

SEATTLE

NAIC

**2023 SUMMER
NATIONAL MEETING**

Update on International Issues Regarding Market Conduct Regulation

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International Association of Insurance Supervisors (IAIS)

Market Conduct Working Group (MCWG)

- Develops and enhances IAIS high-level principles-based supervisory and supporting material, as appropriate, in relation to market conduct supervision.
- The MCWG reports to the IAIS Policy Development Committee (PDC)
- Composed of representatives of IAIS Members with experience in market conduct supervision and regulation that aim to protect consumer interests in the insurance sector, including the fair treatment of customers.
 - 20 Jurisdictions represented. Canada - Chair, Netherlands - Vice Chair

IAIS - Market Conduct Working Group

Use of Conduct Indicators in Insurance Supervision - approach and examples

- Members-only report. Released June 2023.
- Provides members with examples on the identification, assessment, and appropriateness of specific types of indicators and data gathering techniques used by supervisors to assess the conduct of insurers.
- Follows a members-survey conducted in 2021/2022
- Includes two NAIC-submitted examples: Claims Management and Complaints Handling
- Does not create new standards for insurance conduct supervision nor is it intended to establish a single preferred approach to using conduct indicators.

IAIS - Market Conduct Working Group

Diversity Equity and Inclusion Project

- Dual project in parallel with the IAIS Governance Working Group (GWG)
- Work related to the fair treatment of diverse consumers - eventual Application Paper
 - ICP 19 Conduct of Business
 - 26 examples from 13 members and counting
- Incorporate ongoing work and updates of the NAIC's Special (EX) Committee on Race and Insurance
 - NAIC DEI Director presentation
- Roundtable discussion at 2023 Global Seminar with regulators and stakeholders

Other Initiatives and Activities

- Climate Risk and Insurance Core Principles (ICP)
- Consumer representative engagement
- Guest Presentations
- IAIS Strategic Plan 2025-2029
 - Sharing of Suptech tools/initiatives
 - Conduct and Culture
 - Consumer Protection

Questions?