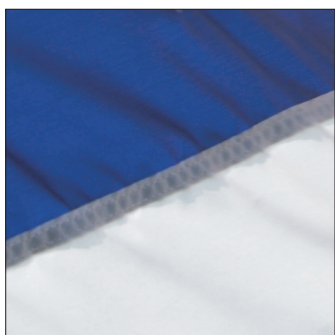
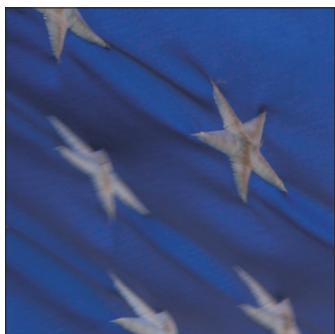


# INSURANCE DEPARTMENT DIRECTORY

November 2018



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Suite 700  
Washington, DC  
20001-1509  
(202) 471-3990

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(816) 842-3600

**Capital Markets and  
Investment Analysis  
Office**  
One New York Plaza,  
Suite 4210  
New York, NY 10004





# **Insurance Department Directory**

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**November 2018**



*The NAIC is the authoritative source for insurance industry information. Our expert solutions support the efforts of regulators, insurers and researchers by providing detailed and comprehensive insurance information. The NAIC offers a wide range of publications in the following categories:*

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Jim L. Ridling, a native Arkansan who has lived and worked in Montgomery since 1987, was reappointed Insurance Commissioner by Governor Robert Bentley on January 17, 2011.

Ridling is a graduate of the University of the Ozarks. Upon graduation in 1967, he entered a management training program with Fireman's Fund Insurance, leading to several management positions and culminating in his service as executive vice president of U.S. operations, based in California. In 1987, he left California to come back to his native South. He traded his interest in American Express (which owned Fireman's Fund at the time) for ownership in Southern Guaranty, a Fireman's Fund subsidiary headquartered in Montgomery, serving as the company's president and CEO. The following year, Southern Guaranty sold to Winterthur Swiss, and he remained in his previous role and added the duties of chairman until his retirement December 31, 2003.

Following his retirement from Southern Guaranty, Ridling remained active. He and other local business leaders formed River Bank and Trust, where he currently serves as vice chairman.

Ridling is a former chairman of the board of directors for Jackson Hospital and has served on the boards of directors of the Montgomery Airport Authority, the Montgomery Area Chamber of Commerce and the Central Alabama Community Foundation. He is a former chairman of the River Region United Way and continues to be involved in local business, charitable and community activities.

---

## ALABAMA



**Jim L. Ridling**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: September 15, 2008  
Reappointed: January 17, 2011

### Mailing Address

Alabama Department of Insurance  
P.O. Box 303351  
Montgomery, Alabama 36130-3351

### Phone Numbers

Main	(334) 269-3550
Accounting Division	(334) 241-4107
Commissioner's Office	(334) 241-4101
Financial Division	(334) 241-4151
Fire Marshal's Office	(334) 241-4166
Fraud Division	(334) 241-4166
Information Technology Division	(334) 241-4112
Legal Division	(334) 241-4117
Consumer Services Division	(334) 241-4141
Market Conduct Division	(334) 241-4151
Producer Licensing	(334) 241-4126
Rates and Forms Division	(334) 241-4145
Receivership Division	(334) 240-7560
Strengthen Alabama Homes	(800) 433-3966
Toll-Free Number ( <i>In-state only</i> )	(800) 433-3966

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IT Division	(334) 241-4192
Legal	(334) 240-7581
Fraud	(334) 241-4158
Market Conduct Division	(334) 240-3194
Producer Licensing	(334) 240-3282
Consumer Services	(334) 240-4435
Receivership Division	(334) 240-7562
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**Website:** [www.aldoi.gov](http://www.aldoi.gov)

**Make Checks Payable to:** Commissioner of Insurance

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# ALABAMA

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# ALABAMA

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## Strengthen Alabama Homes

Brian Powell  
Director, Strengthen Alabama Homes.....(334) 241-4118

---

Lori K. Wing-Heier was appointed as the Director of the Alaska Division of Insurance on February 25, 2014.

Wing-Heier has more than 30 years of experience in the insurance industry, which includes experience as a broker, a carrier and an agent. She most recently served as the director of risk management at a large ANCSA corporation, where she designed and implemented a comprehensive enterprise-wide risk-management program. She also served as senior vice president at a national brokerage working with Alaskan entities throughout the state and as president of the Alaska Independent Insurance Agents and Brokers, Inc. In 2002, Wing-Heier was honored to be an Athena Award recipient.

Wing-Heier attended North Central Michigan College and held the certified insurance counselor (CIC) and certified risk manager (CRM) designations.

As Insurance Division Director, she oversees and enforces the Division's mission "to regulate the insurance industry to protect Alaskan consumers" dividing her time between the Anchorage and Juneau offices.

Wing-Heier is a 35-year resident of Alaska and makes her home with her family in Anchorage, where the Insurance Director position is located.

---

## ALASKA



**Lori K. Wing-Heier**  
**Director**

Term of Office: At the Pleasure of the Governor  
Appointed: February 25, 2014

### Anchorage Address

State of Alaska  
Department of Commerce, Community,  
and Economic Development  
Division of Insurance  
550 West 7<sup>th</sup> Avenue, Suite 1560  
Anchorage, Alaska 99501-3567

### Phone Numbers

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Toll-Free Number ( <i>In-State Only</i> )	(800) 467-8725
Juneau	(907) 465-2515

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Department of Commerce, Community,  
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P.O. 110805  
Juneau, Alaska 99811-0805

### Juneau Street Address

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### Fax Numbers

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Juneau	(907) 465-3422
Licensing	(907) 465-2816

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**Website:** [www.commerce.state.ak.us/insurance](http://www.commerce.state.ak.us/insurance)

**Make Checks Payable to:** Alaska Division of Insurance

# ALASKA

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## **Media Relations/Public Information**

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## **Risk Retention/Purchasing Group**

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## **Statistical Reporting**

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N/A

Vacant (Juneau).....(907) 465-2515

**ALASKA**

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# AMERICAN SAMOA

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PENDING

**Elizabeth S. Perri**  
**Acting Insurance Commissioner**  
Term of Office: At the Pleasure of the Governor  
Appointed: July 26, 2018

---

**Mailing Address**

Office of the Governor  
American Samoa Government  
A P Lutali Executive Office Building  
Pago Pago, American Samoa 96799

**Street Address**

Same as mailing address

**Email Addresses:**

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Office of the Insurance Commissioner  
Office of the Governor  
American Samoa Government  
Pago Pago, American Samoa

# AMERICAN SAMOA

## CONTACT PERSONS

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Acting Insurance Commissioner..... elizabeth.perri@go.as.gov

Tunatunaolupelele Maae

Senior Administrative Assistant (to Commissioner and Assistant Commissioner)..... tunamaae@gmail.com



---

## ARIZONA

Governor Ducey appointed Keith Schraad to serve as Interim Director of the Arizona Department of Insurance (ADOI) starting February 12, 2018. The ADOI performs important functions that protect and promote a healthy Arizona economy. The ADOI protects insurance consumers; promotes a safe, strong and competitive insurance marketplace for Arizona citizens and businesses; and, annually collects over \$500 million in insurance premium taxes.

Schraad came to the ADOI with over 25 years of both private- and public-sector experience in the areas of insurance, healthcare, technology and government. During his term as President and CEO of Online Insurance Corporation (2008-2015), Schraad helped develop solutions for insurance companies and health care professionals that streamlined their customer service operations and improved their interfaces with government.

Formerly from Kansas, Schraad served in the Kansas Senate from 1996 to 1998, where he was Vice Chairman of the Judiciary Committee. He was also Vice President of a government technology company, where he worked with states to improve the delivery of government services.

Schraad has a Bachelor of General Studies in History from the University of Kansas and a Juris Doctorate from Washburn University School of Law.

---



**Keith Schraad**  
**Interim Director**

Term of Office: At the Will of the Governor  
Appointed: February 12, 2018

### **Mailing Address**

Arizona Department of Insurance  
100 North 15<sup>th</sup> Avenue, Suite 102  
Phoenix, Arizona 85007-2624

### **Phone Numbers**

Main (602) 364-3100

### **Email Addresses**

consumers@azinsurance.gov  
licensing@azinsurance.gov

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** <https://insurance.az.gov>

**Make Checks Payable to:** Arizona Department of Insurance

# ARIZONA

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# ARIZONA

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## **Health Care Appeals**

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## **Insurer Licensing, Mergers/Acquisitions, Redomestications Withdrawals**

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## **Investigations, Enforcement**

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## **Ombudsman; Constituent Affairs**

Catherine O’Neil, Consumer Affairs Administrator ..... (602) 364-2485

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## **Public and Media Affairs**

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Public Information and Legislative Affairs Officer .....(602) 364-3761

## **Premium Taxes**

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## **Producer Licensing**

Aqueelah Currie  
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## **Receiverships**

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## **Technology and Information Systems**

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**ARIZONA**

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Allen W. Kerr was appointed Arkansas' 23rd Insurance Commissioner on January 13, 2015, by Governor Asa Hutchinson. Prior to his appointment, Kerr served three terms in the Arkansas House of Representatives, distinguishing himself as a leader and friend of Arkansas taxpayers.

A member of the National Association of Insurance Commissioners (NAIC), Kerr is currently serving as Chairman of the Market Regulation and Consumer Affairs (D) Committee, the Market Actions (D) Working Group, and the NAIC/Industry Liaison Committee. He also serves as Vice-Chairman of the NAIC/Consumer Liaison Committee and will soon start serving as a member of the National Insurance Producer Registry (NIPR) Board of Directors.

In the Arkansas General Assembly, Kerr served as chairman of the Joint Committee on Public Retirement and Social Security Programs. He also served on a variety of other committees, subcommittees and task forces, including the State and Public Schools' Life and Health Insurance Program Legislative Task Force. During the 88<sup>th</sup> General Assembly, Kerr served as vice chairman of the House Insurance and Commerce Committee.

Kerr brings to his position more than three decades of experience in insurance and financial services. He opened the Allen Kerr Insurance Agency in March 1981, and by its first year of business, it was ranked No. 1 in production in a district of 40 established agencies.

In 2013, the agency was purchased by Delta Trust and Bank, which was later purchased by Simmons Bank, becoming Simmons First Insurance, of which Kerr served as president. Kerr has been the recipient of many industry awards, including being a four-time member of the Million Dollar Round Table for life insurance production. He was also named "Best Insurance Agent" by *Soirée* magazine in 2012 and 2013.

A former justice of the peace for Pulaski County, Kerr also served as the budget chair for the Pulaski County Quorum Court. Kerr and his wife, Marliese, make their home in Little Rock and are the proud parents of four children and grandparents of five grandchildren.

## ARKANSAS



**Allen W. Kerr**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: January 13, 2015

### Mailing Address

Arkansas Insurance Department  
1200 West Third Street  
Little Rock, Arkansas 72201-1904

### Phone Numbers

Main	(501) 371-2600
Toll-Free Number	(800) 282-9134
Consumers	(800) 852-5494
Seniors only	(800) 224-6330
Fraud only	(866) 660-0888
Public Employee Claims	(866) 278-8066

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** [www.insurance.arkansas.gov](http://www.insurance.arkansas.gov)

**Make checks payable to:** Arkansas Insurance Department

### Street Address

Same as mailing address

### Fax Numbers

Main	(501) 371-2618
Accounting	(501) 682-6679
Commissioner	(501) 371-2620
Compliance (L&H/P&C)	(501) 371-2748
Consumer Services	(501) 371-2749
Finance	(501) 371-2747
Human Resources	(501) 371-2817
Ins. Criminal Investigation	(501) 371-2799
Legal	(501) 371-2639
License	(501) 683-2604
Liquidation	(501) 371-2774
Public Employee Claims	(501) 371-2733
Risk Management	(501) 371-2842
SHIIP	(501) 371-2781

## ARKANSAS

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# ARKANSAS

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# ARKANSAS

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Dave Jones is California's Insurance Commissioner.

Jones was first elected Insurance Commissioner on November 2, 2010, and re-elected November 4, 2014. Jones leads the California Department of Insurance (DOI) and regulates the California insurance market. Insurers collect \$310 billion a year in premiums in California, making it the nation's largest insurance market.

Jones served in the California State Assembly from 2004–2010, where he chaired the Assembly Health Committee, the Assembly Judiciary Committee, and the Budget Subcommittee on Health and Human Services. Named "Consumer Champion" by the California Consumer Federation, *Capitol Weekly* named Jones California's "most effective legislator" other than the Assembly Speaker and the Senate President Pro Tempore.

Jones began his career as a legal aid attorney, providing free legal assistance to the poor with Legal Services of Northern California from 1988–1995. In 1995, Jones was one of only 13 Americans awarded the prestigious White House Fellowship. He served in the Clinton Administration for three years as Special Assistant and Counsel to U.S. Attorney General Janet Reno. Jones served on the Sacramento City Council from 1999–2004.

Jones graduated with honors from DePauw University, Harvard Law School and Harvard's Kennedy School of Government. He and his wife, Kim Flores, have two children, Isabelle and William, and live in Sacramento.

## CALIFORNIA



**Dave Jones**  
**Commissioner**

Term of Office: Four Years  
Elected: November 2, 2010  
Re-elected: November 4, 2014

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### **Mailing Address**

California Department of Insurance  
300 Capitol Mall, 17<sup>th</sup> Floor  
Sacramento, California 95814  
(916) 492-3500  
(916) 445-5280 Fax

### **Phone Numbers**

Main (916) 492-3500  
Fax (916) 445-5280  
Consumer Hotline:  
Toll-Free Number (800) 927-4357 (HELP)  
Licensing Hotline:  
Toll-Free Number (800) 967-9331

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.insurance.ca.gov](http://www.insurance.ca.gov)

### **Make Checks Payable to:**

Premium taxes: State Controller  
Department fees: California Department of Insurance

### **Sacramento Office**

California Department of Insurance  
300 Capitol Mall, 17<sup>th</sup> Floor  
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(916) 492-3500  
(916) 445-5280 Fax

### **San Francisco Office**

45 Fremont Street, 23<sup>rd</sup> Floor  
San Francisco, California 94105  
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### **Los Angeles Office**

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# CALIFORNIA

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# CALIFORNIA

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Michael Conway was appointed by Governor John Hickenlooper as Interim Commissioner of the Colorado Division of Insurance (DOI) effective January 1, 2018. In this position, Conway serves as the chief executive of the DOI and oversees the regulation of the insurance industry in Colorado. His role brings together consumers, the insurance industry and other stakeholders to create an inclusive, firm and fair regulatory approach to all lines of insurance such as auto, health, homeowners, life, property/casualty, title and workers' compensation.

