



National Association of
Insurance Commissioners

& The CENTER
for INSURANCE
POLICY
and RESEARCH

***CIPR Symposium:
Implications for Increasing
Catastrophe Volatility on
Insurers and Consumers***



October 7-8, 2014
Kansas City, Missouri

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Separate Handouts:

- Trends in Homeowners Insurance Claims Presentation: Insurance Research Council
- Resiliency, Mitigation and Adaption: Connecticut Department of Insurance
- Building Codes and Mitigation Activities Related to Weather Catastrophes: Insurance Institute for Business and Home Safety
- Emerging Risks: Climate Change: HWind Scientific
- How Fully Transparent Models and Open Platforms Benefit Insurers, Regulators, and Consumers: Karen Clark & Co.
- Insurance-Linked Securities Markets: Fermat Capital Management, LLC
- Overview: Oklahoma Insurance Department
- What we Learned from Joplin: Missouri Department of Insurance,
- Overview of Actuaries Climate Index Research Project: CAS, AAA, & SOA
- US/Global Natural Catastrophe Update: Munich Reinsurance America, Inc.
- Mitigating Catastrophe Costs, Federal (In)activity?: NAIC
- Post Catastrophe Insurer Insolvencies: Heese Consulting, LLC
- Trends in Homeowners Insurance Claims: Insurance Research Council
- Omnibus Coastal Property Insurance Reform Act of 2007: South Carolina Department of Insurance

**CIPR Symposium:
Implications for Increasing Catastrophe Volatility on Insurers and
Consumers
Final Agenda
Day One
October 7, 2014**

Attendee Sign-In and Material Pick-Up: 7:30–9:00 (*Registration Desk*)

Breakfast: 8:00–9:00 (*Ballroom*)

Welcome and Introduction

9:00–9:10 Host: *Commissioner Mike Chaney, Mississippi Insurance Department*
Introduction: Goals and Overview

Session 1: Catastrophe Frequency and Severity Trends

9:10–10:25

1. Overview of Catastrophic Events
Carl G. Hedde (Senior VP, Head of Risk Accumulation, Munich Re America)
2. Trends in Homeowner's Insurance Claims
David Corum (Insurance Research Council—IRC)

Break: 10:25–10:35

Session 2: Innovative Risk Management Tools and Analytics

10:35–12:00

3. Applying the Actuaries Climate Index and Actuaries Climate Risk Index
Steve Kolk (Casualty Actuarial Society—CAS)
Michael Angelina (American Academy of Actuaries—AAA)
Dale Hall (Society of Actuaries—SOA)
4. How Fully Transparent Models and Open Platforms Benefit Insurers, Regulators, and Consumers
Karen Clark (Karen Clark & Co.)

Lunch: 12:00–1:00 (*Ballroom*)

Session 3: Advancements and Challenges in Modeling (*Panel Discussion*)

1:00–2:00 Panel Discussion Topics: Changes, Challenges and Market Implications of Modeling

Moderator: *Karen Clark (Karen Clark & Co.)*

Panelists:

- Mathew Nielsen (Director of Governmental Affairs, Risk Management Solutions)*
- Rhodri Lane (Manager, Insurance-Linked Securities, AIR World Wide)*
- Dr. Lorilee Medders (Florida Catastrophic Storm Risk Management Center, Florida State University)*

Break: 2:00–2:15

Session 4: Mitigating the Cost of Catastrophe Risk

- 2:15–4:10
1. Alternative Approaches to Financing Catastrophe Risk
John Seo, Ph.D. (Co-Founder and Managing Principal, Fermat Capital Management, LLC)
 2. Resiliency and Mitigation Strategies
Tim Reinhold (Institute for Business and Home Safety–IBHS)
 3. Mitigation through Consumer Empowerment and Buy-in (2007 S.C. Act No. 78.)
Kendall Buchanan (South Carolina Department of Insurance)
 4. Federal Activities
Anthony Cotto (Government Relations Policy Counsel, NAIC)

Break: 4:10–4:20

Session 5: Emerging Risks

- 4:20–5:30
1. Electromagnetic Vulnerability (Weather Related Network Disruptions and Solar Flares)
Eric Nordman (Director of Regulatory Services and CIPR, NAIC)
 2. Emerging Risks: Climate Change
Mark Powell, Ph.D. (HWind Scientific)
 3. Climate Extreme Impacts in the U.S.
Doug Kluck (Central Region Climate Services Director, NOAA)

**Day Two
October 8, 2014**

Breakfast: 8:00–9:00

Opening Remarks

9:00–9:05 Host: *Commissioner Mike Chaney, Mississippi Insurance Department*

Session 6: Lessons Learned: A Regulatory Perspective on Disaster Recovery, Data Collection, and Consumer Education

- 9:05–10:50
1. Post Moore Tornado
Amanda Riddle (Field Representative Supervisor, Oklahoma Insurance Department)
 2. Post Joplin Tornado
Angela Nelson (Market Regulation Director, Missouri Department of Insurance)
 3. Emergency Management and Impact of Disasters in Connecticut
George Bradner (Property & Casualty Director, Connecticut Department of Insurance)
 4. Post Catastrophe Insurer Insolvencies

Fred Heese (Retired from the Missouri Department of Insurance)

Break: 10:50 – 11:05

Session 7: Claim Mediation (Panel Discussion)

11:05–12:05

Panel Discussion Topics: Role and Use of Claim Mediation Programs

Moderator: *Commissioner Mike Chaney, Mississippi Insurance Department*

Panelists:

Peter Hartt (Acting Director, New Jersey Department of Banking and Insurance)

Amy Bach (Executive Director, United Policyholders)

Warren Byrd (Deputy Commissioner of Property & Casualty, Louisiana Department of Insurance)

George Bradner (Property & Casualty Director, Connecticut Insurance Department)

Closing Remarks

12:05–12:10

Host: Commissioner Mike Chaney, Mississippi Insurance Department



This is an NAIC Insurance Regulator Professional Designated program eligible for eleven hours of continuing professional development credit. To receive credit, you will need to record the codes provided periodically throughout the program and provide them in a survey that will be subsequently sent by the NAIC Education and Training Department to the e-mail you provided during your CIPR event registration.

For more information on CIPR Events, please contact:

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NAIC, Center for Insurance Policy and Research
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Host:

Mike Chaney

Insurance Commissioner

Mississippi Insurance Department

Senate.

Vicksburg resident Mike Chaney is Mississippi's Commissioner of Insurance. Prior to his election, Chaney served in the Mississippi House of Representatives and the Mississippi

Chaney has promoted building codes and spearheaded a wind mitigation program for the Mississippi Gulf Coast region to strengthen homes against hurricane-force winds and help homeowners realize discounts on their wind insurance premiums. The Mississippi Insurance Department has an ongoing effort to digitize paper files and rework the Department's website to be more consumer-friendly. Statutes were also amended to allow for two-year licensing of agents in the state, saving the department money and provide uniformity for the agents.

Chaney has worked to stabilize the state's wind pool (the insurer of last resort for some homeowners); lengthen the amount of time the Department has in responding to rate filings; and secure insurance for volunteer firefighters. He assisted with the passage of legislation to protect victims of domestic violence from discrimination by health insurance companies. Chaney also serves as chair of the NAIC Property and Casualty Insurance (C) Committee.

Chaney is a businessman with a strong background in energy and agriculture and a strong advocate for consumers. He was a pioneer in workers' compensation reform in Mississippi. He has served on numerous community development entities, including serving as president of the Vicksburg/Warren County Chamber of Commerce and president of the Vicksburg/Warren County Economic Development Committee. He is also a Rotarian and Paul Harris Fellow. He is a past president of the Republican Elected Officials of Mississippi and serves on the state Republican Executive Committee.

Chaney is a graduate of Mississippi State University with a bachelor's degree in business and finance and holds a theology certificate from the University of the South.



Carl G. Hedde
Senior Vice President, Risk Accumulation
Munich Re America

Mr. Hedde manages the Risk Accumulation Department, which includes the catastrophe management, risk accumulation and geo research functions within Munich Re America. His responsibilities include oversight of corporate accumulation issues at Munich Re America; including the use of Catastrophe Risk Models, Client Cat Risk Consulting Services, and portfolio management and optimization. Additionally, he manages a group of scientists that provide seismological and meteorological expertise and research capabilities to Munich Re America and its' clients.

Mr. Hedde received a Bachelor of Science Degree from the State University of New York–Albany, and holds the CPCU Designation. He has 30 plus years' experience at Munich Re America, holding various positions within the Company. He has served as the Chairman of the Board of Directors of the Insurance Institute for Business and Home Safety (IIBHS), and is a founding Board Member of the International Society of Catastrophe Managers (ISCM).



