Issued

THIS YEAR IN RATE & FORM



TEAM PLAYERS



Licensing
Division Manager
**Courtney
Khodabakhsh**



Courtney.Khodabakhsh@
oid.ok.gov



Main
405-522-0806



Senior
Edu. Coordinator
Erin Wainner



Erin.Wainner@
oid.ok.gov

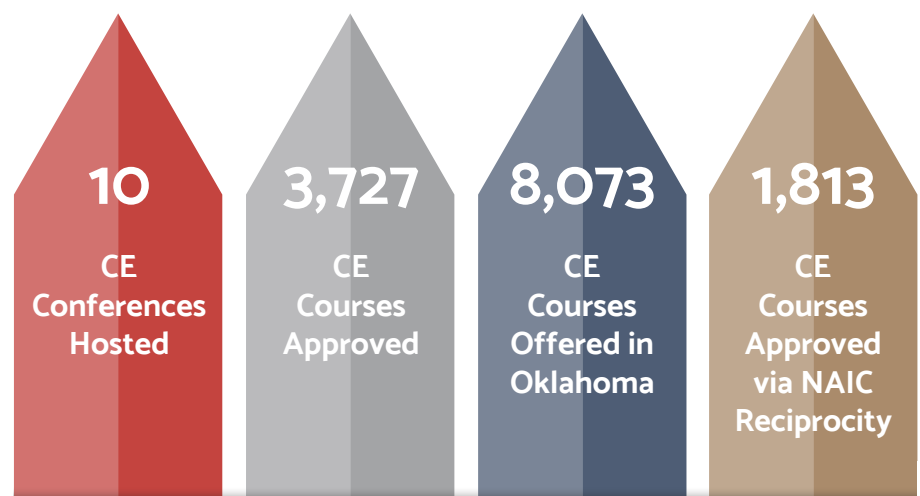


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LICENSING AND EDUCATION

The Licensing and Education Division works directly with the men and women who hold insurance licenses. This division:

- **Examines** license applications to ensure applicants meet all state requirements.
- **Ensures** that licensees meet the requirements in the Oklahoma Insurance Code.
- **Records** formal administrative actions taken against license holders.
- **Administers** continuing education credit at various events.
- **Regulates** continuing education providers offering insurance courses in the state.



THIS YEAR IN EDUCATION



This year in Licensing

The Oklahoma Insurance Department's Licensing Division is tasked with regulating all individuals and business entities that are required to hold a license in the state of Oklahoma as an Insurance Professional. We ensure that every licensee meets the requirements set forth in the Oklahoma Insurance Code. Oklahomans deserve the peace of mind that the insurance professionals assisting them at their time of need are qualified, of good moral character and are up to date on all the insurance issues affecting our state. Our goal is to give Oklahomans and out of state consumers a place to verify the license of any insurance professional with our real-time database that can be searched right from our website. We also want to give consumers a venue to file a complaint if they feel that they have been treated unfairly by any licensed individual or if they feel that violations of the Oklahoma Insurance Code are being committed by an Oklahoma Licensee or an unlicensed person.

FUN FACT

Licenses are renewed every 24 months on the last day of the licensee's birth month.





Director,
Bail Bond Division
Lewis Garrison



Lewis.Garrison@
oid.ok.gov



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405-521-6612

BAIL BONDS

The Bail Bond Division is responsible for licensing, regulating and supervising all bail bond professionals in the state of Oklahoma.



YEAR IN REVIEW

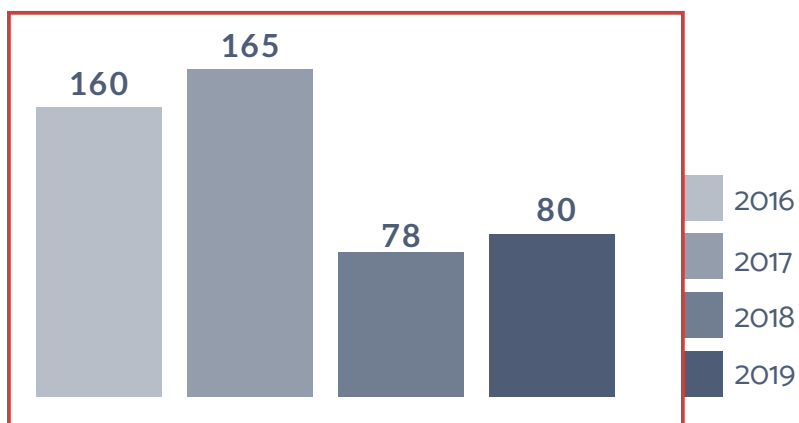
New Licenses Issued 31

Renewed Licenses 192

Current # of Licensees 539

Consumer Complaints 77

FORFEITURES



The Bail Bond Division helped recover over \$100,000 for the sheriff's offices across the state. For the second consecutive year in a row, Forfeitures have been reduced meaning we are receiving fewer complaints.