Prior to his appointment, Conway served as the DOI's deputy commissioner for consumer and compliance services since March 2016. In this time, he was instrumental in developing and guiding strategies regarding health insurance during what was a tumultuous time for that industry in Colorado and the nation. He advised the previous commissioner and the governor's staff regarding the possible implications of federal changes to the regulation of health insurance in Colorado. Conway's duties also entailed appearing before state legislative committees to advocate for DOI positions regarding insurance and its regulation. He cultivated relationships with consumer groups and the insurance industry to create a regulatory environment that helped Colorado consumers, but was a fair, level playing field for the industry. He also worked within the DOI to establish objectives that provided for better protection of insurance consumers.

Before joining the DOI, Conway was an assistant attorney general for the Colorado Attorney General's Office from 2010 to 2016, where he represented the DOI in all facets of the regulation of the insurance industry, including mergers and acquisitions of insurance companies, insurer rehabilitation/ liquidation, and producer and company licensure litigation. He served three insurance commissioners during that time. While in the Attorney General's Office, he worked with the Colorado Attorney General Pro Bono Family Law Clinic, advising clients on matters of divorce and child custody.

Conway has also worked as an attorney for Colorado Legal Services, advocating for indigent clients regarding housing rights, homelessness prevention, evictions and subsidized housing.

With the exception of three years he spent in Miami, FL, for law school, Conway has called Colorado home for nearly 20 years since moving to the state to attend the University of Colorado at Boulder.

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## COLORADO



**Michael Conway**  
**Interim Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: January 1, 2018

### **Mailing Address**

Department of Regulatory Agencies  
Division of Insurance  
1560 Broadway, Suite 850  
Denver, Colorado 80202

### **Phone Numbers**

Main	(303) 894-7499
Fax	(303) 894-7455
Consumer Assistance	(303) 894-7490
Toll-Free Number ( <i>In-State Only</i> )	(800) 930-3745
Producer Licensing	(800) 275-8247

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.dora.colorado.gov/doi](http://www.dora.colorado.gov/doi)

**Make Checks Payable to:** Colorado Division of Insurance

### **Street Address**

Same as mailing address

### **Email Address**

[DORA\\_Insurance@state.co.us](mailto:DORA_Insurance@state.co.us)

**COLORADO**

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## Examinations—Financial

Henry Freaney .....(303) 894-7488  
Chief Financial Examiner..... henry.freaney@state.co.us

## Examinations—Market Regulation – Property and Casualty & Life and Health

Damion Hughes .....(303)894-7543  
Director..... damion.hughes@state.co.us

## Examinations—Producer

Pearson VUE.....(800) 275-8247

## Fees—Company

Cindy Hathaway .....(303) 894-7475  
..... cindy.hathaway@state.co.us

## Investigations

Steven Giampaolo .....(303) 894-2241  
Director, Investigations and Licensing..... steven.giampaolo@state.co.us

## Market Regulation

Damion Hughes .....(303) 894-7543  
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## Premium Tax

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# COLORADO

## Producer Continuing Education

Pearson VUE .....(800) 275-8247

## Producer Licensing

Steven Giampaolo .....(303) 894-2241  
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## Property/Casualty Insurance

Bobbie Baca .....(303) 894-7783  
Director..... bobbie.baca@state.co.us

## Rate, Policy and Form Filing—Life and Health

Adam Boggess.....(303) 894-7495  
Acting Director..... adam.boggess@state.co.us

## Rate, Policy and Form Filing—Property and Casualty

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## Service of Process

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## Statistical Reporting

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Katharine L. Wade was appointed Connecticut’s 32nd Insurance Commissioner by Governor Dannel P. Malloy on March 20, 2015. Wade has more than 20 years of industry experience in the fields of public policy, regulatory compliance, consumer education and outreach.

Wade’s initiatives at the Insurance Department (Department) have enhanced consumer education, regulatory efficiency and customer service. She created a free online consumer letter, “Insurance Matters,” a popular, easy-to-understand publication that features topical issues and is broadly distributed. Her commitment to outreach has helped raise public awareness of the benefits of turning to the Department for help with insurance questions or concerns.

Product and form review turnaround times have markedly improved through process efficiencies and enhanced communication of state standards, ensuring consumer protection while providing greater speed-to-market. Producers and other industry professionals are benefiting from more efficient licensing processes that include a new online pay portal and improved communication with licensees. Wade also has taken a strong role in helping Connecticut businesses of all disciplines manage their costs by encouraging the creation of well-managed, sustainable captive insurers through the Captive Division’s collaborative engagement with business and government.

Under Wade’s leadership, the Department continues to be active in international and national regulatory discussions to ensure a competitive industry and a robust market for consumers. The Department is the lead regulator on six supervisory colleges—a regulatory collaboration among state and international insurance regulators to assess the financial health and risks of our Connecticut-based companies. The Department also is a participating regulator in six supervisory colleges for companies that have divisions in Connecticut.

Wade represents Connecticut on several national and international standard-setting groups. She is a member of the International Association of Insurance Supervisors’ (IAIS) Financial Stability and Technical Committee. Wade is an active member of the National Association of Insurance Commissioners (NAIC). A former Chair of the Health Insurance and Managed Care (B) Committee, she serves on the Executive Committee, Chairs the International Insurance Relations (G) Committee and Chairs the Northeast zone. A member of the IAIS Executive and Policy Development Committees, Wade also sits on the U.S. Department of the Treasury’s Federal Advisory Committee on Insurance, which provides recommendations to the Federal Insurance Office (FIO) on a periodic basis.

Wade works across state government in a number of key initiatives to improve the health and welfare of Connecticut citizens. She is a member of the Governor’s Climate Change Council; the State Agencies Fostering Resiliency Council (SAFR); the state Alcohol and Drug Policy Council; and the board of directors of Access Health CT, the state-sponsored health insurance exchange.

Prior to joining the Department, Wade led a 130-member national team responsible for federal and state governmental affairs, public policy and U.S. compliance for the health and group life and disability businesses at Cigna.

Wade earned a Bachelor’s of Arts in History from Simmons College in Boston. She resides in Simsbury with her husband, Mike, and three children.

## CONNECTICUT



**Katharine L. Wade**  
**Commissioner**

Term of Office: At the Pleasure of the  
Governor  
Appointed: March 20, 2015

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### **Mailing Address**

Connecticut Insurance Department  
P.O. Box 816  
Hartford, Connecticut 06142-0816

### **Phone Numbers**

Main (860) 297-3800  
Fax (860) 566-7410  
Toll-Free Number (*In-State Only*) (800) 203-3447

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** [www.ct.gov/cid](http://www.ct.gov/cid)

**Make Checks Payable to:** Treasurer, State of Connecticut

### **Street Address**

Connecticut Insurance Department  
153 Market Street, 7<sup>th</sup> Floor  
Hartford, Connecticut 06103

# CONNECTICUT

Katharine L. Wade Commissioner.....	(860) 297-3813
Timothy J. Curry Deputy Commissioner.....	(860) 297-3995
George Bradner Director, Property and Casualty Division .....	(860) 297-3866
Kurt Swan Director, Market Conduct/Fraud Investigations and Licensing .....	(860) 297-3972
Mary Ellen Breault Director, Life and Health Division.....	(860) 297-3857
Wanchin Chou Chief Actuary .....	(860) 297-3943
Kathryn Belfi Director, Financial Regulation .....	(860) 297-3968
Donna Tommelleo Communications Director .....	(860)297-3958
Janet Grace Program Manager, Captive Division.....	(860)297-3813

## **CONTACT PERSONS**

### **Accident and Health Insurance**

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---	----------------

### **Agent Investigation**

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### **Agent Licensing**

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---	----------------

### **Annual Statements**

Joan Nakano Supervising Examiner, Financial Analysis and Compliance.....	(860) 297-3835
---	----------------

### **Captive Division**

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# CONNECTICUT

## **Company Licensing**

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## **Consumer Complaints and Inquiries**

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## **Deposits**

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## **Examinations—Financial**

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## **Examinations—Market Conduct**

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## **Fees—Agents**

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Director, Property and Casualty Division .....(860) 297-3866

# CONNECTICUT

## **Property and Casualty—Commercial Lines**

George Bradner

Director, Property and Casualty Division .....(860) 297-3866

## **Property and Casualty—Personal Lines**

George Bradner

Director, Property and Casualty Division .....(860) 297-3866

## **Receiverships and Guaranty Funds**

Jon E. Arsenault

Director, Legal Division.....(860) 297-3811



Trinidad Navarro was elected in 2016 as Delaware’s 26th Insurance Commissioner. In this role, he oversees the regulation of the Delaware insurance market and the Department of Insurance’s (DOI) consumer protection efforts. In 2014, the most recent data available, the Delaware DOI ranked 10th in the U.S. in total written insurance premium and regulated companies with more than \$620 billion in assets. The DOI is the largest consumer protection agency in the state.

A lifelong Delawarean, Commissioner Navarro has an extensive record of public service and is committed to protecting Delaware consumers. He served more than 20 years with the New Castle County Police, retiring as the Public Information Officer after being elected as New Castle County Sheriff in 2010. While a police officer, he received the department’s distinguished Medal of Valor. Prior to that, he worked as a licensed insurance agent. He followed in the footsteps of his father, whose career was servicing the life and health insurance needs of his community. His father’s work demonstrated to him the importance of serving the people who have put their trust in you. Commissioner Navarro put that lesson into action as an insurance agent, a police officer and as sheriff. He knows that serving the needs of the people is the hallmark of every profession and the obligation of every public servant.

Commissioner Navarro is a member of the National Association of Insurance Commissioners (NAIC). He presently serves on the Delaware Health Care Commission, the State Employees Benefits Committee, the Deferred Compensation Council, and the Council on Health Promotion and Disease Prevention.

Commissioner Navarro holds an associate degree in criminal justice from the Delaware Technical and Community College and a Bachelor of Arts from Wilmington University. He has two daughters, Kylie and Hannah, and one son, Jordan. Commissioner Navarro currently resides in Bear, DE, with his wife, Melissa, and youngest daughter, Hannah.

## DELAWARE



**Trinidad Navarro**  
**Commissioner**

Term of Office: Four years  
Elected: November 2016

### Mailing Address

Delaware Department of Insurance  
841 Silver Lake Boulevard  
Dover, Delaware 19904

### Phone Numbers

Main (302) 674-7300  
Fax (302) 739-5280  
Toll-Free Number (*In-State Only*) (800) 282-8611

### Email by Division

Producer Licensing..... licensing@state.de.us  
Bureau of Company Examination, Regulation and  
Guaranty .....berg@state.de.us  
Consumer Services..... consumer@state.de.us  
Delaware Medicare Assistance Bureau  
.....DMAB@state.de.us  
Fraud Prevention .....fraud@de.state.de.us  
Workplace Safety ..... safety@state.de.us

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** www.delawareinsurance.gov

**Make Checks Payable to:**

Delaware Department of Insurance

## DELAWARE

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Stuart Snyder Chief of Staff.....	(302) 674-7312
Vincent J. Ryan Senior Advisor.....	(302) 674-7303
Kathleen (Kitty) Makowski Deputy Attorney General .....	(302) 674-7326
Jessica Willey Deputy Attorney General .....	(302) 674-7387
David Lonchar Director, Bureau of Examination, Rehabilitation and Guaranty .....	(302) 674-7334
Frank Pyle Director, Insurance Consumer Protection Enforcement.....	(302) 674-7353
Gerald Pepper Director, Insurance Fraud Prevention Unit .....	(302) 674-7352
Victoria “Dee” Jones Executive Assistant to the Commissioner .....	(302) 674-7305
Tara Smith Executive Assistant to the Deputy Commissioner .....	(302) 674-7306
Tim Li Information Support Officer to the Commissioner .....	(302) 674-7332

### CONTACT PERSONS

#### **NAIC Liaison**

Vincent J. Ryan .....	(302) 674-7303
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#### **Accident and Health Insurance**

Fleur McKendell

Manager, Consumer Services Investigations & Market Reg. – Life and Health .....	(302) 674-7373
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#### **Producer Licensing**

Robin David

Supervisor, Market Conduct and Producer Licensing.....	(302) 674-7348
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#### **Annual Statements**

David Lonchar.....	(302) 674-7334
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# DELAWARE

## Company Licensing

Alisa Pritchard.....(302) 674-7344

## Consumer Complaints and Inquiries

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## Department Counsel

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Jessica Willey .....(302) 674-7387

## Deposits

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## Examinations—Financial

David Lonchar.....(302) 674-7334

## Examinations—Market Conduct

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## Fees—Producers

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## Fees—Companies

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## Information Systems

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## Media Relations/Public Information

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## Policy and Form Filing

Jennifer Stinson

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Ann Lyon

Property and Casualty .....(302) 674-7372

## Premium Tax

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Ann Fletcher .....(302) 674-6261

## Statistical Reporting

David Lonchar.....(302) 674-7334

**DELAWARE**

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Stephen C. Taylor has served as assistant attorney general in the Office of the Attorney General (OAG) of the District of Columbia, where he offered legal counsel to the District Department of Health Care Finance (DHCF) concerning its procurement operations. Prior to joining the OAG, he served as the chief procurement officer for the city of Alexandria, VA.

