

Cover page

Connecticut Insurance Department: CID Dashboard

A snapshot of Insurance Department Activities in Calendar Year 2016

Commissioner Katharine L. Wade

Governor Dannel P. Malloy

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2016 CID Dashboard: A measure of our efforts on behalf of CT consumers

A message from Commissioner Wade

The responsibilities of each division at the Connecticut Insurance Department may be different but common mission remains the same – protecting consumers.

In 2016, our work continued in the area of advocacy, financial oversight, market conduct and review of rates and products. Some innovations in 2016 included an easy-to-remember email for consumer help – insurance@ct.gov.

We produced new reports on mental health, coastal homeowner insurance and hospital rates and redesigned our annual Consumer Report Card on Health Insurers to make it more user-friendly.

Those are among the 2016 activities highlighted in this edition of the CID Dashboard that we hope you find helpful.

Sincerely,

Katharine L. Wade

Consumer Affairs Unit

The Consumer Affairs Unit is the Department's "front line" of help for consumers. The staff of examiners has expertise in all areas of insurance and of the insurance laws that govern policies, coverage and claims. The unit fields thousands of questions and complaints, serving as a liaison between the policyholder and insurance company when issues arise.

Total recoveries - \$5.9 million

The following is the breakdown of funds recovered in 2016:

- Accident, Health - \$3.63 million
 - Auto - \$430,000
 - Homeowners - \$874,000
 - Life, Annuities - \$820,000
 - General Liability/Other Misc. - \$193,000
- 6,164: Investigated complaints
5,839: Cases closed (95%)
864: Justified (14%)
325: Cases carried into 2017

Behind the statistics

CID intervention helped make a real difference in the lives of hundreds of individuals and families. Some 2016 success stories:

- \$170,000 recovered for a victim of a car accident to pay hospital bills. The CID helped settle a dispute between two insurance companies over who was responsible.
- 100 percent of claims paid to a motorist whose car was totaled in an accident. The CID intervened when her insurance company initially denied her claim.

Complaint or Question?

Contact the Consumer Affairs Unit:

860-297-3900 or email: insurance@ct.gov

Industry regulation

The **Life & Health Division** and **Property & Casualty Division** review insurance products before they can be sold in the state and ensure that policies comply with laws and regulations. Department actuaries review rates to make certain they are adequate for the benefits provided and are not unfairly discriminatory. The **Financial Regulation Division** monitors companies' fiscal health and licenses companies

Life & Health Product Filings

- Life & Health 2,325
- Utilization Review Licenses: 55

Life & Health Rate Reviews: 2016

- Long Term Care: 54
- Medicare Supplement: 78
- Health Insurance: 89

Property/Casualty Filings (Forms, rates, policies, guidelines)

- Total: 5,661
- Saved CT homeowners \$1.1M
- Workers Comp rates down 10.9%

Property/Casualty Rate Reviews: 2016

- Auto Rates – 80
- Homeowner Rates: 73

Financial Regulation Activity in 2016

- Total number of companies licensed in CT: 1,449
- Domestic companies licensed in CT: 112
- Companies licensed in 2016: 20
- Number of completed examinations in 2016: 6 (involved 42 legal entities)
- Supervisory colleges in 2016: 10 (5 as lead regulator, 5 as participant)

Industry regulation

The **Licensing Unit** oversees the licenses individuals such as agents, brokers, adjusters and other professionals and the Bail Bonds Unit oversees the licensing of bail bondsmen and bail agencies.

License Types	Individual	Business	Total
Producers	115,673	9,453	125,126
Bail Bonds	314	92	406
Casualty Adjusters	68,500	252	68,752
Auto Appraisers	3,408	44	2,452
Surplus Lines	1,729	789	2,518
Fraternal	717	n/a	717
Certified Consultant	427	64	491
Public Adjuster	315	72	387
Reinsurance Intermediary	23	66	89
Portable Electronic	n/a	50	50
Life Settlement	6	24	30
Rental	n/a	20	20
TOTALS	191,112	10,926	202,038

The **Fraud & Investigation Unit** investigates complaints against agents and bail bondsmen. The **Market Conduct Division** examines the business practices of a company and levies fines for violations. All [enforcement actions](#) against companies and individual licensees are on the CID Web site.

Investigation of individual licensees

Fines: \$28,500

- Suspensions: 2
- Probations: 11
- Revocations: 18

2016 Market Conduct Exams by Category	Exams Opened	Exams Closed	Fines Levied
Life & Health	11	15	\$445,633
Property/Casualty	8	6	\$297,024
Examination Surveys	31	26	\$782,500
Utilization Reviews	7	11	\$23,500
Total	57	58	\$1,548,657

Industry Regulation

The **Captive Insurance Unit** oversees the licensing and fiscal health of captive insurance companies

Captives licensed in 2016	4
Total Captive Insurers	14
Captive Premiums Written	\$200,217,873
Total Registered Risk Retention Groups	98

The Department is responsible for several annual reports and issued the following reports in 2016. All reports can be found on our Web site: www.ct.gov/cid

New Reports Issued in 2016

[Acute Care Hospital and Outpatient Surgical Facility Data](#)

[Coastal Homeowners Availability Study](#)

[Consumer Report Card on Health Insurance Carriers in Connecticut](#)

[Protecting Behavioral Health For CT Consumers](#)

[ALL REPORTS](#)