CELEBRATING 20 YEARS AT OID!



Bail Bond supervisor, Carol Ryan, will celebrate 20 years working for the State of Oklahoma. She has enjoyed her work in the Bail Bond Division because there is never a dull moment. "I have met and worked alongside a lot of wonderful people in Bail and enjoy coming to work every day."



Manager,
RIS Division
Stephanie Stewart



Stephanie.Stewart@
oid.ok.gov



Main
405-521-3968

REGULATED INDUSTRY SERVICES

The Regulated Industry Services Division oversees the licensing, registration and regulation of business entities that are not traditional insurance carriers. These business entities are, however, obligated by law to be regulated in some capacity by the OID.

THE DIVISION ENSURES THE FOLLOWING BUSINESSES ARE COMPLIANT WITH STATE LAW:

- Cemetery Merchandise Trust
- Charitable Gift Annuities
- Discount Medical Plan Organizations (DMPO)
- Home Service Contract Provider Registrations
- Interlocals
- Multiple Employer Welfare Associations (MEWA)
- Motor Service Club
- Perpetual Care Cemeteries
- Pharmacy Benefits Managers (PBM)
- Prepaid Funeral Benefits
- Professional Employer Organizations (PEO)
- Purchasing Groups
- Service Warranty Companies
- Third-Party Administrators (TPA)
- Vehicle Protection Product Warranty Companies (VPP)
- Viatical Settlement Providers (VSP)