Before working for the city of Alexandria, Taylor had 10 years of financial services regulation experience in the district government, serving in roles at the Department of Insurance (DOI), Securities and Banking (DISB) and an agency that would later merge with the DISB, the Department of Banking and Financial Institutions (DBFI). At the DISB, he most recently served as general counsel, managing the Office of Legal Affairs. Taylor also directed the DISB's legislative and regulatory drafting programs, assisting in implementing the federal Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank) and the federal Patient Protection and Affordable Care Act (PPACA). He also previously served as the DISB's Acting Deputy Commissioner and as the agency's senior counsel.

At the DBFI, Taylor served as general counsel, providing advice regarding the District's depository and non-depository financial institutions. In addition, he managed the DBFI's revision of the District's Banking Code and Predatory Lending law. Taylor also has held positions in the Office of the Chief Financial Officer and the Council of the District of Columbia.

Taylor holds a master of laws degree and Juris Doctor degree from Georgetown University Law Center and a bachelor's degree from Fordham University.

---

**Mailing Address**

District of Columbia Insurance, Securities and Banking  
1050 First St., NE  
Suite 801  
Washington, DC 20002

**Phone Numbers**

Main (202) 727-8000  
Fax (202) 535-1196

## DISTRICT OF COLUMBIA



**Stephen C. Taylor  
Commissioner**

Term of Office: At the Pleasure of the Mayor  
Appointed: June 19, 2014  
Confirmed: November 3, 2015

**Street Address**

Same as mailing address

**Email Address**

disb@dc.gov

**Office Hours:** 8:15 a.m.–4:45 p.m., Monday–Friday

**Website:** [www.disb.dc.gov](http://www.disb.dc.gov)

**Make Checks Payable to:** D.C. Treasurer

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# DISTRICT OF COLUMBIA

Stephen C. Taylor Commissioner.....	(202) 442-7845
Dana Sheppard Acting Deputy Commissioner.....	(202) 442-7820
Alicia M. Wade Executive Assistant to the Commissioner.....	(202) 442-7760
Philip Barlow Associate Commissioner of Insurance.....	(202) 442-7823
Jocelyn Bramble General Counsel.....	(202) 442-7758
Dana Sheppard Acting Deputy Commissioner, Risk Finance Bureau.....	(202) 727-7820

## **CONTACT PERSONS**

### **Actuarial Analysis**

Robert Nkojo Manager, Actuarial Analysis Branch.....	(202) 442-7757
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### **Company and Agent Licensing**

Sheila Parker-Johnson Insurance Licensing Manager, Professional Services Branch.....	(202) 442-7795
---	----------------

### **Company Examinations—Financial**

N. Kevin Brown Chief Financial Examiner, Financial Examinations Division.....	(202) 442-7785
--	----------------

### **Consumer Complaints**

Sharon Shipp Acting Director, Compliance Analysis.....	(202) 442-7810
---	----------------

### **Enforcement and Investigation Bureau**

Brian Bressman, Director, Enforcement and Investigation Bureau.....	(202) 442-8790
--	----------------

### **Financial Statement Filing and Analysis**

N. Kevin Brown Chief Financial Examiner, Financial Analysis Branch.....	(202) 442-7785
--	----------------

### **Information Systems**

Shankar Vaidyanathan Information Technology Specialist.....	(202) 442-8154
--	----------------

# DISTRICT OF COLUMBIA

## Office of Communication and Public Affairs

Tanya Bryant

Acting Public Information Officer ..... (202) 442-7761

## Policy and Forms Filings

Colin Johnson

Insurance Examiner Manager, Policy and Forms Analysis Branch ..... (202) 442-7796

## Policy and Administration

Katrice Purdie

Chief of Policy and Administration..... (202) 442-7773

## Premium Tax

Philip Barlow

Associate Commissioner of Insurance ..... (202) 442-7823

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## FLORIDA

Jimmy Patronis is a native Floridian born and raised in Panama City. He earned his associate degree in restaurant management from Gulf Coast Community College and a bachelor's degree in political science from Florida State University. He is a partner in a family-owned seafood restaurant called Captain Anderson's that will celebrate its 50<sup>th</sup> anniversary in 2017. His public service career began with experience as an intern in the Florida Senate and the United Kingdom's House of Commons. Following his college graduation, Governor Lawton Chiles appointed him to the Florida Elections Commission, and he was later reappointed by Governor Jeb Bush.

He served in the Florida House of Representatives from 2006 to 2014, representing his hometown region in the Florida Panhandle. He was appointed to serve on Florida's Public Service Commission, as well as the Constitution Revision Commission, which meets once every twenty years to propose changes to the state constitution.

Recognized for outstanding leadership in his hometown of Panama City and throughout Florida, he is committed to active civic engagement and business development. He has chaired the Greater Panama City Beach Chamber of Commerce's Economic Development Council, served on the board of the Bay County Economic Development Alliance, the Salvation Army Advisory Board, the Bay County Chapter of the Florida Restaurant and Lodging Association, and national president for the Florida Vocational Industrial Clubs of America. He is a former trustee of the Gulf Coast Medical Center, and former director of the Bay Medical Center's Foundation and Gulf Coast Community College Foundation Board.

He was instrumental in the establishment of the Northwest Florida Beaches International Airport in Panama City and has served as chairman and a board member of Bay County-Panama City International Airport and Industrial District.

He and wife Katie are proud parents to two sons, Jimmy Theo III and John Michael. They are lifelong members of the Saint John's Greek Orthodox Church.



**Jimmy Patronis**  
**Chief Financial Officer**

Appointed: June 30, 2017  
to complete the unexpired  
term of Jeff Atwater

---

### **Mailing Address**

Florida Department of Financial Services  
Office of the Chief Financial Officer  
J. Edwin Larson Building  
200 East Gaines Street  
Tallahassee, Florida 32399-0301

### **Phone Numbers**

Main (850) 413-3089  
Fax (850) 413-2950

**Consumer Services Helpline** (877) 693-5236 in Florida  
**Out-of-State Consumer Services Helpline** (850) 413-3089

**Office Hours:** 8 a.m.–5 p.m., Monday–Friday

**Website:** [www.MyFloridaCFO.com](http://www.MyFloridaCFO.com)

### **NAIC Liaison**

Sha'Ron James  
Insurance Consumer Advocate  
Room 776, Claude Pepper Building  
Tallahassee, Florida 32399-0308

### **Phone Numbers**

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Fax (850) 487-0453

**FLORIDA**  
**Office of the Chief Financial Officer**

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Chief Financial Officer.....jimmy.patronis@myfloridacfo.com

Ryan West .....(850) 413-4900  
Chief of Staff.....ryan.west@myfloridacfo.com; Fax (850) 413-2985

Vacant.....(850) 413-3112  
Inspector General ..... teresa.michael@myfloridacfo.com; Fax (850) 413-4973

Sha'ron James.....(850) 413-5923  
Insurance Consumer Advocate..... sha'ron.james@myfloridacfo.com; Fax (850) 487-0453

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**Information Systems**

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Lt. Mike Smith .....(850) 413-4038  
Office of Fiscal Integrity ..... michael.smith@myfloridacfo.com; (850) 413-3996

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**FLORIDA**  
**Office of the Chief Financial Officer**

**Media Relations/Public Information**

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**Rehabilitation and Liquidation Services**

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Director.....toma.wilkerson@myfloridacfo.com; Fax (850) 413-3992

**Risk Management**

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Shannon Segers .....(850) 413-4704  
Bureau Chief, Loss Prevention.....shannon.segers@myfloridacfo.com; Fax (850) 413-2731

Marc Stemle .....(850) 413-4851  
Bureau Chief, Liability & Property Claims.....marc.stemle@myfloridacfo.com; Fax (850) 413-2730

Tod Stupski .....(850) 413-4801  
State Employee WC Claims Bureau Chief.....tod.stupski@myfloridacfo.com; Fax (850) 413-2727

**Treasury Deposits**

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---

David Altmaier was appointed as the Florida Insurance Commissioner in April 2016 by the Financial Services Commission. He leads a 280-member team at the Office of Insurance Regulation (OIR) and has oversight of one of the largest insurance markets in the world. Under Altmaier's leadership, OIR has worked to cultivate a market in Florida in which insurance products are reliable, available, and affordable.

Altmaier began his public service at OIR in 2008, serving in a number of roles including Chief Analyst of the Property and Casualty Financial Oversight unit and Deputy Commissioner of Property and Casualty Insurance.

Altmaier serves as Chair of the Florida Health Insurance Advisory Board. In 2018, Altmaier was named as the chair of the National Association of Insurance Commissioners (NAIC) Financial Condition (E) Committee. He also chairs the Group Capital Calculation (E) Working Group and the Capital Adequacy (E) Task Force.

Prior to joining OIR, Altmaier worked as a Florida licensed 2-20 and 2-14 insurance agent and as a high school math teacher.

Altmaier graduated from Western Kentucky University in 2004 with a bachelor's degree in mathematics.

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## FLORIDA



**David Altmaier**  
**Commissioner**  
**Office of Insurance Regulation**

Term of Office: At the Pleasure of the  
Financial Services Commission  
Appointed: April 29, 2016

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**FLORIDA**  
**Office of Insurance Regulation**

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Ralph T. Hudgens was elected Georgia’s Insurance and Safety Fire Commissioner on November 2, 2010.

Hudgens previously served as the state senator for the 47<sup>th</sup> District. He served as chairman of the Insurance and Labor Committee, vice chair of the Agriculture and Consumer Affairs Committee, vice chair of the Banking and Financial Institution, secretary of the Natural Resources and Environment, and a member of the Reapportionment and Redistricting committees.

Hudgens was a former political appointee in the first Bush administration and served as the state representative for the 24<sup>th</sup> District from 1996–2002.

Hudgens earned his bachelor’s degree in agriculture from the University of Florida. For 18 years, he worked for the Agricultural Chemical Division of Shell Chemical Company. In 1983, he founded Quality Propane, Inc., which he sold in 1987. Currently, he is president of Hudgens Enterprises, Inc., an investment company with holdings in real estate, and also Diamond Outdoor, Inc., an outdoor advertising company.

Hudgens and his wife, Suzanne, have four children and 12 grandchildren.

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## GEORGIA



**Ralph T. Hudgens**  
**Commissioner**

Term of Office: Four years  
Elected: November 2, 2010  
Re-elected: November 4, 2014

### **Mailing Address**

Office of Insurance and Safety Fire Commissioner  
Two Martin Luther King, Jr. Drive  
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**Make Checks Payable to:** Commissioner of Insurance

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---

John P. Camacho was appointed Acting Commissioner for Guam's Office of Banking and Insurance February 5, 2018. As Acting Commissioner, he is the primary regulator of Guam's banking and insurance.

Camacho serves as Director for the Department of Revenue and Taxation since December 2003, overseeing the Divisions of Insurance, Securities, and Banking, General Licensing, Compliance, Weights and Measure, and Motor Vehicle. Prior to being Director, Camacho had extensive experience in the field of taxation.

Camacho served as the Deputy Tax Commissioner for the Department of Revenue and Taxation from January 2000 to December 2003. Camacho managed many of the tax programs in the areas of tax enforcement, tax service and appeals. He has been a member of Gov. Felix P. Camacho's Fiscal Policy Committee. As a member, he participated in the finances and budget process for the Government Guam Line Agencies.

Camacho received a Bachelor's of Business Administration Degree in Accounting and Management from the University of Guam.

---

## GUAM



**John P. Camacho**  
**Acting Commissioner**  
**Banking and Insurance**

Term of Office: At the Pleasure of the Governor  
Appointed: February 5, 2018

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Regulatory Division  
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## GUAM

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---

Hawaii Governor David Y. Ige reappointed Gordon I. Ito as Insurance Commissioner effective January 1, 2015. He was previously appointed Insurance Commissioner by Governor Linda Lingle (July 2010) and Governor Neil Abercrombie (January 1, 2011).

In December 2017, Ito was elected Secretary-Treasurer of the National Association of Insurance Commissioners (NAIC). From 2013-2015, Ito chaired the NAIC Western Zone and has also chaired the Information Systems (EX1) Task Force and the International Regulatory Cooperation (G) Working Group. He has participated in NAIC meetings for more than 20 years.

Prior to his appointment, Ito served as chief deputy insurance commissioner since 2000. Prior to that, he worked as supervising staff attorney of the Insurance Division from 1993–2000.

Ito earned a bachelor's degree in business administration from the University of Hawaii and a law degree from the University of Hawaii William S. Richardson School of Law.

## HAWAII



### **Gordon I. Ito Commissioner**

Term of Office: At the Pleasure of the Governor

Appointed: July 2010

Reappointed: January 1, 2011

Reappointed: January 1, 2015

---

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# HAWAII

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## **Statistical Reporting**

Colin Hayashida

Rate and Policy Analysis Manager .....(808) 586-2809

# HAWAII

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Dean L. Cameron was appointed Director of the Idaho Department of Insurance by Governor C.L. “Butch” Otter. He took office on June 15, 2015.

Cameron became licensed in life and health while attending college. Later, he passed his Series 6 and Series 63 exams and also obtained his property/casualty (P/C) license. He is a third-generation agent.

At the time of his appointment as Director, Cameron was serving his 13<sup>th</sup> term as senator for District 27 as the most senior member of the Idaho Senate. He was serving his 8<sup>th</sup> term as the chairman of the Senate Finance Committee, which meets jointly with the House Appropriations Committee to set the budget for the state of Idaho.

He was the co-chair of a task force on health care and has sponsored nearly 20 pieces of health care legislation in his 24 years of service in the Idaho Senate.

Cameron was also former chairman of the Senate Commerce and Human Resources Committee, which handles all banking, business and insurance issues. He was the senior member of that committee until his resignation.

He earned an associate degree in arts and science at Ricks College in Rexburg, ID (now BYU-Idaho), majoring in political science.

Cameron was born in Burley, ID, and served a church mission to Portugal. Cameron and his wife, Linda, have three married children and five grandchildren.