David Corum
Vice President
The Institutes

David Corum is Vice President of The Institutes, in Malvern, Pennsylvania. He has managed the research program of the Insurance Research Council, a division of The Institutes, since 2005. From 1987 to 2005, he was assistant vice president for policy development and research at the American Insurance Association, in Washington, DC. From 1980 to 1987, he was senior research analyst at the Insurance Division of the Minnesota Department of Commerce. Mr. Corum holds a Master's degree in Public Policy and Administration from the University of Wisconsin-Madison. He is a graduate of Rhodes College, in Memphis, Tennessee, and received the Chartered Property Casualty Underwriter (CPCU) designation in 1994.



Steve Kolk, ACAS
Chief Actuary and Senior Modeler
CoreLogic

Steve Kolk, ACAS has been Chief Actuary & Senior Modeler of CoreLogic in Madison, Wisconsin; Staff Actuary of Ameriprise Auto & Home Insurance near Green Bay, Wisconsin; and Vice President and Chief Actuary of Grange Insurance Group in Seattle, Washington. He delivered ratemaking, pricing and modeling work primarily on automobile and property business in these roles. In recent years he broadened his experience through hands-on work with granular Geospatial measurement and modeling of all catastrophic hazards of property risks across the entire USA. He also does some part-time consulting through his company Kolkulations LLC. The early years of his career saw him working on all aspects of casualty insurance business. He worked for several companies and shared his expertise on many industry committees with the Insurance Services Office, the National Council on Compensation Insurance and several independent rating bureaus.

Steve's forte is mining, compiling and analyzing databases to pull out facts and stories that help people understand and manage insurance risks, especially those of transportation and property exposures. To give back some of his experience to the Casualty Actuarial Society (CAS), Steve has been an officer of a CAS regional chapter, the Casualty Actuaries of the Northwest, a frequent speaker, and an occasional author. He is currently helping run the CAS InFocus seminars and serving as one of several CAS actuaries on the North American Climate Change Committee that is busy developing the Actuaries' Climate Index and the Actuaries' Climate Risk Index.

Steve began his property and casualty actuarial career with a Bachelor of Arts degree in Mathematics, with honors, from Calvin College in Grand Rapids, Michigan.



Michael E. Angelina
Actuary
American Academy of Actuaries

Michael E. Angelina is an insurance professional with over 25 years practicing experience. He is a qualified actuary, former chief risk officer, and insurance professional with consulting, executive, and director roles throughout his career. Mr. Angelina has also held leadership roles as a volunteer for the actuarial profession. Throughout his insurance career he has widespread experience in actuarial areas, business development, capital allocation, distribution management, investor relations, mergers and acquisitions, rating agency and regulatory developments, strategic initiatives, underwriting policy and guidelines, and other insurance company operational functions. Mr. Angelina has been involved in countless lines of business in the Bermuda, United States, and international property/casualty insurance and reinsurance markets.

Mr. Angelina is an Associate of the Casualty Actuarial Society, a Member of the American Academy of Actuaries, and a Certified Enterprise Risk Analyst. Having spent over 16 years at one of the world's largest international actuarial consulting firms, he has extensive actuarial involvement in financial reporting, pricing, reserving, risk management, and valuation. Mr. Angelina was an executive officer with Bermuda-based insurer and reinsurer, serving as its Chief Risk Officer and Chief Actuary where he led the global pricing, reserving, and risk management functions with a particular emphasis on Enterprise Risk Management. In this capacity, Mr. Angelina led the corporate risk management committee, and served on the corporate investment, loss reserving, and underwriting committees. During Mr. Angelina's tenure as Chief Risk Officer, Endurance was one of four North American insurers to receive Standard & Poor's highest rating of excellent for Enterprise Risk Management.

Mr. Angelina currently serves as the Executive Director of the Academy of Risk Management and Insurance within the Erivan K. Haub School of Business of Saint Joseph's University where he leads the Risk Management and Insurance undergraduate program. In addition, Mr. Angelina teaches a variety of courses throughout the year including: Introduction to Risk Management and Insurance, Property and Casualty Insurance, Underwriting in the P&C Markets, Financial Management for graduate students, and Enterprise Risk Management.

In December of 2013, Mr. Angelina was appointed to the board of RLI Corp, an Illinois domiciled property casualty specialty insurer and he serves on the Strategy and the Audit Committees of the Board. He was also appointed to the board of Equator Re in July 2014. Equator Re is a Bermuda domiciled reinsurance subsidiary of global insurer, QBE. In 2013, Mr. Angelina was also named as one of Insurance Business America's Hot 100 Insurance Professionals because of his work on the topic of gender diversity in the insurance issue. He is a co-author of Tillinghast's industry-wide asbestos actuarial study released in 2001 and participated in the development of the 2003 FAIR Act (proposed industry-wide Federal asbestos legislation). Mr. Angelina has also spent time meeting with members of congress and their staff on asbestos issues, the National Flood Insurance Program, Terrorism, and other insurance issues. As the leader of the American Academy of Actuaries' Casualty Practice Council, Mr. Angelina has issued many comment letters to state, national, and global regulators on property casualty insurance issues including capital standards, catastrophe requirements, financial reporting, loss reserves, ratemaking, and qualification standards for actuaries.



Dale Hall, FSA, MAAA, CERA, CFA
Managing Director, Research
Society of Actuaries

R. Dale Hall, FSA, MAAA, CERA, CFA is Managing Director of Research at the Society of Actuaries in Schaumburg, Illinois. In his role, he coordinates the SOA strategic research partnerships, and oversees SOA experience studies, practice research, and data-driven in-house research initiatives.

Prior to joining the SOA in 2013, Dale spent over 20 years in the life and health insurance industry, primarily as Chief Actuary for the Life/Health companies of COUNTRY Financial and as an adjunct professor in the Actuarial Science program at Illinois State University. He has been an active volunteer member for the American Academy of Actuaries, the American Council of Life Insurance and led several volunteer committees of the SOA.



Karen Clark
President and CEO
Karen Clark & Company

Karen Clark is President and CEO of Karen Clark & Company, a firm she co-founded in 2007 to help companies better understand and manage catastrophe risk. KCC professionals are independent experts in catastrophe models and loss estimation who work with insurance company executives to enhance business strategies, competitive advantage, and financial results.

Ms. Clark developed the first hurricane model and in 1987 founded the first catastrophe modeling company, Applied Insurance Research which subsequently became AIR Worldwide after acquisition by Insurance Services Office in 2002. KCC is now reinventing the catastrophe modeling industry by delivering the next generation of solutions based on newer, more advanced tools that are open, fully transparent and in line with today's technology.

Ms. Clark has been recognized for her contributions to the insurance industry, including being honored as Woman of the Year by the Association of Professional Insurance Women (APIW) in 2001. In 2007, she was honored with the Review Worldwide Reinsurance Award's Lifetime Achievement Award. Ms. Clark has been honored with an award certificate for the 2007 Nobel Peace Prize bestowed on the Intergovernmental Panel on Climate Change (IPCC) for her support of the work of the IPCC since its inception. In September 2008 she was named the Most Influential Woman in the reinsurance industry by Global Reinsurance and a Risk Innovator by Risk & Insurance Magazine. In May 2011, Reactions Magazine ranked Ms. Clark the 14th most influential person in the insurance industry over the last 30 years, and in 2012, National Underwriter named her the 6th most influential Living Legend.

Ms. Clark has appeared on national television and was featured in two History Channel specials on Northeast hurricanes and earthquakes. She holds an MA in Economics and an MBA from Boston University.



Matthew Nielsen
Director, Government Affairs
Risk Management Solutions

Matthew Nielsen is a meteorologist and geographer, with expertise in areas of North America. At RMS, he has had responsibility for the development of the RMS climate peril models for the Americas, including the severe convective storm, winter storm, flood, wildfire, and hurricane models. Nielsen has conducted field reconnaissance for major catastrophes, including Hurricane Katrina in 2005, the Greensburg tornado in 2007, the Tuscaloosa-Birmingham tornado in 2011, and Hurricane Sandy in 2012. He now leads the RMS regulatory outreach for the U.S., providing education to regulators about RMS models and services.

Prior to RMS, Matthew was a Graduate Research Assistant at Cooperative Institute for Research in the Atmosphere (CIARA) where he authored a thesis on remote sensing, in satellite meteorology. Matthew holds a Master of Science degree in Atmospheric Science degree from Colorado State University and a Bachelor of Arts degree in Physics from Ripon College, where he won the Henry Knop Award in Physics. He is a member of the American Meteorological Society (AMS), the International Society of Catastrophe Managers (ISCM), and the American Association of Geographers (AAG).



Rhodri Lane
Manager, Insurance-Linked Securities
AIR World Wide

Rhodri Lane is a manager of the insurance-linked securities market segment within AIR's Consulting and Client Services group. Before joining AIR, Mr. Lane was an Assistant Vice President at Guy Carpenter working as a Reinsurance and Retrocessional broker placing business on behalf of Bermudian and Lloyd's based reinsurers and syndicates. Prior to Guy Carpenter, he was a Risk Consultant in AIR's Consulting and Client Services group.