Director,
REAB

Christine McEntire



Christine.McEntire@
oid.ok.gov

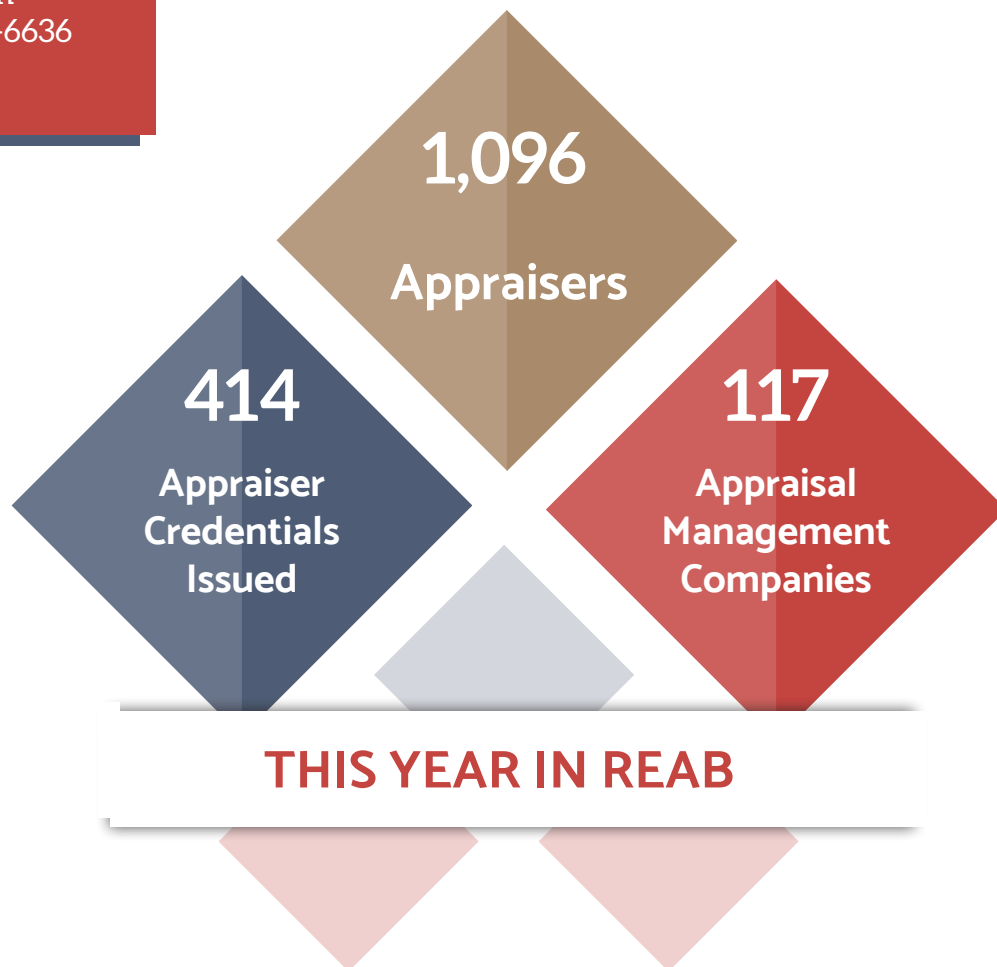


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REAL ESTATE APPRAISER BOARD

The Real Estate Appraiser Board (REAB) ensures that appraisers and appraisal management companies meet federal requirements. REAB also approves and supervises continuing education providers, instructors and courses.

The Board consists of seven regular members appointed by the Governor for five-year terms. The Insurance Commissioner serves as the ex-officio Chairperson.



PUBLIC POLICY

The Public Policy Division works closely with state lawmakers to represent the interests of the Commissioner and OID at the State Capitol. This division's goal is to request and support legislation that benefits consumers while also fostering a competitive insurance marketplace.

2019 LEGISLATIVE ACCOMPLISHMENTS

The Department's main focus in 2019 was encouraging more insurance options for consumers, specifically in the health insurance market. It was another successful year at the Capitol as Governor Kevin Stitt signed nine OID-requested bills into law. Six of those bills are highlighted below.

Senate Bill 1010

Reduces the amount of time an insurer or licensee is allowed to respond to an inquiry from the Department from 30 days to 20 days and is expected to cut down on the amount of time needed to resolve consumer complaints. The bill also makes it more difficult for individuals and entities to circumvent adjuster licensing requirements by prohibiting non-licensed individuals from obtaining power of attorney from claimants for the purpose of adjusting a claim without a license.



Senate Bill 943

Updates Oklahoma's Association Health Plan (AHP) laws to refer to federal rules which expand the types of associations which may sponsor an AHP and the types of employers which may join an AHP. For the first time ever, individual working business owners with no other employees would be allowed to join an AHP. Additionally, associations could be formed for the primary purpose of obtaining health insurance for members as long as there is a substantial business purpose for the association unrelated to health care, such as being in the same industry, line of business, trade, profession or geographic area.

PUBLIC POLICY

Senate Bill 993

Matches up Oklahoma law with federal rules related to short-term limited-duration insurance (STLDI) policies, defining them as individual health insurance with an expiration date less than 12 months after the original effective date and, taking into account renewals or extensions, having a duration of no longer than 36 months in total. This is a significant expansion from Oklahoma's previous law, which

required STLDI policies to be nonrenewable and issued for no more than 6 months. Additionally, the bill requires applicants for an STLDI policy to be provided a notice that sets out the state-mandated benefits which are not included in the policy and the essential health benefits which are covered under the policy.

The Department also pushed for the passage of three important National Association of Insurance Commissioners model laws.



Chief of Staff/
First Deputy
Commissioner

Buddy Combs



Buddy.Combs@
oid.ok.gov



Main
405-521-6636

HB 1060

Updates the Life and Health Insurance Guaranty Association Act to include HMOs in the association and to split assessments for future insolvencies of long-term care insurance carriers equally between life insurers and health insurers.

HB 2190

Requires large Oklahoma domestic insurers to conduct annual internal audits of their risk management, controls and corporate governance processes.

HB 2191

Enacts the Corporate Governance Annual Disclosure model act. The new law requires Oklahoma domestic insurers to annually submit to the Commissioner a Corporate Governance Annual Disclosure (CGAD), which is a summary of an insurer or insurance group's corporate governance structure, policies and practices intended to permit the Commissioner to gain and maintain an understanding of the insurer's corporate governance framework.

EMPLOYEE DESIGNATIONS



Under Employee Designations, replace text with - The OID encourages employees to expand both their regulatory and insurance knowledge by earning a professional designation or certification through the NAIC's Professional Designation Program! Designed to provide state insurance regulators at all staff levels with an opportunity for professional growth through completion of specific educational requirements, the NAIC-

sponsored professional designation will recognize an employees expertise in insurance regulation. Four levels of designations are available: Associate Professional in Insurance Regulation (APIR), Professional in Insurance Regulation (PIR), Senior Professional in Insurance Regulation (SPIR) and Investment Professional in Insurance Regulation (IPIR).



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