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## IDAHO



**Dean L. Cameron**  
**Director**

Term of Office: Four years, subject to earlier removal by the Governor  
Appointed: June 15, 2015

### Mailing Address

Idaho Department of Insurance  
P.O. Box 83720  
Boise, Idaho 83720-0043

### Phone Numbers

Main (208) 334-4250  
Toll Free Number (*In-State Only*) (800) 721-3272

### Street Address

700 West State Street, 3<sup>rd</sup> Floor  
Boise, Idaho 83720-0043

### Fax Number

Main (208) 334-4398

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.doi.idaho.gov](http://www.doi.idaho.gov)

**Email:** [firstname.lastname@doi.idaho.gov](mailto:firstname.lastname@doi.idaho.gov)

**Make Checks Payable to:** Idaho Department of Insurance

# IDAHO

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Deputy Director of Insurance ..... Tom.Donovan@doi.idaho.gov

Nathan Faragher .....(208) 334-4314  
Bureau Chief, Company Activities/Chief Examiner ..... Nathan.Faragher@doi.idaho.gov  
Examinations, Premium Tax, Producer Licensing, Market Analysis

Elaine Mellon ..... (208) 334-4340  
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SHIBA, Investigations, Consumer Affairs

Weston Trexler.....(208) 334-4315  
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Rates and Forms

## **CONTACT PERSONS**

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### **Department Counsel**

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# IDAHO

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## Title Insurance

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Governor Bruce Rauner appointed Jennifer Hammer as Director of the Illinois Department of Insurance (DOI) effective January 17, 2017, and she was confirmed as Director on February 15, 2017.

Hammer, who brings more than a decade of experience in healthcare law and policy, is the first woman to serve as confirmed Director of the Illinois Department of Insurance. In January 2018, she became Chair of the National Association of Insurance Commissioners (NAIC) Property and Casualty Insurance (C) Committee.

Prior to her appointment as Director, Hammer served as the Deputy Chief of Staff for Policy in the Office of the Governor where she worked closely with state agencies to develop and implement the Governor's public policy agenda.

Previously, she served as Special Counsel to the Governor and Policy Advisor for Healthcare and Human Services. In this role, she coordinated all healthcare-related agencies, including the DOI. Hammer oversaw the transition of Get Covered Illinois, Illinois' Health Insurance Marketplace, from an independent commission to the DOI.

Prior to joining state government, Hammer was Associate Vice President/Legal Counsel for Government Affairs for the Illinois Chamber of Commerce and a lawyer in private practice with a focus on insurance defense, healthcare, business and advising clients on legislation including the Affordable Care Act.

Hammer has a Bachelor's Degree in Justice Studies from Arizona State University and a J.D. from Southern Illinois University School of Law. She resides in Springfield, Illinois with her husband, Grant, and three children.

---

### **Springfield Office**

Illinois Department of Insurance  
State of Illinois  
320 W. Washington St., 4th Floor  
Springfield, Illinois 62767-0001  
Main (217) 782-4515  
Fax (217) 782-5020  
TDD (217) 524-4872  
Office of Consumer Health Insurance (877) 527-9431

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** <http://insurance.illinois.gov>

**Make Checks Payable to:** Director of Insurance

## **ILLINOIS**



### **Jennifer Hammer Director**

Term of Office: At the pleasure of the Governor

Appointed: January 17, 2017

Confirmed: February 15, 2017

### **Chicago Office**

Illinois Department of Insurance  
122 S. Michigan Ave. 19th Floor  
Chicago, Illinois 60603

Main (312) 814-2420  
Fax (312) 814-5416

### **Conservations, Liquidations and Receiverships**

Office of Special Deputy Receiver  
222 Merchandise Mart Plaza, Suite 960  
Chicago, Illinois 60654  
Main (312) 836-9500

## ILLINOIS

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Vacant	
Chief Deputy Director, Product Lines and Licensing	
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Vacant	
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#### **Annual Statements—Life, Accident and Health/HMO**

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#### **Annual Statements—Property and Casualty**

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## **Company Licensing—Property and Casualty**

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## **Company Licensing—Surplus Lines, Captive, Risk Retention and Purchasing Groups**

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# ILLINOIS

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## **Multiple Employer Welfare Arrangements**

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## **Policy and Form Filing—Property and Casualty**

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## **Premium Tax / Training**

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## **Producer (Agent) Licensing**

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## **Property and Casualty—Commercial Lines or Personal Lines**

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## **Statistical Reporting**

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## **Unlicensed Entities**

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## **Workers Compensation Fraud**

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Stephen W. Robertson has been Indiana Insurance Commissioner since October 13, 2010, when he was appointed by then Governor Mitch Daniels. He was reappointed on January 4, 2013, by Vice President Mike Pence when he was governor of Indiana and again on December 24, 2016, by Governor Eric Holcomb.

As Commissioner, Robertson directs the regulation of more than 150 domestic insurers and 45,000 resident producers. Robertson is actively involved with the National Association of Insurance Commissioners (NAIC), having served on the Executive (EX) Committee and as vice chair of the Midwest Zone. He has a long career of public and private service, including nearly a decade with Conseco Insurance Group, where he was a senior vice president. Robertson also has served as general counsel of the Nebraska Department of Insurance (DOI) and was a sergeant in the military police.

Robertson earned his undergraduate and law degrees from the University of Nebraska. He is a member of the Indiana State Bar Association and Nebraska State Bar Association.

Robertson joined the Indiana DOI in 2008, first as director of the Title Insurance Division and then as deputy commissioner of the Title and Bail Bond Divisions.

In 2013, Robertson was awarded the Governor's Distinguished Service Award by then Governor Mitch Daniels. In 2016, Robertson was awarded the Sagamore of the Wabash for his public service by then Governor Pence. The Sagamore of the Wabash is the highest honor bestowed by the governor to an individual who has rendered a distinguished service to the state or governor.

---

**Mailing Address**

Indiana Department of Insurance  
311 West Washington Street, Suite 103  
Indianapolis, Indiana 46204-2787

**Phone Numbers**

Main (317) 232-2385  
Fax (317) 232-5251

## INDIANA



**Stephen W. Robertson**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: October 13, 2010  
Reappointed: January 4, 2013  
Reappointed: December 24, 2016

**Street Address**

Same as mailing address

**Email Address**

doi@idoi.in.gov

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** [www.in.gov/idoi](http://www.in.gov/idoi)

**Make Checks Payable to:** Indiana Department of Insurance

## INDIANA

Stephen W. Robertson Commissioner.....	(317) 232-3520
Dawn Bopp Executive Assistant .....	(317) 232-3520
Doug Webber Chief of Staff.....	(317) 232-7734
Jenifer Groth Director of Communications/Outreach .....	(317) 234-8582
Amy Beard General Counsel .....	(317) 232-6476
Roy Eft Chief Financial Examiner.....	(317) 232-1991
Bettye Foy Chief Deputy of Consumer Services .....	(317) 232-1990
Barb Lohman Chief Financial Officer.....	(317) 232-2405
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### **CONTACT PERSONS**

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#### **Company Records**

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#### **Consumer Services Division**

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#### **Consumer Consultants**

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Linda Hancock .....	(317) 232-2427
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# INDIANA

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Calla Dain .....	(317) 234-8687
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Phil Holleman .....	(317) 234-5885

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## Company Compliance

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Amanda Northrup, PCF Investigator .....	(317) 234-6098
Max Simpkins, Attorney .....	(317) 232-2403
Connie Gustafson, Attorney .....	(317) 232-2417

# INDIANA

## **Medical Malpractice Division / Patient Compensation Fund**

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Heather Walters, Accounts Receivable/Payable .....(317) 232-4998

Vacant, Deposit Coordinator .....(317) 232-5857

Kim Green, Filing Fee Auditor .....(317) 234-5473

### **Mine Subsidence Insurance Fund (Suite 300)**

Cathleen Nine-Altevogt, Director of Dedicated Funds .....(317) 232-2401

### **Political Subdivision Risk Management Fund**

Roy Eft, Chief Examiner .....(317) 232-1991

### **Senior Health Insurance Information Program (SHIIP)**

Cheryl St. Clair, State Coordinator.....(317) 232-3640

Rita Chambers, Administrative Assistant.....(317) 232-3638

In-State Toll-Free .....(800) 452-4800

### **Title Division**

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Vacant, Senior Examiner.....

Mark Faust, Senior Examiner.....(317) 234-8280

Tyler Mason, Investigator .....(317) 234-5152

Stacey French, Enforcement Secretary.....(317) 234-5153

Vacant, Managing Attorney .....(317) 234-4063

---

Doug Ommen was appointed Commissioner of the Iowa Insurance Division by Governor Terry Branstad on January 30, 2017, after serving as Interim Commissioner since December 2016.

Ommen has a strong and varied public service background. Ommen’s dedication and desire to serve the public began in seeking justice for victims of fraud in the Missouri Attorney General’s Office, where as an assistant attorney general and then as chief counsel, he led the fight to protect consumers over the course of three decades.

Ommen served as Deputy Insurance Commissioner at the Iowa Insurance Division from August 2013 to December 2016. Ommen also served in the Missouri Department of Insurance from 2005–2008, and as Missouri’s Insurance Director was instrumental for several key regulatory reforms.

Ommen obtained his law degree in 1985 from the Saint Louis University School of Law, and is licensed to practice law in both Iowa and Missouri.

Ommen and his wife, Sharon, have two married children and three grandchildren.

---

## IOWA



**Doug Ommen**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: January 30, 2017

### **Mailing Address**

Iowa Insurance Division  
Two Ruan Center  
601 Locust, 4<sup>th</sup> Floor  
Des Moines, Iowa 50309-3738

### **Phone Numbers**

Main (515) 281-5705  
Fax (515) 281-3059  
Toll-Free Number (*In-State Only*) (877) 955-1212

### **Street Address**

Same as Mailing Address

### **Email Address**

insurance@iid.iowa.gov

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** [www.iid.iowa.gov](http://www.iid.iowa.gov)

**Make Checks Payable to:** Department Fees: Commissioner of Insurance  
Premium Taxes: Director of Department of Revenue

# IOWA

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Craig Goettsch..... (515) 281-8813  
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## **CONTACT PERSONS**

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# IOWA

## Producer Licensing

Andria Seip

Assistant Commissioner, Product and Producer Regulation..... (515) 281-4222

## Annual Statements

Jim Armstrong

Deputy Commissioner..... (515) 281-4412

## Company Licensing

Jim Armstrong

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## Consumer Advocate

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## Consumer Complaints and Inquiries

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## Examinations—Producer

Kayla Crow

Product and Producer Regulation..... (515) 281-5523

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Donna Flamm

Insurance Company Examiner Specialist..... (515) 242-5178

## Securities

Vincent Ledlow

Acting Bureau Chief..... (515) 281-4409

# IOWA

## Statistical Reporting

Vacant

Actuary—Property and Casualty.....(515) 281-5523

Klete Geren

Actuary—Life and Health.....(515) 281-4183

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Ken Selzer, a certified public accountant (CPA), was elected as the Kansas Insurance Commissioner in 2014 and began serving in that position on January 12, 2015. He previously worked in the reinsurance industry for more than 30 years, most recently as an executive managing director for a worldwide brokerage and insurance services firm.

In addition to his credentials as a CPA, Selzer has earned a number of professional designations, including Chartered Property and Casualty Underwriter (CPCU), Associate in Reinsurance (ARe) and Fellow of the Life Management Institute (FLMI).

Selzer is active in many professional, community and charitable organizations. He has served as president of the Rotary Club of Leawood, chairman of the Kansas Society of CPAs & Educational Foundation, and president of the Cystic Fibrosis Foundation Heart of America Chapter. He is also an alumnus of Leadership Kansas.

Selzer graduated with honors from Kansas State University with a bachelor's degree in accounting, and he earned a Master of Business Administration (MBA) from the University of Southern California. He and his wife, Deb, live in Leawood and have two daughters and one grandchild.

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## KANSAS



**Ken Selzer**  
**Commissioner**

Term of Office: Four years  
Elected: November 2014  
Inaugurated: January 12, 2015

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### **Mailing Address**

Kansas Insurance Department  
420 SW 9th Street  
Topeka, Kansas 66612-1678

### **Phone Numbers**

Main (785) 296-3071  
Toll-Free Number (*in-state only*) (800) 432-2484

### **Email Address**

See individual email addresses or use  
firstname.lastname@ks.gov.

### **Street Address**

Same as mailing address

### **Fax Numbers**

GPA/Admin/Anti-Fraud	(785) 296-7805
Producers	(785) 368-7019
Legal/Fin. Surveillance	(785) 291-3190
Consumer Assistance	(785) 296-5806
Comptroller, IT, Health & Life	(785) 296-2537
Property & Casualty	(785) 291-3673
Human Resources	(785) 296-8848

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.ksinsurance.org](http://www.ksinsurance.org)

**Make Checks Payable to:** Commissioner of Insurance

# KANSAS

Clark Shultz..... (785) 296-4568  
Assistant Commissioner ..... clark.shultz@ks.gov

Diane Minear..... (785) 296-7847  
General Counsel ..... diane.minear@ks.gov

Lacey Kennett..... (785) 296-3071  
Assistant to the Commissioner ..... lacey.kennett@ks.gov

## CONTACT PERSONS

### **NAIC Liaison**

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### **Health & Life Insurance Policy Rule, Rate and Form Filing**

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### **Anti-Fraud Division**

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Director, Anti-Fraud..... (785) 296-5203

### **Actuarial Assistant**

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..... (785) 296-6253

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### **Department Counsel**

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General Counsel ..... (785) 296-7847

### **Deposits**

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### **Producer Licensing**

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# KANSAS

## Examinations—Financial

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## Examinations—Market Regulation

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## Fees/Premium Tax

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## Human Resources

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## Information Technology

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## Government Affairs

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Assistant Commissioner..... (785) 296-4568

## Media Relations/Public Information

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Director, Communications ..... (785) 296-7803

## Property and Casualty—Annual Statements/Policy Rule, Rate and Form Filing, Commercial Multi-Peril and Casualty Lines

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Director, Property and Casualty ..... (785) 296-7839

## Property and Casualty—Homeowners & Personal and Commercial Lines Auto

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## Public Outreach and Education

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## Receivership

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General Counsel..... (785) 296-7847

**KANSAS**

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Nancy G. Atkins was appointed commissioner of the Kentucky Department of Insurance, effective May 1, 2017.