Before initially joining AIR, he worked in the asset management arena working with senior portfolio managers overseeing more than \$1bn of investment assets for high net worth individuals and families. Mr. Lane holds a Bachelor of Arts degree from the University of Colorado in Economics with a minor in Business Administration. He has received the designation of Certified Catastrophe Modeler by completing the requirements of the AIR Institute Certification Program.



Dr. Lorilee A. Medders
Director/Research Professor II, Risk Management/Insurance
Florida Catastrophic Storm Risk Management Center

Dr. Lorilee A. Medders serves as Director of the Florida Catastrophic Storm Risk Management Center and on faculty as Research Professor II in Risk Management/Insurance within the College of Business at The Florida State University. Prior to assuming her current roles, she served the Storm Center and the College as Associate Director and Assistant Professor in Risk Management/Insurance, respectively, since 2009.

Dr. Medders was also reappointed in August by the State Board of Administration of the State of Florida to chair the Florida Commission on Hurricane Loss Projection Methodology, a commission on which she has served by appointment from the State of Florida CFO as the Statistics Expert Member since late 2009 and as interim chair and then chair since 2012. Concurrently, Dr. Medders serves on the Board of Directors as Secretary/Treasurer for the Southern Risk and Insurance Association and as member of the Teaching Committee for the American Risk and Insurance Association.

Dr. Medders has keen interests in risk modeling, business risk management, global risk issues, and catastrophe risk finance, economic resilience to disasters, reputational /crisis risk management and business ethics. She has presented and published numerous papers on these subjects and others in academic and industry forums. Her clients have included Fortune 500 companies as well as smaller companies and nonprofit organizations. Currently, Dr. Medders is especially involved in catastrophe modeling, planning and finance research. In summer 2010, she was invited as one of 34 researchers worldwide (only three based in the U.S.) to an interdisciplinary Summer Institute on Disaster and Risk held at Beijing Normal University in Beijing, China. During and since the Institute, Dr. Medders, as a business researcher, collaborated on catastrophe risk research with academics in the natural and social sciences from all over the globe.



Dr. John Seo
Co-Founder and Managing Principal
Fermat Capital Management, LLC

Dr. John Seo is Co-Founder and a Managing Principal at Fermat Capital Management, LLC, with over US\$5 billion in assets under management (31 Aug 2014) in catastrophe bonds, otherwise known as insurance-linked securities (ILS). John has 21 years of bond and derivatives trading experience, the last 15 of which have been in ILS markets.

Prior to forming Fermat Capital with his brother Nelson in 2001, John was the senior ILS trader at Lehman Brothers, an officer of Lehman Re, and a state-appointed advisor to the Florida Hurricane Catastrophe Fund. John's work was featured in a cover article for the New York Times Magazine ("In Nature's Casino," by Michael Lewis, 26 Aug 2007). John has also testified as an expert witness on ILS markets before the U.S. Congress (6 Sep 2007 and 13 Nov 2013). John received a Ph.D. in Biophysics from Harvard University (1991) and a B.S. in Physics from M.I.T. (1988)



Dr. Timothy Reinhold
Director, Engineering and Vice President
Institute for Business and Home Safety

Named as an Engineering News-Record Top 25 Newsmaker in 2010 for creating the IBHS Research Center, Dr. Timothy Reinhold is a well-respected professional engineer known for developing techniques to build and retrofit new and existing structures for greater resiliency. Dr. Reinhold joined IBHS in 2004 as director of engineering and vice president after 12 years with Clemson University, where he was a professor of Civil Engineering. He was promoted to senior vice president of research and chief engineer in 2008. His professional career includes 10 years as a consulting engineer with firms in the U.S., Canada and Denmark and five years at the National Institute for Standards and Technology. He holds bachelor's, master's and doctoral degrees in engineering mechanics from Virginia Tech.

Dr. Reinhold has conducted research on wind effects and structural resistance for most of his professional career. In addition to directing numerous studies to determine wind loads for tall buildings and specialty structures, he has been heavily involved in research relating to the performance of housing and low buildings in hurricanes and other severe wind events. His research includes post-event assessments, model and full-scale laboratory studies, and in situ field structural testing. Dr. Reinhold serves on the American Society of Civil Engineers ASCE 7 Wind Loads subcommittee. He served for eight years on the Southern Building Code Congress International (SBCCI) Wind Load subcommittee and is a past member of the Board of Directors for the American Association for Wind Engineering. He is a registered professional engineer in the state of Colorado, and has authored or co-authored numerous journal papers, chapters of books and conference publications.



Kendall Buchanan
Deputy Director of the Market and Consumer Services Division
South Carolina Department of Insurance

Kendall R. Buchanan serves as the Deputy Director of the Market and Consumer Services Division of the South Carolina Department of Insurance. This Division consists of the Offices of Consumer Services, Market Analysis, and Product Regulation. She was appointed to this position by Director Ray Farmer in June 2013.

Immediately prior to her appointment, Kendall served as the Director of Government Relations for a South Carolina government relations consulting firm specializing in health care and insurance issues. Her prior experience includes serving as the Legislative Liaison for the South Carolina Department of Insurance and as a Legislative Assistant in the South Carolina Senate.

Kendall graduated summa cum laude from the University of South Carolina's Moore School of Business in 2006 and holds dual degrees in Finance and Insurance and Risk Management. She is also a 2013 graduate of the United Way of the Midland's Blueprint for Leadership program.



Anthony Cotto
Financial Policy and Legislative Counsel
NAIC

In 2012, Tony joined the National Association of Insurance Commissioners as Financial Policy and Legislation Counsel. Based in the Washington, D.C. office, Tony represents the NAIC before Congress and Federal Regulatory bodies on insurance related laws and rulemakings, with a focus on financial regulations and Dodd-Frank implementation.

Prior to joining the NAIC, Tony served as Counsel for the U.S. Senate Permanent Subcommittee on Investigations, where he advised ranking member Tom Coburn (R-OK) on legal and policy aspects of all the Subcommittee's efforts, most notably serving as the lead Republican staffer for PSI's two year investigation and report on the origins of the 2008 U.S. Financial Crisis.

Tony has also served in the Executive Branch, where he began his career as an Attorney-Advisor at the U.S. Office of Special Counsel prosecuting federal whistleblower complaints. In 2007, President George W. Bush appointed him Associate Counsel at the U.S. Department of Commerce, where he led the Congressional Response Group and advised the General Counsel and Secretary on all legal matters facing the Department.

Tony holds a Bachelor of Arts with distinction in Political Science from Yale University and received his Juris Doctor from the George Washington University Law School. He is a member of the Virginia Bar, and serves on the Board of Directors for the Yale Club of Washington DC. He previously served on the boards of the Federalist Society DC Young Lawyers chapter, the Holy Trinity Catholic Church Young Adult Community, and the Arlington/Falls Church Young Republicans. He has served as a volunteer legal advisor to over a dozen local and national political campaigns, most recently Cuccinelli for Governor.



Eric C. Nordman, CPCU, CIE
Director, Regulatory Services
National Association of Insurance Commissioners

Eric C. Nordman, CPCU, CIE is currently serving the needs of the state insurance regulatory community in his capacity as Director of the Regulatory Services Division and Director of the Center for Insurance Policy and Research (CIPR) with the National Association of Insurance Commissioners. The Division includes two departments—the Research Actuarial Department and the Market Regulation Department. Collectively they are engaged in a wide range of insurance research and in support of NAIC initiatives, committees, task forces and working groups. He previously held the positions of Director of Research and Senior Regulatory Specialist with the NAIC prior to his appointment as Director of Regulatory Services. He has been with the NAIC since 1991.

In his position Mr. Nordman supports the Property and Casualty Insurance (C) Committee. He provides expertise on property and casualty insurance, financial and market regulation, loss costs, electronic commerce, cybersecurity, speed to market, terrorism insurance, medical malpractice, risk retention groups and other regulatory issues. In the aftermath of the terrorist attacks September 11, 2001, the 2005 hurricane season and most recently, Super Storm Sandy, he was involved in discussion and resolution regarding coverage issues and state, federal and industry responses to catastrophes.

