

2013 Program Report Card: Consumer Affairs (CA) Program, Connecticut Insurance Department (CID)

Quality of Life Result: All Connecticut residents have access to information and services to help protect their health and assets.

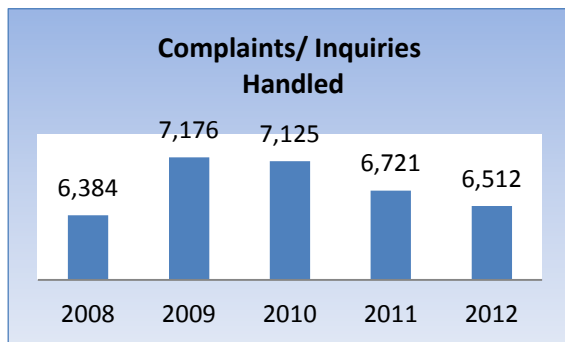
Contribution to the Result: The Consumer Affairs program investigates insurance-related complaints to resolve disputes, recover consumers' funds and enforce insurance laws and regulations. Program is also an educational resource for consumer questions to help them make better insurance purchasing decisions.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 12	\$0	\$0	\$2.2M	\$2.2M
Estimated FY 13	\$0	\$0	\$2.2M	\$2.2M

Partners: Connecticut residents, National Association of Insurance Commissioners (NAIC), Insurance Carriers, Producers and other licensees.

How Much Did We Do?

Annual # of Complaints & Inquiries



Story behind the baseline:

This represents the number of complaints and written inquiries reported to CA and handled during the year about or against Insurance entities licensed by CID. Investigation of complaints is a primary function of the unit as part of our regulatory role to ensure that consumers are treated fairly and are protected from unfair practices.

Inquiries are an important tool to gauge consumer understanding and assist the department with determining what information is needed on our Web site and how to focus outreach activities.

Regulatory changes due to lessons learned in prior storms along with proactive pre-storm media outreach and a more comprehensive website have reduced the number of inquiries and complaints regarding weather catastrophes over prior years.

At CID's Commissioner's request, Connecticut Health Insurers now provide their enrollees with advance notification of rate increase filings. This notification allows the consumers the ability to view the increase request online and input their comments directly to the site.

This notification process has reduced the volume of complaints and/or inquiries handled by CA staff during the past year while providing needed transparency into the rate review process.

Trend; ◀▶ **Flat/ No Trend**

How Well Did We Do It?

Percentage of Survey Respondents who would recommend CID services to others



Story behind the baseline:

We introduced a customer satisfaction survey in the second half of 2009. The simple eight-question Web-based survey is sent to complainants after their complaint has been resolved and closed. Surveys are sent to those complainants where we have a valid email address. The survey allows us to track our performance as well as to determine if our service met the consumers' expectations.

Responses to the survey question "I would recommend the Insurance Department's services to others" is an indicator of how the complainant valued the interactions with our

2013 Program Report Card: Consumer Affairs (CA) Program, Connecticut Insurance Department (CID)

Quality of Life Result: All Connecticut residents have access to information and services to help protect their health and assets.

CA staff, even if the overall outcome was not in their favor.

Survey responses to the other seven questions dealing with timeliness, responsiveness and completeness of explanation have shown a direct correlation to overall consumer satisfaction and willingness to recommend to others. To increase positive responses to the questions, examiners have been trained to provide better and timelier responses.

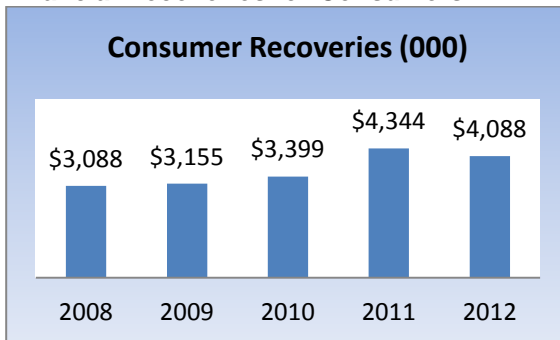
While there has been a reduction in scores over the past year, overall results are very positive. Several issues such as premium rate increase approvals and hurricane deductibles have increased adverse responses.

Rate of return of the survey has slipped over the past year. We are exploring low cost ways to increase the response rate. It is believed that more responses will be positive if we make it easier and attractive for consumers to respond.

Trend ▲

Is Anyone Better Off?

Financial Recoveries for Consumers



Story behind the baseline:

These recovered funds are the direct result of consumer complaints that have been handled by CA where we identified additional money owed the consumer.

CA works to identify inappropriate behavior on the part of the insurer and require them to make proper restitution for all consumers who may have been harmed not just those that have proactively complained. Our oversight efforts and interactions also have a positive “sentinel effect” on the behavior of the industry.

The amount of recoveries we are able to achieve is heavily influenced by outside forces such as federal and/or state legislative changes, new legal decisions, new products or individual company organizational or system changes.

Trend ▲

Proposed Actions to Turn the Curve:

By continuing to increase awareness of CA’s capabilities and results through a variety of methods including positive word-of-mouth referrals, we seek to positively affect all three measures. By reaching more people, we will be able to address more of the industry’s issues and at the same time, the insurance industry will function better.

CID’s Communications Director will continue to increase the visibility of the CA Program through television/radio interviews, press releases, public service announcements, community outreach events, social media and other collaborative partnerships.

Our Department Web site continues to be upgraded to keep it current and useful to consumers. Timely information placed on our web site for issues such as Healthcare Reform and weather events has made our Web site and the Department the “go to” source for information and assistance.

During Super Storm Sandy we partnered with 2-1-1 to provide their trained helpline staff with storm resources from our Web site. That gave the department a much greater consumer reach. We had a similar partnership with 2-1-1 during Tropical Storm Irene in 2011.

We will continue to tap into important partnerships we have with local lawmakers and municipal officials. We have worked very closely with Federal representatives of FEMA and NFIP to assist each other in helping consumers after catastrophes.

Through this increased visibility, we will receive more complaints and inquiries. The higher complaint volume will allow us to send out more surveys. We are pursuing several low-cost and no-cost ways to increase the response rate.

Financial recoveries will also increase due to higher complaint volume. We now have a process to quantify consumer benefit from the External Review process available through the Department. This amount will be reported separately from complaint recoveries. We continue to quality check all documented recoveries to ensure that they were a direct result of CA intervention.