Atkins is a 33-year veteran of the insurance industry, working as both a licensed agent and employee benefit manager. She previously served as the deputy commissioner for DOI, an appointment she held since February 2017. Prior to joining DOI, she served as the director of sales and marketing for Baptist Health Plan (formerly Bluegrass Family Health), where she managed a large team of agents and account representatives.

She also worked for Blue Cross Blue Shield of Kentucky and Advantage Care Inc., focusing largely on employee benefit plan management for small and large corporations throughout the state. In addition, she was a licensed nurse and former hospital administration professional. Atkins is a graduate of Indiana State University with a bachelor's degree in communications and marketing.

She is a former member of the board of directors for both the Better Business Bureau of Louisville and Southern Indiana and the Central Kentucky Association of Health Underwriters, where she also is a past president.

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## KENTUCKY



**Nancy G. Atkins**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: May 1, 2017

### **Mailing Address**

Kentucky Department of Insurance  
P.O. Box 517  
Frankfort, Kentucky 40602-0517

### **Phone Numbers**

Main	(502) 564-3630
Toll-Free Number ( <i>In-state Only</i> )	(800) 595-6053
Commissioner	(502) 564-6026
TTY	(800) 648-6056

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** <http://insurance.ky.gov>

**Make Checks Payable to:** Kentucky State Treasurer

### **Street Address**

215 West Main Street  
Frankfort, Kentucky 40601

### **Fax Numbers**

Administrative Services	(502) 564-1650
Agent Licensing	(502) 564-6030
Consumer Protection	(502) 564-6090
Commissioner	(502) 564-1453
Fraud Investigation	(502) 564-1464
Information Technology	(502) 564-1650
Financial Standards & Examination	(502) 564-4604
Health and Life	(502) 564-2728
Legal	(502) 564-1456
Market Regulation	(502) 564-6090
Media Relations	(502) 564-2669
Property and Casualty	(502) 564-5922

# KENTUCKY

Nancy G. Atkins .....(502) 564-6026  
Commissioner.....

Patrick O'Connor ..... (502) 564-6026  
Deputy Commissioner of Policy .....

Claude Putnam .....(502) 564-6026  
Deputy Commissioner of Administration .....

Lara Thompson.....(502) 564-6026  
Executive Assistant to the Commissioner .....

## **CONTACT PERSONS**

### **NAIC Liaison**

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Executive Assistant to the Commissioner ..... lara.thompson@ky.gov

### **Agent Licensing**

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### **Annual Statements**

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### **Company Licensing**

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Director, Division of Financial Standards and Examination..... sandra.batts@ky.gov

### **Consumer Complaints and Inquiries**

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Director, Division of Consumer Protection..... josh.rayborn@ky.gov

### **Department Counsel**

Michael R. Wilson.....(502) 564-6032  
General Counsel ..... michaelr.wilson@ky.gov

### **Department Liquidator/Rehabilitator**

Nancy G. Atkins .....(502) 564-6026  
Department Liquidator/Commissioner.....

### **Examinations—Financial**

Sandra Batts.....(502) 564-6082  
Chief Financial Examiner, Division of Financial Standards and Examination..... sandra.batts@ky.gov

### **Examinations—Market Regulation**

Russ Hamblen.....(502) 564-1936  
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# KENTUCKY

## **Fees—Companies**

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## **Insurance Fraud Investigation**

Dwayne F. Depp.....(502) 564-1461  
Director, Division of Insurance Fraud Investigation.....dwayne.depp@ky.gov

## **Health and Life Insurance (including policy and form filing)**

John Melvin..... (502) 564-6088  
Director, Division of Insurance Product Regulation .....john.melvin@ky.gov

## **Information Technology**

Judy Kail .....(502) 564-6154  
Information Systems Manager .....judy.kail@ky.gov

## **Local Government Premium Tax**

Josh Rayborn.....(502) 564-6034  
Director, Division of Consumer Protection.....josh.rayborn@ky.gov

## **Communications and Public Outreach**

Susan West .....(502) 564-7760  
Executive Director.....susan.west@ky.gov

## **Property and Casualty Insurance (including policy and form filing)**

John Melvin.....(502) 564-6046  
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**KENTUCKY**

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## LOUISIANA

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Prior to becoming the Commissioner of Insurance, James J. Donelon served the Louisiana Department of Insurance (DOI) as chief deputy commissioner and executive counsel. He is a past president of the National Association of Insurance Commissioners (NAIC), having served as president in 2013.

Donelon was born in New Orleans. He is a graduate of Jesuit High School, the University of New Orleans and Loyola School of Law. In 1986, he became the first recipient of the Homer L. Hitt Distinguished Alumnus of the Year award for the University of New Orleans.

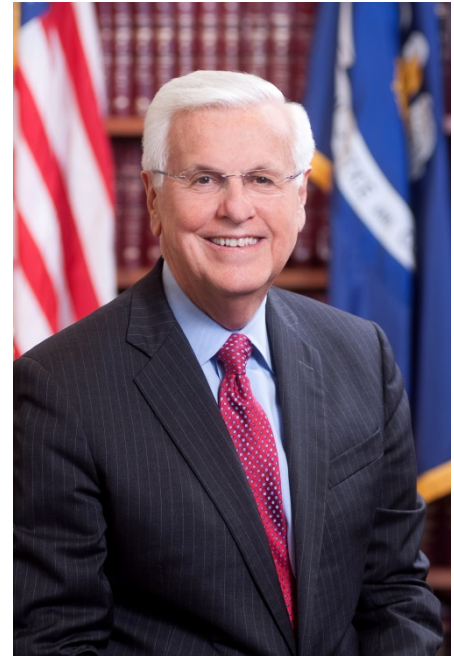
Donelon retired as the state judge advocate for the Louisiana Army National Guard, where he held the rank of colonel and received the prestigious Legion of Merit medal, among many other citations, for his contributions during his 33 years of military service.

In 1975, Donelon was the elected Jefferson Parish Council chairman. From 1981–2001, he represented Jefferson Parish in the Louisiana House of Representatives, where he rose to the leadership positions of chairman of the Committee on Insurance and co-chairman of the Republican Legislative Delegation. In 2001, Donelon joined the staff of the Louisiana DOI.

Donelon presently serves on the board of directors of the National Alliance for the Mentally Ill in New Orleans and the Blood Center for Southeast Louisiana.

Donelon is married to the former Merilynn Boudreaux. They reside in Jefferson Parish and are the parents of four daughters and the grandparents of six granddaughters and two grandsons.

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**James J. Donelon**  
**Commissioner**

Term of Office: Four years

Assumed Office: February 15, 2006, to fill vacancy  
Special Election: September 30, 2006, to complete term

Re-elected: October 20, 2007

Re-elected: October 22, 2011

Re-elected: October 24, 2015

### **Mailing Address**

Louisiana Department of Insurance  
P.O. Box 94214  
Baton Rouge, Louisiana 70804-9214

### **Street Address**

Louisiana Department of Insurance  
1702 N Third Street  
Baton Rouge, Louisiana 70802

### **Phone Numbers**

Main at LDI (225) 342-5900  
Fax at LDI (225) 342-8622

### **Email Address:**

commissioner@ldi.la.gov

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** [www.ldi.la.gov](http://www.ldi.la.gov)

**Make Checks Payable to:** Commissioner of Insurance

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## LOUISIANA

James J. Donelon.....	(225) 342-7275
Commissioner.....	James.Donelon@ldi.la.gov; Fax (225) 342-1993
Nick Lorusso.....	(225) 342-7276
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Executive Counsel.....	Liz.Butler@ldi.la.gov; Fax (225) 342-5100
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Deputy Undersecretary, Management and Finance.....	Lance.Herrin@ldi.la.gov; Fax (225) 342-1993
Barry Ward.....	(225) 219-5941
Deputy Commissioner, Licensing and Compliance.....	Barry.Ward@ldi.la.gov; Fax (225) 342-7401
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Deputy Commissioner, Property and Casualty.....	Warren.Byrd@ldi.la.gov; Fax (225) 342-6057
Korey Harvey.....	(225) 219-1688
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Deputy Commissioner, Insurance Fraud.....	Matthew.Stewart@ldi.la.gov
Jeffrey Zewe.....	(225) 342-0819
Deputy Commissioner, Consumer Services.....	Jeffrey.Zewe@ldi.la.gov

### **CONTACT PERSONS**

#### **NAIC Liaison**

Thomas D. Travis.....	(225) 342-2136
Director, LPCIC.....	Thomas.Travis@ldi.la.gov; Fax (225) 342-1993

#### **Actuarial**

Rich Piazza.....	(225) 342-4689
Chief Actuary, Actuarial Services.....	Rich.Piazza@ldi.la.gov; Fax (225) 342-6017
Rod Friedy.....	(225) 342-4656
Life and Health.....	Rod.Friedy@ldi.la.gov
Wei Chuang.....	(225) 342-4657
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#### **Agent Licensing**

Lorie Gasior.....	(225) 219-7784
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# LOUISIANA

## Annual Statements

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Chief Analyst ..... Stewart.Guerin@ldi.la.gov

## Company Licensing

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## Consumer Services

Robert Barnes ..... (225) 219-7813  
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## Financial Solvency

Cindy Riviere ..... (225) 342-9171  
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Bill Werner ..... (225) 219-1818  
Assistant Chief, Analysis ..... Bill.Werner@ldi.la.gov

## Fraud Division

Matthew Stewart ..... (225) 219-5819  
Deputy Commissioner ..... Matthew.Stewart@ldi.la.gov

Trent Beach ..... (225) 342-0073  
Insurance Administrator, Enforcement ..... Trent.Beach@ldi.la.gov

## Health, Life and Annuity

Korey Harvey ..... (225) 219-1688  
Deputy Commissioner ..... Korey.Harvey@ldi.la.gov

## Human Resources

Stacie Evans ..... (225) 342-0119  
Director ..... Stacie.Evans@ldi.la.gov

## Information Systems

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Deputy Undersecretary ..... Lance.Herrin@ldi.la.gov

## Licensing Fees

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## Louisiana Health Care Commission

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Director ..... Crystal.Campbell@ldi.la.gov

## Louisiana Property and Casualty Insurance Commission (LPCIC)

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Director ..... Thomas.Travis@ldi.la.gov

# LOUISIANA

## Management and Finance

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Deputy Undersecretary .....Lance.Herrin@ldi.la.gov

## Media Relations/Public Information

Office of Public Affairs .....(225) 342-4950  
Public Affairs.....public@ldi.la.gov

## Policy Form Filing—Health

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## Policy Form Filing—Life and Annuity

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Manager ..... Beth.Oquin@ldi.la.gov

## Policy Form Filing—Property and Casualty

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## Receivership

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## Senior Health Insurance Information Program

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## Statistical Reporting

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## Statutory Deposits

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## Surplus Lines

Thomas D. Travis .....(225) 342-2136  
Director, LPCIC..... Thomas.Travis@ldi.la.gov

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Eric A. Cioppa is Superintendent of the Maine Bureau of Insurance, one of five agencies within the state's Department of Professional and Financial Regulation.

He joined the Bureau in 1988 as a Statistician, then served as Supervisor of the Workers' Compensation Section prior to becoming Deputy Superintendent in 1998. He was unanimously confirmed as Superintendent in September 2011 and, in January 2017, he was reconfirmed to serve another five-year term.

Cioppa is currently President-Elect of the National Association of Insurance Commissioners (NAIC), having previously served as Vice President in 2017 and Secretary-Treasurer in 2016.

In September 2018, Cioppa was appointed by his peers at the NAIC to serve a two-year term as the state insurance commissioner representative on the Financial Stability Oversight Council (FSOC).

Cioppa is Vice Chair of the NAIC's Executive (EX) Committee, the Government Relations (EX) Leadership Council, and the NAIC/State Government Liaison Committee. He is also a member of the Maine State Employee Health Commission.

Cioppa earned a bachelor's degree from Potsdam State University and an MBA from Clarkson University.

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## MAINE



**Eric A. Cioppa**  
**Superintendent**

Term of Office: Five Years  
Appointed: September 27, 2011

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### **Mailing Address**

Department of Professional and Financial Regulation  
Maine Bureau of Insurance  
34 State House Station  
Augusta, Maine 04333-0034

### **FedEx or UPS Mailing Address**

76 Northern Avenue  
Gardiner, Maine 04345

### **Phone Numbers**

Main (207) 624-8475  
Fax (207) 624-8599  
Toll-Free Number (*In-State Only*) (800) 300-5000

### **Email Address**

Insurance.PFR@maine.gov

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.maine.gov/insurance](http://www.maine.gov/insurance)

**Make Checks Payable to:** Treasurer State of Maine

# MAINE

Eric A. Cioppa..... (207) 624-8540  
Superintendent..... Eric.A.Cioppa@maine.gov

Timothy N. Schott..... (207) 624-8403  
Deputy Superintendent..... Timothy.N.Schott@maine.gov

## CONTACT PERSONS

### **Actuarial—Life and Health**

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Life and Health Actuary..... Mary.M.Hooper@maine.gov

### **Actuarial—Property and Casualty**

Sandra Darby..... (207) 624-8427  
Actuary..... Sandra.Darby@maine.gov

### **Annual Statements**

Vanessa Sullivan..... (207) 624-8452  
Director, Financial Analysis..... Vanessa.J.Sullivan@maine.gov

### **Company Licensing (Domestic)**

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Managing Examiner..... Margaret.B.Morin@maine.gov

### **Company Licensing (Foreign)**

Vanessa Sullivan..... (207) 624-8452  
Director, Financial Analysis..... Vanessa.J.Sullivan@maine.gov

### **Consumer Complaints and Inquiries**

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Director, Property and Casualty..... Frank.J.Kimball@maine.gov

Joanne Rawlings-Sekunda..... (207) 624-8472  
Director, Consumer Health (also handles life/disability ins.) ..... Joanne.Rawlings-Sekunda@maine.gov

### **Complaint Examiners**

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Mike McGonigle..... (207) 624-8416  
Mike Roberts..... (207) 624-8455  
Patty Woods..... (207) 624-8459  
Kim Davis..... (207) 624-8550  
Frank Niles..... (207) 624-8473  
Sharon Martin..... (207) 624-8454

### **Department Counsel**

Vacant..... (207) 624-8475  
Senior Staff Attorney..... timothy.n.schott@maine.gov

# MAINE

## Deposits

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## Examinations—Financial

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## Examinations—Market Conduct

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## Fees

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## Financial Analysis

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## Information Systems

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## Market Conduct

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Market Conduct Manager..... Connie.m.mayette@maine.gov

## Policy and Form Filing—Life and Health

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Linda Dion.....(207) 624-8493  
Life/Disability Insurance..... Linda.C.Dion@maine.gov

## Policy and Form Filing—Property and Casualty

Michael Mayette.....(207) 624-8407  
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# MAINE

## Producer Licensing

Pamela Roybal.....(207) 624-8408  
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Debra Ayotte .....(207) 624-8413

Vacant .....(207) 624-8475

## Property and Casualty

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Director.....Frank.J.Kimball@maine.gov

## Self-Insurance

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## Workers' Compensation

Michael Mayette.....(207) 624-8407  
Supervisor, Workers' Compensation .....Michael.F.Mayette@maine.gov

Al Redmer Jr. Al Redmer Jr. was appointed Maryland Insurance Commissioner by Governor Lawrence J. Hogan Jr. on January 22, 2015. At the Maryland Insurance Administration, he oversees the independent agency's approximately 266 employees and an annual budget of \$31 million. He previously served as Insurance Commissioner from June 2003 until October 2005. A respected businessman and former member of the Maryland General Assembly, including two years as Minority Whip, he most recently managed Redmer Insurance Group and owned Redmer Financial Group. His business experience includes time as partner and president of Landmark Insurance & Financial Group and as CEO of Coventry Health Care of Delaware.