Mr. Nordman was employed by the Michigan Insurance Bureau for thirteen years. He received his bachelor's degree in mathematics from Michigan State University. He earned his CPCU from the American Institute for Property and Liability Underwriters, Inc. The Insurance Regulatory Examiners Society (IRES) has granted Mr. Nordman its highest designation, that of Certified Insurance Examiner. He has served on the National Advisory Committee for the Robert Wood Johnson Foundation's Workers' Compensation Health Initiative and was a member of the National Insurance Task Force of the Neighborhood Reinvestment Corporation. He currently serves as a national director on the CPCU Society Leadership Council and as a director for the Insurance Regulatory Examiners Society. He has served as newsletter editor of the CPCU Society's Regulatory and Legislative Interest Section. He serves on the Study Panel on National Data on Workers' Compensation with the National Academy of Social Insurance. Mr. Nordman was the 2011 recipient of the IRES Al Greer award. The award is presented annually to an insurance regulator and IRES member who not only embodies the dedication, knowledge and tenacity of a professional regulator, but who exceeds those standards. Mr. Nordman was recognized with the Paul L. DeAngelo Memorial Teaching Award in Recognition of Excellence in Insurance Education by the IRES Foundation in 2013. The award honors an insurance regulator, or former regulator, who has demonstrated commitment to increasing and improving insurance regulatory knowledge to regulators, industry and the public. The award was conceived in 2000 in memory of a former regulator at the New Jersey Department of Banking and Insurance, Paul L. DeAngelo.



Mark D. Powell, Ph.D.
President
HWind Scientific

Mark D. Powell is an atmospheric scientist and president of HWind Scientific, a tropical cyclone impact services startup located in Florida's Capital City of Tallahassee. For over 30 years, Dr. Powell served as a scientist at NOAA's Hurricane Research Division in Miami. There he focused on inventing the real-time hurricane wind analysis system (HWind), air-sea interaction in extreme winds, new metrics for hurricane destructive potential, boundary layer wind structure in landfalling hurricanes, hurricane rainband boundary layer dynamics, and development of standards for the measurement, analysis, and archival of hurricane surface wind fields. He also serves as Meteorology Team Leader for the Florida Public Hurricane Loss Model and as a research scientist with Florida State University's Center for Ocean Atmospheric Prediction Studies. Most recently he led the technology transfer effort to commercialize HWind. HWind products serve a variety of users including the insurance and energy industries, forecasters, emergency managers, storm surge-, wave-, risk-, and ecosystem modelers.

He has flown into 13 hurricanes and served as lead project scientist on hurricane research flights, the Genesis of Atlantic Lows Experiment, and the Tropical Experiment in Mexico. Dr. Powell received his BS and PhD degrees from the Florida State University and his MS from Penn State. He is a Fellow of the American Meteorological Society and holds the AMS Certified Consulting Meteorologist designation. He has published extensively in a variety of peer-reviewed journals including Nature, Proceedings of the National Academy of Sciences, Journal of Geophysical Research, Monthly Weather Review, Weather and Forecasting, Journal of Wind Engineering and Industrial Aerodynamics, Bulletin of the American Meteorological Society, Ocean Engineering, and Shore and Beach.



Amanda Riddle
Field Representative Supervisor
Oklahoma Insurance Department

Being raised on a farm and ranch in Southern Oklahoma, it was easy for Amanda Riddle to relate to her consumers while specializing in the farm and ranch commercial property insurance. Amanda worked as a customer service representative and producer at an insurance agency until January 2011 when she was hired at the Oklahoma Insurance Department.

Amanda now works as a Field Representative Supervisor. Field Representatives serve as a liaison for the Oklahoma Insurance Department throughout the state. Working with the Consumer Assistance Division, Field Reps help resolve many complaints, assist consumers, producers and the Oklahoma Insurance licensed groups with insurance related issues.

Amanda served as a full committee member on the 2012 Cleveland County Wildfire Long Term Recovery. Being an Unmet Needs Coordinator of one, Amanda currently serves as a full committee member of five long term recovery groups from the 2013 Oklahoma Tornadoes. Amanda also represents the Oklahoma Insurance Department as a Co-Leader with the Oklahoma Emergency Management. Signed by Governor Mary Fallon, in March 2014, she helped build a strategy plan from the ground up for the Oklahoma Disaster Housing Task Force for the state of Oklahoma. Amanda holds a seat on the Oklahoma Strong Economic Resilience Steering Committee as well as a co-leader with Oklahoma Emergency Management on the Children in Emergency Working Group.

Amanda and her husband Tommy whom is an Oklahoma State Trooper reside on their small ranch in Pauls Valley with their daughters Madison, 18 and Maci, 14.



Angela Nelson
Director, Division of Market Regulation
Missouri Department of Insurance

The Director of the Market Regulation Division, Angela Nelson has been with the Missouri Department of Insurance since 2002.

The Market Regulation Division examines the records of insurance companies to ensure fair treatment of policyholders and compliance with Missouri insurance laws; reviews insurance policies and rates for compliance with Missouri insurance laws; tracks industry trends and generates a number of annual reports about the Missouri insurance market.

Before leading the Market Regulation Division, Angela was the Director of the Consumer Affairs Division. Through the efforts of her division, Missouri consumers recovered an additional \$19.2 million dollars in 2011, a record amount for the Division. In that position, she led the department's recovery efforts on behalf of victims of the May 22 Joplin tornado. Angela received the Graduate College Award in 2012 from William Woods University in recognition of her efforts on behalf of Missouri insurance consumers.

Angela previously managed the department's Property and Casualty Section, where she oversaw form and rate filings for all property and casualty insurance lines. Prior to that, she served as a workers' compensation specialist and a market conduct analyst. Before coming to the department, Angela was a licensed producer for State Farm Insurance.

Angela graduated summa cum laude with a bachelor's degree in Management and earned an MBA from William Woods University.



George Bradner
Director, Property and Casualty Division
Connecticut Insurance Department

George Bradner is the Connecticut Insurance Department's Property and Casualty Director. He oversees a division that regulates the rates and forms of more than 500 companies licensed to write property and casualty insurance in Connecticut.

He works closely with Commissioner Thomas B. Leonardi to coordinate and lead the Department's preparation, response and recovery operations during disasters, ensuring that consumers and the industry are provided with guidance on claims, licensing and others important resources. As one of the Department's key disaster response liaisons, Mr. Bradner serves on the Division of Emergency Management and Homeland Security (DEMHS) Advisory Council and is the Co-Chairman for the states Long Term Recovery Committee (FEMA Emergency Support Function-14). He has recently been appointed by the Governor and the Deputy Commissioner of DEMHS to serve as the co-lead for the states Sandy Disaster Recovery initiatives.

An active participant in the National Association of Insurance Commissioners, Mr. Bradner currently sits on numerous working groups including the Catastrophe Insurance Working Group, the Climate Change and Global Warming working group, the Transparency and Readability of Consumer Information working group and the Workers' Compensation Task Force.

Prior to joining the Department in 2003, Mr. Bradner worked for the Hartford Insurance Company where his broad-based career included extensive experience in underwriting, sales, and operations. He is a graduate of Ithaca College in upstate New York.



**Frederick G. Heese, CFE, CPA, CGMA
Retired, Chief Financial Examiner
Missouri Department of Insurance**

Fred Heese recently retired as the Chief Financial Examiner and Director for the Division of Insurance Company Regulation of the Missouri Department of Insurance, Finance and Professional Registration and overseeing financial analysis and examinations after 29 years of dedicated service. He is now the President of Heese Consulting LLC providing insurance industry and regulatory expertise. As Division Director for the Missouri Department, Mr. Heese oversaw Financial Analysis, Financial Examinations, Taxation, Admissions and Captives. In recent years, he oversaw the implementation of the Missouri Department's Captive Program, and guided his division through its five year re-accreditation with the National Association of Insurance Commissioners (NAIC)—this being Missouri's twentieth year for continuous accreditation. At the December 2013 NAIC meeting, Mr. Heese received the Robert Dineen Award for outstanding contributions to the state regulation of insurance.

Mr. Heese has served as a member on many financial working groups, task forces and committees of the National Association of Insurance Commissioners (NAIC), including: Financial Analysis Working Group, Group Solvency Issues Working Group, Reinsurance Task Force, including the recent drafting groups for the new Credit for Reinsurance Model, Solvency Modernization Initiative Task Force, Valuation of Securities Task Force, NAIC/AICPA Working Group, ORSA Subgroup, Financial Condition (E) Committee, Accounting Practices and Procedures Task Force and the Captive and SPV Subgroup, as well as other subgroups and committees. Mr. Heese also has been participating in the international arena, including: IAIS meetings, International Forums, Comframe and ICP discussions, the FSAP review process, and other international insurance activities.

Mr. Heese earned the designations of Certified Public Accountant, Certified Financial Examiner and a Certified Global Management Accountant. He is an active member of the AICPA, International Association of Insurance Receivers and the Society of Financial Examiners. He currently serves on the Society of Financial Examiner's Board of Governors.

Mr. Heese earned a Bachelor of Science degree in Business Administration - Finance from Missouri State University and a Masters of Business Administration degree from the University of Missouri-Kansas City.