Redmer is a member of the Governor's Sub-Cabinet on International Affairs and sits on the board of directors of the Maryland Health Benefit Exchange. Nationally, he serves as one of six state insurance commissioners appointed to the U.S. Treasury's Federal Advisory Committee on Insurance. He is a board member of the National Insurance Producer Registry (NIPR) and the Utilization Review Accreditation Commissioner (URAC). Redmer also represents the state's interests with the Executive (EX) Committee of the National Association of Insurance Commissioners (NAIC). He currently serves as the chair of the Travel Insurance Workgroup, and a member of the Health Insurance and Property and Casualty Insurance Committees, the Innovation and Technology Task Force, and the State Government Liaison Committee.

A native Marylander, Redmer lives in Baltimore County. Together, he and his wife have five grown children and seven grandchildren.

## MARYLAND



**Al Redmer Jr.**  
**Commissioner**

Term of Office: Four Years  
Appointed: January 22, 2015

### Mailing Address

Maryland Insurance Administration  
200 Saint Paul Place, Suite 2700  
Baltimore, Maryland 21202-2272

### Street Address

Same as mailing address

### Phone Numbers

Main (410) 468-2000  
Office of the Commissioner (410) 468-2090

### Toll-Free Numbers

General (800) 492-6116  
Insurance Fraud Division (800) 846-4069  
TTY (800) 735-2258

### Fax Numbers

Office of the Chief Actuary	(410) 468-2038
Compliance and Enforcement	(410) 468-2245
Consumer Ed. & Advocacy	(410) 468-2430
Examination and Audit	(410) 468-2112
Insurance Fraud	(410) 347-5350
Life and Health	(410) 468-2260
Office of the Commissioner	(410) 468-2020
Property and Casualty	(410) 468-2307
Public Affairs	(410) 468-2020

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.insurance.maryland.gov](http://www.insurance.maryland.gov)

**Make Checks Payable to:** Maryland Insurance Administration

## MARYLAND

Nancy Grodin Deputy Commissioner.....	(410) 468-2002
Catherine Grason Chief of Staff.....	(410) 468-2201
Todd Switzer Chief Actuary .....	(410) 468-2041
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Robert Baron Associate Commissioner, Property and Casualty.....	(410) 468-2353
Robert Morrow Associate Commissioner, Life and Health .....	(410) 468-2212
J Steven Wright Associate Commissioner, Insurance Fraud .....	(410) 468-3909
Vincent O’Grady Associate Commissioner, Exam and Audit.....	(410) 468-2122
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# MARYLAND

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# MARYLAND

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# MARYLAND

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# MARYLAND

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---

## MASSACHUSETTS

Gary D. Anderson joined the Massachusetts Division of Insurance as its First Deputy Commissioner in February of 2014. Anderson's responsibilities included strategic planning and policy development for every aspect of the agency, while assisting in decision-making and policy development in matters involving all lines of insurance and developing and advocating legislative and policy priorities for the Administration. His insurance experience began in 1999 with a regional carrier in the northwestern United States.

Just prior to his role as the First Deputy, he served as a Policy Advisor and Senior Counsel in the Massachusetts State Senate President's Office, where he was involved in a number of policy areas, from the state's broad efforts to control health care costs to all matters affecting the financial services sector. Prior to his work in the Senate President's Office, he worked as the General Counsel for the Financial Services Committee, where he handled legislation related to insurance and banking.

Anderson's private sector work also includes experience at a pharmaceutical company, where he was responsible for negotiating the tiered status of pharmaceuticals in the hospital setting.

Anderson is a graduate of Idaho State University and Albany Law School at Union University.



**Gary D. Anderson**  
**Commissioner**

Term of Office: At the Discretion of the Governor  
Appointed: October 2017

---

### **Mailing Address**

Office of Consumer Affairs and Business Regulation  
Massachusetts Division of Insurance  
1000 Washington Street, 8<sup>th</sup> Floor  
Boston, Massachusetts 02118-6200

### **Street Address**

Same as mailing address

### **Phone Numbers**

Main	(617) 521-7794
Fax	(617) 753-6830
Consumers Hotline	(617) 521-7777

**Office Hours:** 8:45 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.state.ma.us/doi](http://www.state.ma.us/doi)

**Make Checks Payable to:** Massachusetts Division of Insurance

# MASSACHUSETTS

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Matthew Veno ..... 617-521-7302  
First Deputy Commissioner..... matthew.veno@mass.gov

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**MASSACHUSETTS**

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## MICHIGAN

Patrick M. McPharlin was appointed Director of the Department of Insurance and Financial Services (DIFS) by Michigan Governor Rick Snyder effective May 18, 2015. Prior to his appointment, McPharlin served as the president and chief executive officer (CEO) of the Michigan State University Federal Credit Union.

The DIFS is the state of Michigan department responsible for regulating Michigan's financial industries, including banks, credit unions, insurance and mortgage companies. The DIFS provides a focal point of consumer protection, enables efficient and effective regulation, and positions the insurance and financial services sector of Michigan's economy for growth. The agency consists of more than 350 professionals dedicated to protecting Michigan consumers by ensuring the companies that it regulates are safe and sound, follow state and federal law, and are entitled to the public confidence.

McPharlin previously served as president/CEO of Michigan State Federal Credit Union, which grew to \$2.8 billion and nearly 200,000 members under his leadership. He has received many awards, including State of Michigan and National CEO of the Year Awards. He is in the Michigan Credit Union League (MCUL) Hall of Fame. McPharlin also received the Michigan State University Distinguished Alumni Award.

McPharlin has served on many community boards, including the Lansing Area Economic Partnership, Prima Civitas, Capital Area United Way and Michigan State University President's Campaign Cabinet.

McPharlin holds a bachelor's degree in social science from Michigan State University and a master's degree in management from Aquinas College.



**Patrick M. McPharlin**  
**Director**

Term of Office: At the Pleasure of the Governor  
Appointed: May 18, 2015

---

### **Mailing Address**

Department of Insurance and Financial Services  
P.O. Box 30220  
Lansing, Michigan 48909-7720

### **Phone Numbers**

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**Website:** [www.michigan.gov/difs](http://www.michigan.gov/difs)

**Make Checks Payable to:** State of Michigan

# MICHIGAN

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Director

Teri Morante..... (517) 284-8671  
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Joseph Potchen ..... (517) 373-1160  
Assistant Attorney General, Corporate Oversight Division

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## **Budget and Technology**

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Judy Weaver

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James Gerber

Deputy Director..... (517) 284-8664

# MICHIGAN

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Jessica Looman is the Commissioner of the Minnesota Department of Commerce. She was appointed by Governor Mark Dayton on November 17, 2017.

As Commissioner, Looman's priorities include fair treatment of Minnesota consumers, advancing the clean energy economy, and ensuring the fair, efficient, and proper regulation of more than 20 Minnesota industries.

The Department regulates Minnesota's insurance industry, financial institutions, securities and real estate sector. It also has a major role in overseeing the electric, natural gas and telephone sectors, energy conservation and efficiency, and administering low-income energy programs. Additionally, the Department regulates the accuracy of scales and pumps used for fuel and goods transactions in Minnesota's economy.

Prior to her appointment as Commerce Commissioner, Looman served as Deputy Commissioner for the Minnesota Department of Labor and Industry (DLI). During her tenure, she led efforts to increase DLI's efficiency and improve the State's services for workers and businesses. Innovative reforms led by Looman have reduced costs for more than 110,000 construction permits and 120,000 professional licenses issued by DLI every year. She has also engaged stakeholders to address technical, regulatory and policy issues to help protect and grow Minnesota's economy.

Prior to her service at DLI, Looman served as General Counsel for the Laborers District Council of Minnesota and North Dakota – an 11,000-member labor organization representing workers in the construction industry. In that role, she focused on organizational development, wages, contract enforcement, and collective bargaining. She also helped with the Laborers Union apprenticeship program, unemployment insurance, labor standards, workforce diversity, and other workplace issues.

Looman is a graduate of George Washington University (B.A. in political science) and the University of Minnesota Law School (J.D.). She lives in Saint Paul with her husband and two sons.

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## MINNESOTA



**Jessica Looman**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: November 17, 2017

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### **Mailing Address**

Minnesota Department of Commerce  
85 7<sup>th</sup> Place East, Suite 280  
St. Paul, Minnesota 55101

### **Phone Numbers**

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Financial Exams/Insurance – [insurance.commerce@state.mn.us](mailto:insurance.commerce@state.mn.us)

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** <http://mn.gov/commerce/>

**Make Checks Payable to:** Minnesota Department of Commerce

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## **Policy and Form Filing: Property and Casualty—Commercial and Personal Lines**

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## **Policy and Form Filing: Workers' Compensation**

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## MISSISSIPPI

Mike Chaney, Mississippi's 11th Commissioner of Insurance and State Fire Marshal, is currently serving his third term in office. First elected in 2007, Chaney brought extensive business knowledge and experience to the office combined with 15 years of service in the Mississippi House of Representatives and Senate.

His priorities throughout his terms in office remain steadfastly committed to consumer protection and application of technology for efficiency of the department to serve the state and consumers. He is leading the department in making strides in health care reform; disaster recovery from flood, tornado and hurricane events; bail bond industry reform; and reductions in state fire deaths.

An active member of the National Association of Insurance Commissioners (NAIC), Chaney serves on numerous committees, task forces and working groups. Among the issues he is involved in addressing are examination oversight, accounting practices, producer licensing, health insurance and managed care, senior issues, and catastrophe and property/casualty (P/C) insurance.

As Commissioner, he was inducted into the Insurance Hall of Fame at his alma mater, Mississippi State University. He received the Distinguished Service Award from the University of Mississippi Risk Management and Insurance program and its Professional Society. He has been named one of the top insurance professionals by *Insurance Business America* magazine and was named a Healthcare Hero by the *Mississippi Business Journal*.

Chaney has served on numerous community development entities and corporate boards. He is also a Rotarian and Paul Harris Fellow.

He is a veteran of the United States Army, serving in Vietnam. Chaney and his wife, Mary, have three children and eight grandchildren.



### **Mike Chaney Commissioner**

Term of Office: Four years  
Elected: November 2007  
Re-elected: November 2011  
Re-elected: November 2015

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Mississippi Insurance Department  
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Jackson, Mississippi 39205

#### **Phone Numbers**

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#### **Fax Numbers by Division**

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Consumer (601) 359-1077  
Licensing (601) 359-1951  
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#### **Street Address**

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#### **Gulf Coast Office**

Bolton State Office Building  
1141 Bayview Avenue, Suite 401  
Biloxi, Mississippi 39530  
Phone (228) 374-2240 and (228) 374-2241  
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**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.mid.ms.gov](http://www.mid.ms.gov) **Twitter:** @MSInsuranceDept **Facebook:** Mississippi Insurance Department

**Make Checks Payable to:** Mississippi Insurance Department

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## Policy and Form Filing—Property and Casualty

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## Premium Tax (Licensed)

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# MISSISSIPPI

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## MISSOURI

Chlora Lindley-Myers was appointed Director of the Missouri Department of Insurance (DOI), Financial Institutions and Professional Registration on March 6, 2017. She leads the department that protects consumers and ensures a strong and stable insurance market through the regulation of professionals and businesses that affect Missourians' lives daily.

Lindley-Myers has served in several senior positions in the legislative, judicial and executive branches of government. She also has been a leader in regulatory and insurance industries, as well as within the National Association of Insurance Commissioners (NAIC). At the Tennessee Department of Commerce and Insurance, Lindley-Myers oversaw the Insurance, Securities, Tennessee Law Enforcement Academy and TennCare Oversight divisions, as well as the human resources and legislative functions.

She served, in Kansas City, as the director of the Consumer Protection and Antifraud Division of the NAIC, and as chief compliance officer of examinations for the Kentucky DOI, where she was responsible for the administration and oversight of market conduct examinations.

Lindley-Myers also served as the Property and Casualty (P/C) section chief for the Missouri DOI, where she was responsible for regulating all of the P/C insurance forms, rates, filings and policies issued in the state. She holds a bachelor's degree from Mount Holyoke College in Massachusetts and a law degree from the University of Connecticut. Lindley-Myers is licensed to practice law in various states, including Missouri. She has received national recognition for her work. As the deputy commissioner of Tennessee's Department of Commerce and Insurance, she was awarded the Robert Dineen Award for Outstanding Service and Contribution to the State Regulation of Insurance.