Peter L. Hartt
Acting Director
New Jersey Insurance Division

Peter L. Hartt is Acting Director of the Insurance Division of the New Jersey Department of Banking and Insurance. Mr. Hartt oversees a staff of more than 300 in five operating units: Solvency Regulation; Consumer Protection; Property and Casualty; Life and Health; and Captive Insurance. He has held various positions at the Department since beginning his service there in June, 2000. He became an Assistant Director of Insurance in 2002 and Assistant Commissioner for the Division as a whole beginning in 2010. He became Acting Director of the Division in October, 2011.

In both his current and prior roles, Mr. Hartt has been involved in all policy areas in the Division, but with a particular focus in recent years on the growth of insurance markets, including through the admission of new insurers, the progress of insurance reform, competition in personal lines markets, and preparations for natural disasters.

Mr. Hartt has been a member of the Department's Property and Casualty Admissions Committee. He has also been the Department's liaison to the Property and Casualty Producers Advisory Committee, the Life and Health Advisory Board and the Title Insurance Liaison Committee. He has also served as State Agency Liaison to the Executive Planning Committee of the New Jersey Domestic Security Preparedness Task Force, and as the Commissioner's designee on the New Jersey Horse Racing Injury Compensation Board. He is also involved in a number of policy matters before the National Association of Insurance Commissioners, including through his representation of the Department on various NAIC working groups.

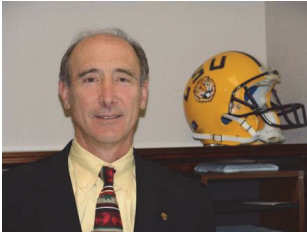


Amy Bach
Executive Director
United Policyholders

Amy Bach has been a professional advocate for insurance consumers since 1984 and an attorney since 1989. A native of Brooklyn, New York residing in San Francisco, she co-founded United Policyholders in 1991. She currently serves as the organization's Executive Director and primary spokesperson; shaping and overseeing the Roadmap to Recovery™, Roadmap to Preparedness, and Advocacy and Action programs. She is a nationally recognized expert on insurance claim and legal matters; frequently interviewed in print and broadcast media, and the author of numerous publications including "The Disaster Recovery Handbook" and consumer tips and guides in the UP Claim Help Library.

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 has performed government service with the New York and California State Legislatures, and the New York State Consumer Protection Board. She served as counsel to a special master overseeing reforms at the California Department of Insurance in the 1990s. Bach served on the Product Enhancement Advisory Board to the California Earthquake Authority in 2005–2007. Bach was appointed in January, 2008 by the California Insurance Commissioner to Chair a Consumer Advisory Task Force. In 2011 she was selected to serve as an adviser to the American Law Institute on the Principles of the Law of Liability Insurance.

Bach has been appointed for six consecutive terms to serve as an official consumer representative at the National Association of Insurance Commissioners. She was honored as a 2012 Money Hero by Money Magazine and has received awards from the Independent Insurance Agents and Brokers of California, the Proposition 103 Implementation Project, and the Consumer Attorneys of California.



Warren Byrd
Deputy Commissioner, Office of Property and Casualty
Louisiana Department of Insurance

Mr. Warren E. Byrd graduated from Louisiana State University in 1973 with a Bachelor of Science in Finance. He received his Juris Doctorate in 1978 from the Louisiana State University Law School. After serving as a federal Law Clerk for United States District Judge E. Gordon West, and working in the private practice for four years, Mr. Byrd served as an Assistant Attorney General with the Louisiana Department of Justice from 1983 to 1988 in the Environmental Enforcement Section.

Mr. Byrd was the chief attorney in suits involving the CWA, RCRA, CERCLA, and LEQA, and assisted local District Attorneys with grand proceedings and criminal prosecution for environmental crimes. Mr. Byrd then joined the law firm of Adams & Reese, LLP, where he worked from 1988 through 2003. His practice included regulatory proceedings before the LDEQ and the USEPA, as well as the defense of enforcement actions brought pursuant to CERCLA, RCRA, CWA, CAA, EPCRA, NORM, OPA-90 and the LEQA. His practice also included the defense of the Commissioner of Insurance and the Louisiana Department of Insurance (LDI) in suits involving financial solvency, fiduciary matters, and other insurance related claims.

Mr. Byrd joined the LDI in 2004 and worked primarily with the Office of Property and Casualty Insurance. In January 2006, Commissioner Donelon appointed Mr. Byrd to the position of Executive Counsel where he supervised the LDI Legal Division, the LDI Fraud Section and the Louisiana Theft and Insurance Fraud Prevention Authority. The LDI Legal Division took legal action against insurers and producers, drafted legislation, provided legal opinions to the LDI and promulgated Regulations, Directives, Bulletins, and Advisory Letters that regulated insurance in Louisiana.

In November 2013, Commissioner Donelon appointed Mr. Byrd to the position of Deputy Commissioner, Office of Property and Casualty, where he now oversees the Property and Casualty Rating Division, Property and Casualty Forms Division, Property and Casualty Compliance Division and the Property and Casualty Insurance Commission for of the LDI.

	First Name	Last Name	Title	Company
1.	Lois	Alexander	Market Regulation Manager	NAIC
2.	Michael	Angelina	VP- Casualty, American Academy of Actuaries	Saint Joseph's University
3.	Charles	Angell	Deputy Commissioner & Actuary	Alabama Department of Insurance
4.	Laura	Arp	Staff Counsel	Nebraska Department of Insurance
5.	Amy	Bach	Executive Director	United Policyholders
6.	Jeff	Barber	Land Board Advisor	Montana Office of the Insurance Commissioner
7.	George	Bradner	P&C Director	Connecticut Ins Department
8.	Aaron	Brandenburg	Economist & Statistical Information Manager	NAIC
9.	Charles	Breitstadt	Sr. Gov. Rel. Director	Nationwide Mutual Insurance
10.	Lorrie	Brouse	Reinsurance Chair	MWUA
11.	Sandy	Brower	Course Administration Supervisor	NAIC
12.	Kendall	Buchanan	Deputy Director	South Carolina Department of Insurance
13.	Joseph	Buoncore	Underwriter	TransRe
14.	Dennis	Burke	Vice President, State Relations	Reinsurance Association of America
15.	Warren	Byrd	Deputy Commissioner	Louisiana Department of Insurance
16.	Eryn	Campbell	Library Intern	NAIC
17.	Andy	Case	Consumer Affairs Director	Mississippi Insurance Department
18.	Mike	Chaney	Commissioner	Mississippi Insurance Department
19.	Karen	Clark	President & CEO	Karen Clark & Company
20.	David	Cook	Assistant Chief Examiner	Ohio Department of Ins
21.	Robin	Coombs	Assistant Director Property and Casualty Division	Kentucky Department of Ins
22.	David	Corum	Vice President	Insurance Research Council
23.	Todd	Coslow	Risk Management Team Leader	Federal Reserve Board of Governors
24.	Tony	Cotto	Financial Policy and Legislative Counsel	NAIC
25.	LeAnn	Crow	Supervisor, Property & Casualty Unit	Kansas Department of Insurance
26.	Alice	Cruz	Regulatory Examiner II	Guam Department of Revenue & Taxation
27.	Shelby	Cuevas	Deputy Receiver	Arizona Department of Insurance
28.	Kim	Decker	Director of Government & Industry Affairs	Farmers Insurance
29.	Kris	DeFraim	Director, Research & Actuarial Services	NAIC
30.	Peter	Delucchi	State Executive	CSAA Insurance Group
31.	Justin	Durrance	Chief Deputy Commissioner	Georgia Office of Insurance & Fire Safety
32.	Joan	Dutill	Manager P&C	Missouri Department of Ins
33.	John (Jack)	Evins	Director, Consumer Assistance & Special Assignments	Texas Department of Insurance
34.	Lisa	Gardner	Dr.	Drake University
35.	Jennifer	Gardner	Research Analyst II	NAIC
36.	John	Garza	Assistant Professor	Drake University
37.	Michael	Gould	Director of Consumer Services	Delaware Department of Insurance
38.	Michael	Grover	Consumer Assistance Representative	Kansas Insurance Department
39.	Mark	Haire	Deputy Insurance Commissioner	Mississippi Insurance Department
40.	Shanique	Hall	CIPR Manager	NAIC
41.	Dale	Hall	Managing Director of Research	Society of Actuaries
42.	Charles	Hansberry	Assistant Deputy Commissioner-P&C	Louisiana Dept. of Insurance
43.	Peter	Hartt	Acting Director	New Jersey Ins Department
44.	Doug	Hartz	Principal Consultant	IRCG
45.	Colin	Hayashida	Rate & Policy Analysis Manager	Hawaii Ins Division
46.	Carl	Hedde	Head of Risk Accumulation	Munich Re
47.	Fred	Heese	President	Heese Consulting LLC
48.	Rachel	Hemphill	Senior Casualty Actuary	California Department of Insurance
49.	Thomas	Henry	Actuary	Connecticut Ins Department
50.	Damion	Hughes	Market Analyst	Colorado Division of Insurance
51.	Tim	Johnson	P&C Operations Manager	North Carolina Department of Insurance
52.	Ross	Kaplan	Counsel	Missouri Department of Insurance
53.	Dimitris	Karapiperis	Research Analyst	NAIC
54.	David	Keleher	Senior P&C Specialist	NAIC
55.	Jim	Keogh	Policy and Rules Manager	Washington Department of Ins
56.	Todd	Kiser	Commissioner	Utah Insurance Department
57.	Kate	Kixmiller	Deputy Commissioner	Indiana Department of Ins
58.	Rhonda	Kleine	Director	Corelogic