**Chlora Lindley-Myers**  
**Director**

Term of Office: At the Pleasure of the Governor  
Appointed: March 6, 2017  
Confirmation: April 13, 2017

### **Mailing Address**

Missouri Department of Insurance  
Financial Institutions and Professional Registration (DIFP)  
P.O. Box 690  
Jefferson City, Missouri 65102-0690

### **Phone Numbers**

Main (573) 751-4126  
Insurance Consumer Hotline (*In-State Only*) .....  
Producer Licensing (573) 751-3518  
State Health Insurance Assistance Program .....  
missouriclaim.org

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.difp.mo.gov](http://www.difp.mo.gov)

**Email:** [news@difp.mo.gov](mailto:news@difp.mo.gov)

**Make Checks Payable to:** Department of Insurance (for department fees)  
Director of Revenue (for premium taxes)

### **Street Address**

Missouri Department of Insurance  
DIFP  
301 W. High Street, Suite 530  
Jefferson City, Missouri 65101

### **Fax Numbers**

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Financial Examinations (573) 526-2092  
Life & Health (573) 526-4839  
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Acting Deputy Director and General Counsel.....	Fax (573) 751-1165
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## MONTANA

Matthew Rosendale was elected Commissioner of Securities and Insurance, Montana State Auditor in 2016. Rosendale puts the people of Montana first by serving as a watchdog and protecting Montana's securities and insurance consumers. He is committed to putting Montanans back in charge of their own health care by increasing choices, removing hurdles that increase premiums, improving access to health care, and removing government from between patients and their doctors. As a member of the State Land Board, Rosendale also is one of five Montana elected officials responsible for the management of more than 5 million acres of state trust lands.

Rosendale has called Montana home for a long time and established deep roots in the community. He and his family chose to live in Montana because Big Sky Country represents the values he and his family hold dear: God, liberty, and an individual's right to rule himself or herself without the pressing hand of an intrusive government. Those basic and fundamental beliefs pushed Rosendale to run for public office, and he served in the state legislature representing Northeastern Montana for six years prior to his election as auditor. During Rosendale's service in the legislature, he demonstrated a strong ability to work with elected officials from both parties to cut unnecessary spending and protect Montanans' constitutional rights.

Before running for public office, Rosendale worked in real estate, real estate development and land management, where he built his small family business into a full-service firm. With his extensive background in managing various types of land, Rosendale brings unique skills and experience to the State Land Board, which generates millions of dollars to fund the Treasure State's K-12 public education system through natural resource development and land management.

Rosendale and his wife, Jean, have been married for more than 30 years. They own and operate their ranch north of Glendive, where they raised their three sons. When Rosendale is not serving the people of Montana in Helena, you can find him fixing fences or hunting along the river bottom.



**Matthew Rosendale**  
**Commissioner**  
**Securities and Insurance**

Term of Office: Four years  
Elected: November 4, 2016

---

### **Mailing Address**

Office of the Commissioner of Securities and Insurance  
Montana State Auditor  
840 Helena Ave.  
Helena, Montana 59601

### **Street Address**

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### **Phone Numbers**

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# MONTANA

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Vacant.....

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# MONTANA

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## NEBRASKA

Bruce R. Ramge was appointed Director of the Nebraska Department of Insurance (DOI) by Nebraska Governor Dave Heineman on November 15, 2010. Ramge had served as acting director since October 30, 2010, and as deputy director since January 2008. On January 8, 2015, he was reappointed Director of the Nebraska DOI by Governor Pete Ricketts.

Ramge has assisted various National Association of Insurance Commissioners (NAIC) working groups over the years. He is past chair of the Midwest Zone and has served as chair of the Market Conduct Examination Standards (D) Working Group, chair of the Market Regulation Accreditation (D) Working Group, chair and vice chair of the Life Insurance and Annuities (A) Committee, co-chair of the Principle-Based Reserving Implementation (EX) Task Force, and vice chair of the Market Actions (D) Working Group. He also is currently a member of several NAIC committees, task forces and working groups.

Ramge is a past president of the Insurance Regulatory Examiners Society (IRES), and he received the 2007 IRES Foundation Paul L. DeAngelo Memorial Teaching Award and the 2007 IRES Al Greer Achievement Award.

Ramge earned a bachelor's degree from Dana College and a Master of Business Administration (MBA) from the University of Nebraska Omaha.



**Bruce R. Ramge**  
**Director**

Term of Office: At the Pleasure of the Governor  
Appointed: November 15, 2010  
Reappointed: January 8, 2015

---

### **Mailing Address**

Nebraska Department of Insurance  
P.O. Box 82089  
Lincoln, Nebraska 68501-2089

### **Phone Numbers**

Main (402) 471-2201  
Fax (402) 471-4610  
TDD (800) 833-7352

### **Street Address**

Terminal Building  
1135 M Street, Suite 300  
Lincoln, Nebraska 68508

### **Email Address**

Bruce.Ramge@nebraska.gov

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.doi.nebraska.gov](http://www.doi.nebraska.gov)

**Make Checks Payable to:** Nebraska Department of Insurance

# NEBRASKA

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Nevada Insurance Commissioner, Barbara D. Richardson has been an insurance regulator for 14 years. Two years as the Commissioner in Nevada and prior to that she was the New Hampshire Insurance Department's Director of Operations and Fraud for 12 years. She oversaw several units of the Department, including the Premium and Retaliatory Tax unit, the Criminal Fraud Investigation unit, the Business unit, and the Producer Licensing unit.

Richardson is a graduate of Vassar College and has a law degree from the University of New Hampshire School of Law and a Master of Business Administration (MBA) from Loyola University in Chicago. She has been an active member on the national level of the National Association of Insurance Commissioners' (NAIC) Producer Licensing (EX) Task Force, the Producer Licensing (EX) Working Group, the Innovation and Technology (EX) Task Force and the Antifraud (D) Task Force. She is currently the chair of the Producer Licensing (D) Task Force.

In addition to these duties, Richardson was an adjunct professor at the University of New Hampshire School of Law, teaching insurance law.

## NEVADA



**Barbara D. Richardson**  
**Commissioner**

Term of Office: At the Pleasure of the Director  
of the Department of Business and Industry  
Appointed: March 7, 2016

---

### Mailing Address

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### Phone Numbers

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Fax (775) 687-0787  
Toll-Free Number (*In-State only*) (888) 872-3234

### Las Vegas Address

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### Phone Numbers

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**Make Checks Payable to:** Nevada Division of Insurance

# NEVADA

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---

John Elias was nominated as Commissioner of the New Hampshire Insurance Department by Governor Chris T. Sununu and unanimously approved by the New Hampshire Executive Council to serve a five year term beginning June 13, 2018.

Elias has more than 15 years of insurance industry experience in the fields of profit and loss, state relations, and strategic projects. He has led compliance, underwriting, product and project teams and served as Vice President at two property and casualty insurance companies.

Elias joined the New Hampshire Insurance Department in 2016 as the Property and Casualty Director and was promoted soon thereafter to Assistant Commissioner. In his two years at the department, he has focused on streamlining processes, strategic planning, goal setting and speed to market initiatives. He has also served on several of the National Association of Insurance Commissioners (NAIC) committees and task forces and has been involved in the NAIC State Ahead strategic plan. As Commissioner, Elias's priorities include regulatory modernization, operational efficiency and effectiveness in the pursuit of regulatory value, and the use of data to promote market transparency and to improve regulatory accountability and success in the reduction of public harms.

Elias has an M.B.A. and a J.D., and earned his Bachelor's degree in political science. In addition, he holds a Chartered Insurance Operations Professional designation and a Certificate in Strategic Management of Regulatory Enforcement Agencies.

Elias lives in Henniker, New Hampshire.

---

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Toll-Free Number (In-State Only)	(800) 852-3416

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**Make Checks Payable to:** Treasurer, State of New Hampshire

## NEW HAMPSHIRE



**John Elias**  
**Commissioner**

Term of Office: Five years  
Appointed: June 13, 2018

**Street Address**

Same as mailing address.

## NEW HAMPSHIRE

Alexander K. Feldvebel Deputy Commissioner.....	(603) 271-2261
Karen Cassin Assistant to the Deputy Commissioner .....	(603) 271-2261
Sandra Barlow Assistant to the Commissioner.....	(603) 271-2261
Vacant Assistant Commissioner.....	(603) 271-2261
Douglas Bartlett Director, Examination Division .....	(603) 271-2261
Tyler Brannen Director of Health Economics.....	(603) 271-2261
Michael Wilkey Director, Life, Accident and Health Division .....	(603) 271-2261
Jennifer Patterson Director, Health Policy and LAH Market Conduct.....	(603) 271-2261
David Sky Actuary, Life, Accident and Health Division.....	(603) 271-2261
James Fox Director, Property and Casualty Division .....	(603) 271-2261
Sally MacFadden Actuary, Property and Casualty Division.....	(603) 271-2261
Vacant Legal Counsel.....	(603) 271-2261
Mary Bleier Enforcement Counsel .....	(603) 271-2261
Vacant Information Technology.....	(603) 271-2261
Keith Nyhan Director, Consumer Services.....	(603) 271-2261

# NEW HAMPSHIRE

## CONTACT PERSONS

### **NAIC Liaison**

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### **Accident/Health Insurance**

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Deputy Commissioner.....(603) 271-2261

### **Agent Licensing**

Vacant

Assistant Commissioner.....(603) 271-2261

### **Annual Statements**

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Supervisor, Financial Analysis Division.....(603) 271-2261

### **Company Licensing**

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### **Consumer Services**

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Director, Consumer Services..... (603) 271-2261

### **Deposits**

Norma Stallings

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### **Examinations—Agent**

Vacant

Assistant Commissioner.....(603) 271-2261

### **Examinations—Financial**

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### **Examinations—Market Conduct**

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Chief, Market Conduct Division.....(603) 271-2261

### **Fees**

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Revenue Administration.....(603) 271-2261

### **General Counsel**

Vacant.....

(603) 271-2261

# NEW HAMPSHIRE

## **Insurance Fraud**

Vacant

Assistant Commissioner.....(603) 271-2261

## **Life Insurance**

Michael Wilkey

Director, Life, Accident and Health Division .....(603) 271-2261

## **Media Relations/Public Information**

Vacant

Director, Communications .....(603) 271-2261

## **Outreach Coordinator**

Eireann Aspell

Communications..... (603) 271-2261

## **Policy and Form Filing—Life, Accident and Health**

Vacant

Supervisor.....(603) 271-2261

## **Policy and Form Filing—Property and Casualty**

James Fox

Supervisor.....(603) 271-2261

## **Premium Tax**

Norma Stallings

Revenue Administration.....(603) 271-2261

## **Property and Casualty Insurance**

James Fox

Director.....(603) 271-2261

## **Property and Casualty—Commercial Lines**

Edwin Pugsley

Chief, Market Conduct Division .....(603) 271-2261

## **Property and Casualty—Personal Lines**

Edwin Pugsley

Chief, Market Conduct Division .....(603) 271-2261

## **Statistical Reporting—Property and Casualty Market Analysis**

Sally MacFadden

Property and Casualty Actuary.....(603) 271-2261



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Marlene Caride was named to lead the Department Banking and Insurance by Governor Phil Murphy and began serving on January 16, 2018. Commissioner Caride is the first Hispanic to head the Department where she oversees New Jersey's insurance, banking and real estate industries.

Prior to joining the Department, Caride was a member of the New Jersey General Assembly representing the 36th Legislative District. During her three terms in the Assembly, Caride served on the Assembly Financial Institutions and Insurance Committee, the Assembly Appropriations Committee and the New Jersey Legislative Select Committee on Investigation. She also chaired the Assembly Education Committee and was vice-chair of the Assembly Transportation and Independent Authorities Committee.

Caride was a partner in the Union City law firm of Gonzalez & Caride. She is a member of the Bar of the Supreme Court of the United States, the New Jersey State Bar Association, the Hudson County Bar Association and the Hispanic Bar Association of New Jersey.

Caride is a graduate of California Western School of Law and Fairleigh Dickinson University with a Bachelor of Arts in Education. She resides in Ridgefield, New Jersey.

## NEW JERSEY



**Marlene Caride**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: January 16, 2018  
Confirmed: June 27, 2018

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### **Mailing Address**

State of New Jersey  
Department of Banking and Insurance  
20 West State Street  
P.O. Box 325  
Trenton, New Jersey 08625-0325

### **Phone Numbers**

Main	(609) 292-7272
Fax	(609) 984-5273
Satellite Consumer Center, Newark	(973) 648-4713
Toll-Free Number	(800) 446-SHOP

### **Compensation Rating and Inspection Bureau**

60 Park Place  
Newark, New Jersey 07102

### **Phone Numbers**

Main	(973) 622-6014
Fax	(973) 622-6110

### **New Jersey Personal Automobile Insurance Plan**

Laurel Corporate Center  
10000 Midlantic Drive, Suite 403W  
Mount Laurel, New Jersey 08054

### **Phone Numbers**

Main	(856) 722-0030
Fax	(856) 722-9382

**Office Hours:** 8:30 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.dobi.nj.gov](http://www.dobi.nj.gov)

## NEW JERSEY

Marlene Caride .....	(609) 633-7667
Commissioner .....	Fax (609) 984-5273
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Chief of Staff .....	Fax (609) 984-5273
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Philip Gennace .....	(609) 292-7272 x. 50658
Assistant Commissioner, Life and Health .....	Fax (609) 633-0527
Carl Sornson.....	(609) 292-7272 x. 50392
Assistant Commissioner, Property and Casualty .....	Fax (609) 777-0019
Gale Simon .....	(609) 292-7272 x. 50333
Assistant Commissioner, Consumer Protection.....	Fax (609) 292-5337
William P. White.....	(609) 292-7272 x. 50028
Assistant Commissioner, Captive Insurance	
Ralph Boeckman .....	(609) 292-7272 x. 50063
Specialist, Market Regulation, Consumer Protection .....	Fax (609) 292-5337
Ellen DeRosa.....	(609) 292-7272 x. 50302
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Frederick A. Huber.....	(973) 622-6014
Executive Director, New Jersey, Compensation Rating and Inspection Bureau .....	Fax (973) 622-6110
<i>(The Compensation Rating and Inspection Bureau (NJCRIB) is a separate bureau, established by state statute, and is not part of the New Jersey Department of Banking and Insurance. The Department does, however, review NJCRIB rates, rules and forms. Questions regarding same may be referred to the Department's property and casualty unit. Other questions may be referred directly to NJCRIB.)</i>	

# NEW JERSEY

## CONTACT PERSONS

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## NEW JERSEY

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### Financial Analysis

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### Life Insurance

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### Public Affairs

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### Policy and Form Filing—Life and Health

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### Statistical Reporting

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### Bureau of Fraud Deterrence

Richard Besser.....(609)292-7272, x. 50693  
Chief of Investigations..... richard.besser@dobi.nj.gov

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During the 2013 legislative session, legislation effectuating a constitutional amendment passed in the 2012 general election (HB 45) that removed the insurance division from the Public Regulation Commission and created a stand-alone agency, The Office of Superintendent of Insurance. This change was effective July 1, 2013.