59 .	Doug	Kluck	Director, Central Region Climate Services	National Oceanic and Atmospheric Administration's (NOAA)
60 .	Steve	Kolk	Chief Actuary	Kolkulations LLC
61 .	Rhodri	Lane	Manager, Insurance-Linked Securities	AIR Worldwide
62 .	Sonja	Larkin-Thorne	NAIC Funded Consumer Rep	Consumer Advocate
63 .	Julie	Lederer	P&C Actuary	Missouri Department of Insurance
64 .	Evan	Lehmann	Reporter	E&E Publishing/ClimateWire
65 .	Matthew	Mancini	Director, State Rating Bureau	Massachusetts Division of Insurance
66 .	Michael	Mayette	PC Division Supervisor	Maine Bureau of Insurance
67 .	Gina	McBride	Bureau Chief, Consumer Services	Idaho Department of Insurance
68 .	Lori	Medders	Research Professor	Florida State University
69 .	Joel	Meyer	Chief Analyst	Florida Office of Insurance Regulation
70 .	Glory Mar	Montalvo	Executive Assistant	Puerto Rico Department of Insurance
71 .	Edward	Moody	Director of Insurance Company Licensing	North Dakota Insurance Department
72 .	Lane	Morton	Director of MSFE Program	University of Illinois
73 .	Judy	Mottar	Casualty Actuary	Illinois Department of Insurance
74 .	Tim	Mullen	Director, Market Regulation	NAIC
75 .	Jacy	Navarro	Administrative Assistant III	NAIC
76 .	Angela	Nelson	Division Director Market Regulation	Missouri Department of Insurance
77 .	Jim	Newins	Property and Casualty Division Director	Kansas Insurance Department
78 .	Matthew	Nielsen	Director, Government Affairs	Risk Management Solutions
79 .	Eric	Nordman	Director, Regulatory Services Division & the CIPR	NAIC
80 .	Anne	Obersteadt	Sr Researcher	NAIC
81 .	Nancy	Olsen	Insurance Specialist	Wyoming Insurance Department
82 .	Thomas	OMeara	Bureau Chief	Iowa Insurance Division
83 .	Lauren	Pachman	Policy Analyst, Property & Casualty	American Academy of Actuaries
84 .	Paula	Palozzi	Associate Director	Rhode Island Division of Insurance
85 .	Randy	Parlor	Director of Product Review	Michigan Department of Ins & Financial Services
86 .	Randy	Peppers	Actuary	Kentucky Department of Insurance
87 .	Richard	Piazza	Chief Actuary	Louisiana Department of Ins
88 .	Mark	Powell	Atmospheric Scientist	HWind Scientific
89 .	Robert	Rapp	Supervisor, Consumer Services	Illinois Department of Insurance
90 .	Timothy	Reinhold	Chief Engineer & Senior VP, Research	IBHS
91 .	Michael	Reynolds	2VP & Actuary	Travelers
92 .	Amanda	Riddle	Field Representative	Oklahoma Insurance Department
93 .	Darrin	Riha	Financial Analyst	Nebraska Department of Insurance
94 .	Sara	Robben	Statistical Advisor	NAIC
95 .	Connie	Roland	Librarian	NAIC
96 .	Stephen	Ruszczuk	Senior Analyst	US Government Accountability Office
97 .	Dan	Schroeder	Insurance Financial examiner	Wisconsin Department of Insurance
98 .	Gail	Sciacchetano	Deputy General Counsel	NAIC
99 .	John	Seo	Co-Founder and Managing Principal	Fermat Capital Management, LLC
100 .	Kathy	Shortt	Deputy Commissioner of Consumer Services	North Carolina Department of Insurance
101 .	Joe	Shumaker	Manager	Ms Windstorm Underwriting Association
102 .	Pam	Simpson	Senior Administrative Assistant	NAIC
103 .	Scott	Smith	Attorney	Kansas Insurance Department
104 .	Carl	Sornson	Managing Actuary	New Jersey Insurance Department
105 .	Gennady	Stolyarov	Lead Actuary, Property and Casualty Insurance	Nevada Division of Insurance
106 .	Hugh	Strawn	Vice President - Catastrophe Services, Corp. Secretary	Property & Liability Resource Bureau
107 .	Vickie	Trice	Director	Tennessee Department of Commerce & Ins
108 .	Petra	Wallace	Market Regulation Specialist	NAIC
109 .	John	Wells	Director, P & C Rating Division	Mississippi Insurance Department
110 .	Matt	Zinser	Sr. Territory Development Consultant	CSAA Insurance Group



NAIC Insurance Regulator Professional Designation Program

- *comprehensive, customizable, content-rich curriculum... directly from the NAIC*

Over 800 enrollments and growing...our designations have been designed to assure that regulators have a basic understanding of market, solvency, and rates and forms regulation at the APIR level, specialized training in regulatory concepts at the PIR level, leadership training at the SPIR level and a focused understanding of investments at the IPIR level. We continue to add new course opportunities at the PIR level and the new IPIR courses are rolling out at a rapid pace!

What Regulators Have to Say:

"The APIR program was a well- rounded program that gave me a clear picture of how I fit into the overall regulatory setting. The background obtained through these classes has improved my ability and confidence to perform as a regulator immensely, and I believe there is something here for everyone."...David

"The APIR has provided me with a wonderful opportunity to learn from and interact with regulators across the country (and our U.S. territories). I think the NAIC will be of growing importance to all of us in the future and we should not miss the opportunity to learn from the wealth of knowledge and experience it offers to us."...Richie

"I have really enjoyed the PIR program. It has enhanced my skills as a regulator by increasing my knowledge of both the industry and the regulatory tools that I have at my disposal. One of my favorite things about the program is the opportunity to attend instructor-led NAIC courses and associate with other regulators. There is no substitute for learning from other regulators personal experiences...Dan

"Through the NAIC Designation Program I have been able to work, learn, accomplish and excel in insurance regulatory areas outside of my duties. The program gave me the opportunity to broaden my knowledge beyond the basic insurance scope and think outside the box."...Vanessa

If you are a state insurance department employee, we invite you to sign up and learn how this program can help you achieve your personal goals.

Visit us at http://www.naic.org/education_designation.htm

Insurance Regulator Professional Designation Program Learning Objectives

At the completion of this program, attendees will be able to:

- Compare and contrast the catastrophe trends in the US and Worldwide.
- Identify frequency and severity trends in homeowner's insurance claims.
- Explain the development and use of the Actuaries Climate Index and Actuaries Climate Risk Index.
- Explain how fully transparent models and open platforms benefit insurers, regulators, and consumers.
- Explain advancements and challenges in catastrophe modeling and their impact on the market.
- Explain alternative approaches to financing catastrophe risk.
- Identify resiliency and mitigation strategies and related federal activities.
- Compare and contrast post-catastrophe lessons learned by regulators.
- Compare and contrast the role and use of claim mediation programs by different states.



This is an NAIC Insurance Regulator Professional Designated program eligible for eleven hours of continuing professional development credit. To receive credit, you will need to write down the codes provided periodically throughout the program and provide them in a survey that will be subsequently sent by the NAIC Education and Training Department to the e-mail you provided during your CIPR event registration.

By *Shanique (Nikki) Hall, CIPR Manager*

In a concerted effort to become the go-to site for regulatory and public policy information, the NAIC's Center for Insurance Policy and Research (CIPR) is diligently working to improve its public offerings. The CIPR was established in 2009 to leverage the resources of several NAIC departments in order to support the collection and dissemination of information and analysis for use by state and federal officials, agencies, policymakers and insurance consumers. The formation of the CIPR expands regulatory support services by distributing the research and analysis that takes place within NAIC.

To achieve this mission, the CIPR publishes a quarterly *CIPR Newsletter*, as well as special reports and studies to provide the public with information on developing trends in the insurance industry and to enhance the awareness and understanding of key insurance issues. In addition, the CIPR hosts four annual events that offer a forum for opinion and discussion on major insurance regulatory issues. This article will discuss some of the recent improvements made that we hope will help meet that goal.

◆ CIPR WEBSITE

Central to the communication of NAIC research and public policy activities is the CIPR website, which is a recent enhancement to the NAIC home page. Within the CIPR site is a host of information on current insurance regulatory developments, ongoing CIPR projects and coverage of a wide range of insurance topics and issues. Moreover, content from the Government Relations division of the NAIC—such as issue briefs and Congressional testimony—has been added to the CIPR site to serve as a central point of information-gathering.

The CIPR site is divided into four principle areas: (1) Home; (2) Key Issues; (3) Special Reports and Studies; and (4) Statistics. The CIPR home page is where you can find what's new on the site, including the most recent *CIPR Newsletter*. Also available on the home page is information on upcoming and past CIPR events; including, presentations, audio and handout material from the events. Our goal is to make it easy for the user to locate topical information on insurance and insurance regulatory topics.

◆ KEY ISSUES

A recent enhancement to the CIPR site is its A–Z Topic listing of key insurance issues. The A–Z Topic listing contains a wealth of information on a wide range of regulatory and insurance industry-specific topics. It is a great research tool for regulators, consumers, industry and academia. Each topic page includes a detailed summary of the topic and issues,

and is supported by reference documents, including links to presentations, speeches, NAIC news releases and actions, articles and special reports. References to the current NAIC committee task force or working group active on the topic is also included, as well as an NAIC contact for any questions.

Currently, there are more than 80 topics included in the A–Z Topic listing, such as: accreditation, flood insurance, the EU-U.S. Dialogue Project, insurance-linked securities, natural catastrophes and workers' compensation. The A–Z Topic listing is steadily growing; more than 40 topics were added in 2012 and another 40 (or more) are expected to be added to the listing this year.

◆ SPECIAL REPORTS AND STUDIES

The CIPR site also provides access to special reports and studies on major regulatory and public policy issues in insurance. Here you will find studies written by CIPR distinguished scholars and researchers; former NAIC CEO Therese M. Vaughan, Ph.D.; insurance industry experts; academics; and other NAIC staff. Selected articles from the *Journal of Insurance* are also available.

Moreover, NAIC Industry Snapshots and Analysis Reports were recently made available on the CIPR site. Produced by the Financial Regulatory Services Department, these reports provide an overview of insurer statutory filings and assist consumers in better understanding developing trends in the insurance industry. They cover the property/casualty, title, life, fraternal and health insurance industries.

◆ STATISTICS

The NAIC Statistics page is another pivotal element of the CIPR site. This page provides a collection of key facts and market trends for a particular state, such as: the number of insurance companies in each state; the number of captive insurance companies in the states; total direct premium; select insurance department data for the states; cost of regulation in the states; insurance industry employment in each state; and gross domestic product for the states. For comparison, national key facts and trends are also available. In addition, premium volumes for the 50 largest markets worldwide, as well as sample reports from the NAIC Research and Actuarial Department, are also provided.

◆ SUMMARY

We hope you will make use of these tools. The CIPR is always open to suggestions. If you have an issue you believe we should cover, please let us know. Send your suggestions, compliments (we like those) and criticisms to shall@naic.org.

The CIPR serves: federal and state lawmakers; federal and state regulatory agencies; international regulatory agencies; and insurance consumers. It enhances intergovernmental cooperation and awareness, improving consumer protection while promoting legitimate marketplace competition. The site provides information on current insurance regulatory developments, ongoing CIPR projects, and coverage of a wide-range of insurance industry topics.

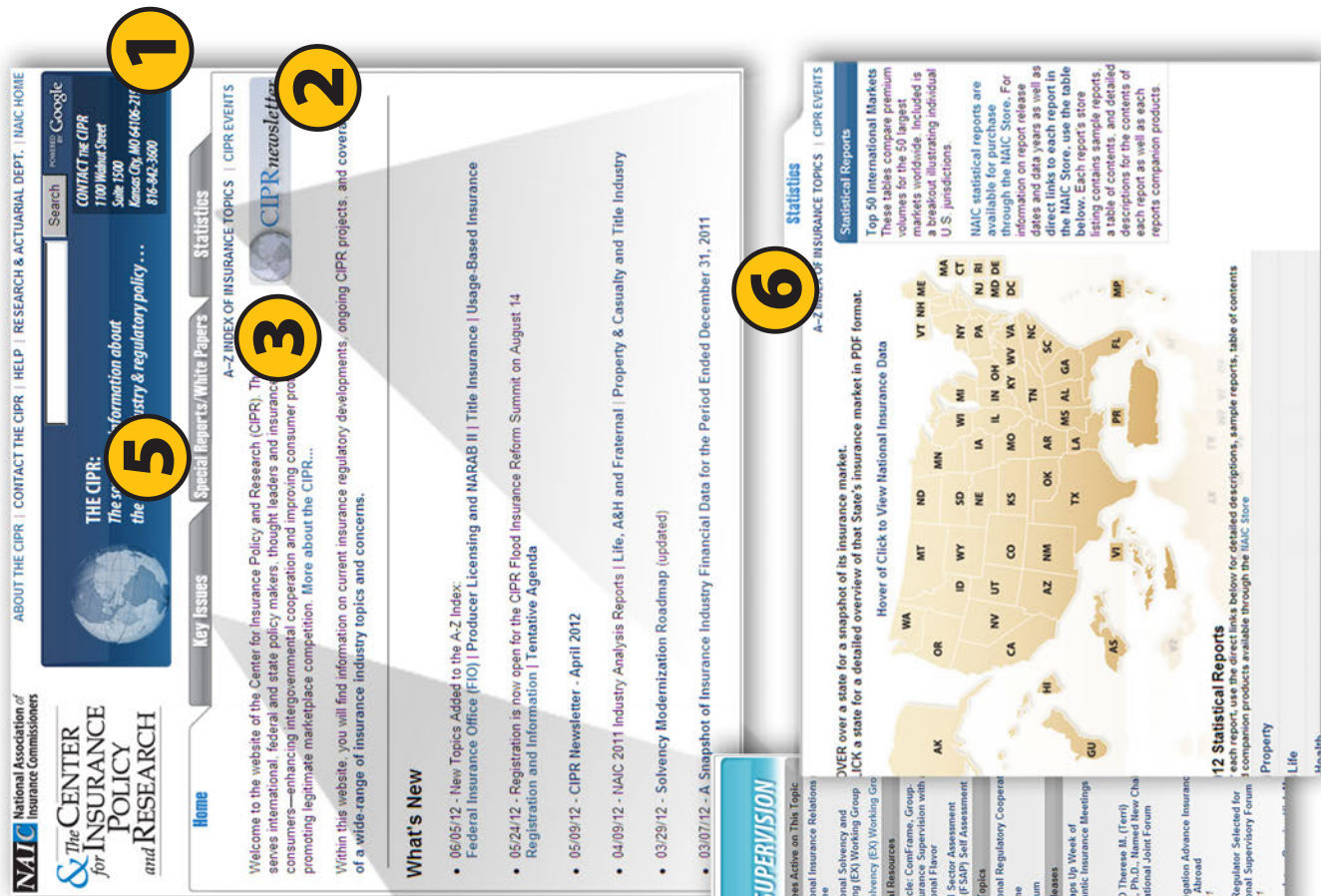
The CIPR's organization and navigation shares many of the same elements the NAIC home page as described on Page 1.

Here are the highlights unique to CIPR pages:

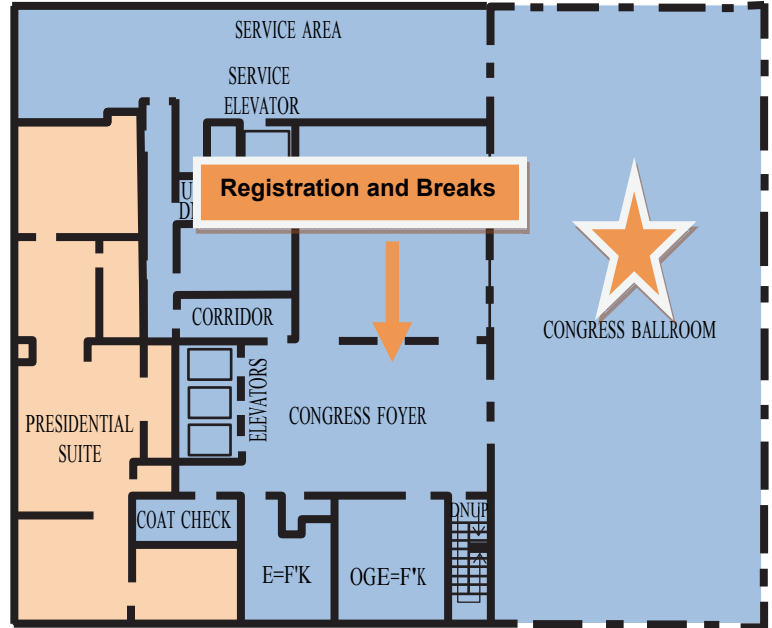
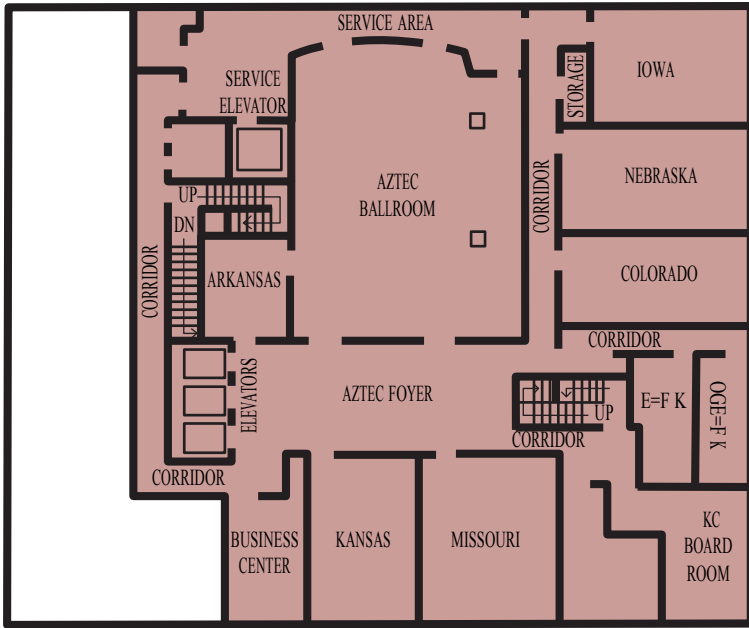
1. The NAIC's Central Office/CIPR staff can provide a great deal of information to regulators and lawmakers. Contact information providing direct access to them is vital to the CIPR site's function.
2. Click to see the most current as well as archived issues of the CIPR Newsletter.
3. The A-Z Index of Insurance topics and issues. Click to see detailed analysis and documentation on a wide range of insurance topics and issues.
4. The Key Issues section includes a topical listing of key insurance regulatory issues.

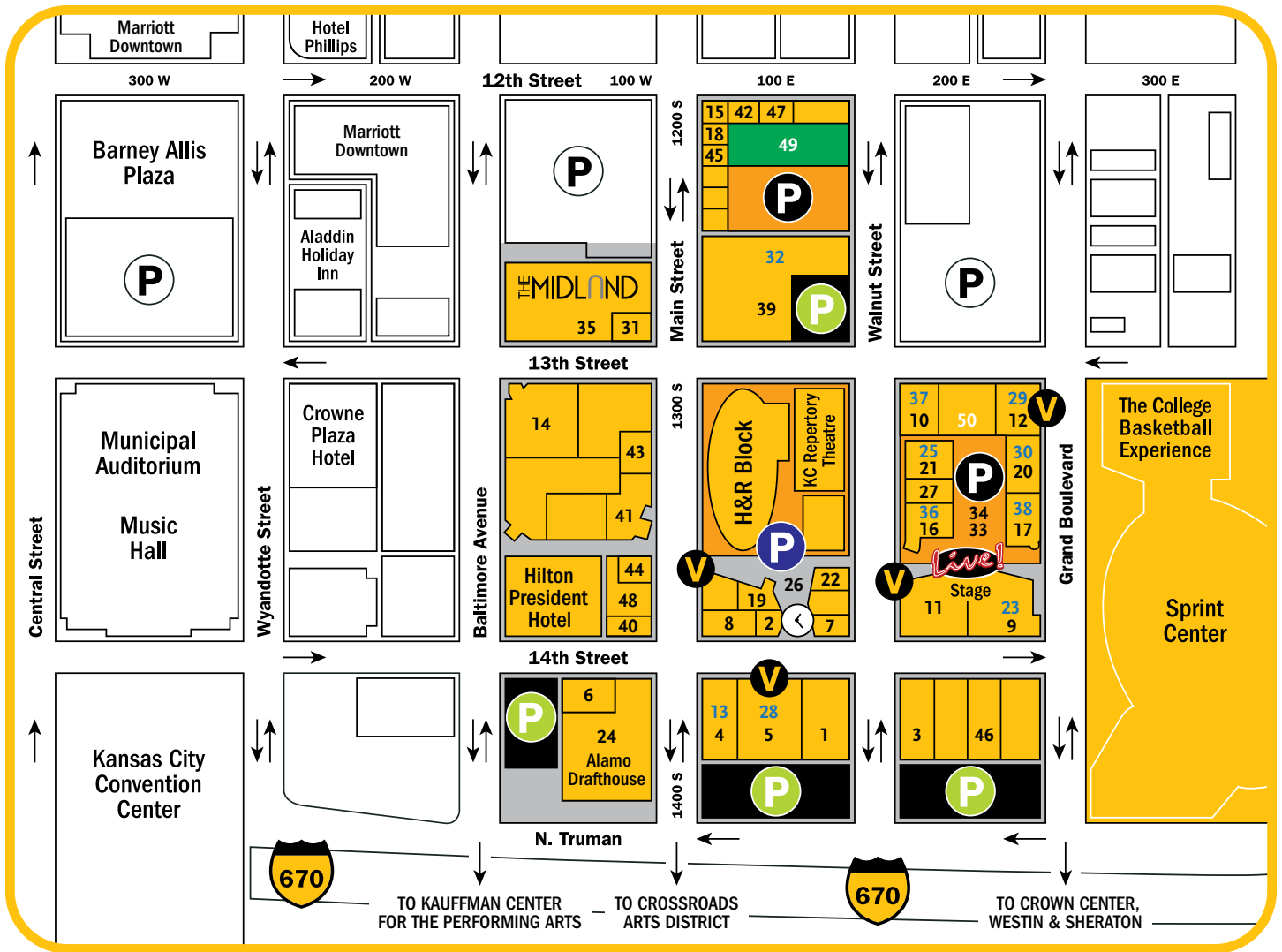
NAIC Web Site Support
 Contact Information:

1. NAIC Help Desk:
 Phone 816.783.8500
 E-mail help@naic.org
 fax 816.460.7456
2. NAIC Web Team: webpost@naic.org
3. NAIC Communications: news@naic.org



THE HILTON PRESIDENT KANSAS CITY





RESTAURANTS & BARS

1. 801 Chophouse
2. Balsano's Gelato Café
3. Bar Louie
4. BRGR Kitchen + Bar
5. Bristol Seafood Grill
6. The Chesterfield
7. Chipotle
8. Drunken Fish Sushi Restaurant & Lounge
9. The Dubliner
10. Flying Saucer Draught Emporium
11. Gordon Biersch Brewery Restaurant
12. Johnny's Tavern
13. [The Kill Devil Club](#)
14. Kobe Japanese Steak & Seafood
15. Lattéland Espresso & Tea
16. Maker's Mark Bourbon House & Lounge
17. McFadden's Sports Saloon
18. MeMa's Bakery
19. The Mixx
20. Pizza Bar
21. Tenga Sed Cantina
22. Whopper Bar
23. [Z-Strike Bowling](#)

NIGHTLIFE & ENTERTAINMENT

24. Alamo Drafthouse Mainstreet Cinema
25. [Angels Rock Bar](#)
26. Elements (Seasonal: Open in Summer)
27. Fuego
28. [The Gallery Event Space](#)
29. [Hotel Nightclub](#)
30. [Howl at the Moon](#)
31. Indie Bar
32. [The Jones Pool](#) (Seasonal: Open in Summer)
33. Kansas City Live! Block
34. Living Room/KC Beer Garden
35. Midland Theatre
36. [Mosaic Lounge](#)
37. [PBR Big Sky](#)
38. [Shark Bar](#)

SHOPPING & SERVICES

39. Cosentino's Market Downtown
40. Envolve Boutique
41. The Garment District Boutique
42. GNC
43. Jos A Banks
44. The Polished Edge Fine Jewelry
45. Polished Nail Salon
46. Sprint Studio
47. T-Mobile
48. Zafar Salon, Spa & Boutique
49. Rooftop Park (Open Memorial Day - Labor Day)
50. Public Safety Office & Restrooms

BLUE indicates Upper Level

P **PARKING GARAGES** Park for FREE during lunch! KC Live! and Main Street Garages have FREE 3-hour parking with validation from any District merchant between 6am–4pm (Monday–Friday). All Power & Light District garages have \$2 parking after 5pm Monday–Friday, all day Saturday and Sunday.

P **PARKING LOTS** Rates may vary depending on time and location. See attendant or pay-station at time of parking for details.

P **H&R BLOCK GARAGE** **V** **VALET SERVICE**



SAVE THE DATE

November 19, 2014

1:00 - 3:00 p.m., Washington, D.C.



— — INTEREST RATE RISK

CIPR Fall Event:

Navigating the Low-Interest Rate Environment
in the Life Insurance Industry

www.naic.org/cipr_events.htm