This legislation also created a nominating committee for the position of the Superintendent of Insurance. The nomination committee unanimously reconfirmed John G. Franchini to continue in his capacity as Insurance Superintendent for New Mexico.

Franchini has more than 35 years' experience in the insurance industry. He "temporarily" joined Consolidated Agency, his father's independent insurance agency, while attending graduate school at the University of New Mexico. Ten years later, he purchased the business and expanded it to four locations, employing 82 people and servicing nearly 15,000 customers. During that time, he served on the New Mexico Workers' Compensation Assigned Risk Pool board of governors and the Patient Compensation Administration board of directors, and he was elected president of the Independent Insurance Agents of New Mexico. In 1998, Poe & Brown, a national insurance broker, purchased the business. Franchini was named vice president, and his responsibilities included new business production, development of specialized insurance programs and agency acquisitions.

Franchini joined New Mexico Mutual in 2002 and was eventually named vice president of government and industry affairs. At New Mexico Mutual, he worked with state legislators, members of regulatory agencies and insurance agents to strengthen the company's financial and public standing.

He also is a member of the Leadership New Mexico Class of 2007, former board member of the Rocky Mountain Insurance Information Association and past president of the New Mexico Insurance Association.

Franchini is a native of New Mexico and a graduate of Creighton University in Omaha, NE.

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## NEW MEXICO



**John G. Franchini**  
**Superintendent**

Appointed: July 27, 2010  
Reappointed: April 2016

### **Mailing Address**

Office of Superintendent of Insurance (OSI)  
P.O. Box 1689  
Santa Fe, New Mexico 87504-1689

### **Street Address (Santa Fe Office)**

1120 Paseo de Peralta  
Santa Fe, New Mexico 87501

### **Phone Number (Santa Fe)**

Main (505) 827-4601  
Toll-Free Number (*In-State Only*) 1 (855) 427-5674  
Fax Number (505) 827-4734

### **Santa Fe**

Office Hours: 8am–5pm (MT) Monday–Friday  
Website: [www.OSI.state.nm.us](http://www.OSI.state.nm.us)

### **Street Address (Albuquerque Office)**

Office of Superintendent of Insurance (OSI)  
6200 Uptown Blvd., Suite 100  
Albuquerque, New Mexico 87110

### **Phone Number (Albuquerque)**

Main (505) 322-2186  
Fax Number (505) 827-4734

### **Albuquerque**

Office Hours: 8am–5pm (MT) Monday–Friday

**Make Checks Payable to:** Office of Superintendent of Insurance

# NEW MEXICO

Robert Doucette.....(505) 827-5832  
Deputy Superintendent..... robert.doucette@state.nm.us

Anna Krylova .....(505) 827-4529  
Chief Actuary—Property and Casualty..... anna.krylova@state.nm.us

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### **Deposits and Fees**

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STOP FRAUD..... 1-(877) 807-4010

# NEW MEXICO

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**NEW MEXICO**

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## NEW YORK

Maria T. Vullo was confirmed by the New York State Senate as Superintendent of the Department of Financial Services (DFS) on June 15, 2016. She was nominated for the position by Governor Andrew Cuomo. As Superintendent, she is responsible for protecting consumers and markets in New York State from fraud and financial crises, as well as reforming the regulation of financial services to keep pace with the industry's rapid evolution.

Prior to joining the DFS, Vullo was a litigation partner at Paul, Weiss, Rifkind, Wharton & Garrison LLP, where she led civil, criminal, and regulatory investigations before courts and governmental authorities across the country. She also served as Executive Deputy Attorney General for Economic Justice Division in the Office of the New York State Attorney General, under New York State Attorney General Cuomo. There she oversaw the Bureaus of Investor Protection, Antitrust, Real Estate Finance, Consumer Frauds and Internet, leading investigations across New York State to protect investors and consumers from fraud.

Over the course of her career, Vullo's specific legal experience has included litigations and investigations involving the financial services sectors and fraud, real estate, health care, insurance, tax, consumer protection, bankruptcy, antitrust, and constitutional law. An accomplished trial lawyer, Vullo has also argued before the U.S. Supreme Court, the U.S. Courts of Appeals for the Second, Ninth, and Tenth Circuits, and the New York State Appellate Division.

Vullo is a recognized leader in protecting women's rights, including representing women raped by soldiers during the 1992-1995 Bosnian War – a case in which she secured a \$745 million jury verdict for the plaintiffs. Her pro bono work also includes securing a \$100 million jury verdict representing abortion providers whose lives had been threatened by an online "hit list" and numerous amicus curiae briefs to the U.S. Supreme Court in significant civil rights cases.

Vullo was twice nominated by the New York State Commission on Judicial Nomination as a candidate for Associate Judge of the Court of Appeals. She has been named a "New York Super Lawyer" by Super Lawyers Magazine and has been included in numerous leading lawyer lists published by the National Law Journal and other leading publications.

Vullo recently received the New York Women Making a Difference Award from Eleanor's Legacy, the Humanitarian of the Year Award from the Interfaith Nutrition Network, and the Distinguished Corporate Citizen Award from A Better Balance, among many other awards and professional recognitions.

Vullo earned her J.D. from New York University School of Law, an M.P.A. from the New York University Wagner Graduate School of Public Service, and a B.A. from the College of Mount Saint Vincent. She clerked for the Hon. John A. MacKenzie, U.S. District Court, Eastern District of Virginia, following law school prior to entering private practice.



**Maria T. Vullo**  
**Superintendent**

Term of Office: At the Pleasure of the Governor  
Appointed: February 23, 2016  
Confirmed: June 15, 2016

### Mailing Address

New York State Department of Financial Services  
One State Street  
New York, New York 10004-1151

### Phone Numbers

Main	(212) 709-3500
Fax	(212) 709-3520
Agents and Brokers	(518) 474-6630
Consumer Complaints	(212) 480-6400 or (800) 342-3736
Insurance Fraud Hotline	(888) FRAUD-NY
Multilingual Telephone Service (9 a.m.–5 p.m., Monday–Friday)	(518) 474-5138 or (212) 480-6400

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.dfs.ny.gov](http://www.dfs.ny.gov)

**Make Checks Payable to:**

Premium Taxes: State Tax Commission  
Department Fees: Superintendent of Financial Services

### Albany Address

New York State Department of Financial Services  
One Commerce Plaza, Suite 1700  
Albany, New York 12257

### Phone Numbers

Main	(518) 474-4567
Fax	(518) 473-6814

## NEW YORK

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James Regalbuto.....(212) 480-5027  
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---

North Carolina Insurance Commissioner and State Fire Marshal Mike Causey has been a small businessman, insurance agent and insurance agency owner with 25 years in the insurance industry.

Causey is a native of Guilford County and still lives in the same house on the Causey family farm where he grew up, residing there with his wife of 43 years, Hisae, and their family pets.

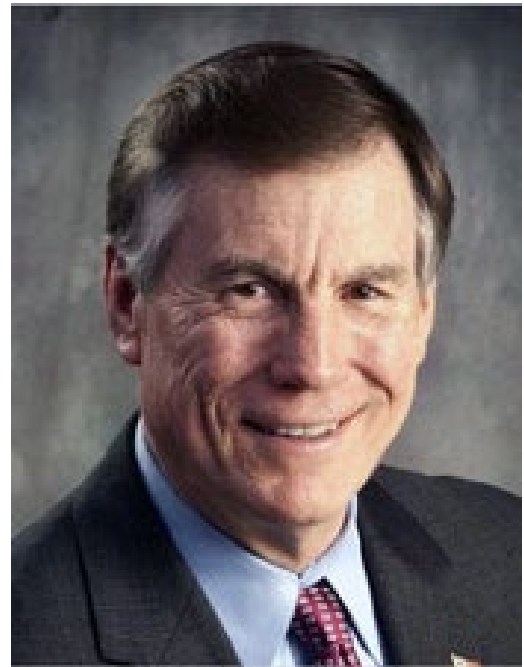
Causey learned the values of hard work as his family grew produce and raised livestock on the family farm and supplied farmers' markets in the Greensboro area. After high school, Causey entered a work/study program at Wake Technical College, where he earned his degree in engineering technology. From there, he went into the U.S. Army, where he served as a military policeman and played in the Army band. After his military experience, Causey worked as a field engineer in the construction industry and later entered an engineering program at UNC–Charlotte. He soon began his career in the insurance industry, working with Metropolitan Life Insurance Company in Charlotte. He went on to learn virtually every facet of the insurance industry, working as an agency manager and superintendent of agencies for Standard Life Insurance Company and owning his own agency.

Along the way, Causey continued his education with an undergraduate degree and graduate studies from High Point University. In addition to his experience in the insurance industry, Causey has been a lifelong farmer and entrepreneur, owning several family businesses, including an antique store, a farm equipment dealership and a produce market.

Causey likes to stay busy and looks forward to learning the insurance and safety needs of North Carolina families and businesses as he seeks to serve the citizens of North Carolina.

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## NORTH CAROLINA



**Mike Causey**  
**Commissioner**

Term of Office: Four years  
Elected: November 2016

### **Mailing Address**

North Carolina Department of Insurance  
1201 Mail Service Center  
Raleigh, North Carolina 27699-1201

### **Street Address**

North Carolina Department of Insurance  
325 N. Salisbury Street  
Raleigh, North Carolina 27603-5926

### **Phone Numbers**

Main (919) 807-6000  
Toll-Free Number *Nationwide* (855) 408-1212

### **Fax Numbers**

Fax (919) 715-8889

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.ncdoi.com](http://www.ncdoi.com)

**Make Checks Payable to:** North Carolina Department of Insurance

## NORTH CAROLINA

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## NORTH CAROLINA

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## NORTH CAROLINA

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## NORTH CAROLINA

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### Statistical Reporting

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Jon Godfread was elected North Dakota's 22<sup>nd</sup> Insurance Commissioner on November 8, 2016. His background includes leadership efforts within North Dakota's business community, government affairs, banking and professional athletics. Prior to serving as Commissioner, Godfread was vice president of governmental affairs for the Greater North Dakota Chamber, with prominent roles in discussions around the federal Affordable Care Act (ACA), across-the-board tax reductions for North Dakotans, creation of the North Dakota Outdoor Heritage Fund, K–12 education efforts and more.

For his work, Godfread was honored as the first North Dakotan to be selected for the prestigious American Swiss Foundation's Young Leaders Conference in 2015, and he was recognized by *Prairie Business* magazine as one of its 40 Under 40 in 2014.

Godfread earned a law degree and a Master of Business Administration (MBA) from the University of North Dakota in 2011, and he was a member of the *North Dakota Law Review*. In his final year of study, Godfread worked full-time for the State Tax Department. From 2005–2007, Godfread worked for Alerus Financial in Grand Forks as branch manager and a personal banker.

Godfread earned his undergraduate degree with honors from the University of Northern Iowa in 2005, and he played basketball for the Panthers. Godfread then went on to play professional basketball in Ehingen, Germany.

As a lifelong resident of North Dakota, community service is important to Godfread. He serves as a member of the North Dakota Special Olympics board of directors and the Missouri Valley Family YMCA board of directors.

Godfread and his wife, Amanda, live in Bismarck and have three young children.

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600 East Boulevard Avenue, 5<sup>th</sup> Floor  
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**Phone Numbers**

Main	(701) 328-2440
Toll-Free Number ( <i>In-State Only</i> )	(800) 247-0560
Fax	(701) 328-4880

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.nd.gov/ndins](http://www.nd.gov/ndins)

Twitter: @NDID

**Make Checks Payable to:** North Dakota Insurance Department

## NORTH DAKOTA



**Jon Godfread**  
**Commissioner**

Term of Office: Four years  
Elected: November 8, 2016

**Street Address**

Same as mailing address

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## NORTH DAKOTA

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**NORTH DAKOTA**

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Commonwealth of the Northern Mariana Islands (CNMI) Governor Eloy S. Inos and Lt. Governor Ralph DLG. Torres nominated Mark O. Rabauliman Secretary for the Department of Commerce in January 2015.

On March 4, 2015, Rabauliman was confirmed as Secretary of Commerce by the Senate of the 19<sup>th</sup> Northern Marianas Commonwealth Legislature.

As part of his duties as the Secretary of Commerce, Rabauliman automatically became the Insurance Commissioner, Workers Compensation Commissioner and the Banking Director for the CNMI.

In addition to his current duties, Rabauliman heads the Commonwealth Lottery Commission. He has served as chairman for various government entities and nonprofit organizations, including the CNMI State Library (2012–2016) and the Commonwealth Council for Arts and Culture (2012–present). He also has been a member of the Museum Board of Governors since 2013. On February 20, 2018 he was elected to serve as the Chairman for the CNMI Planning and Development Advisory Council.

Rabauliman has widespread experience in the private and government sectors. These experiences are in the areas of public administration, telecommunications, network and education, providing him with a wealth of knowledge and the ability to adapt to diverse leadership roles. Included in his continued development are various grant writing and executive leadership trainings.

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## NORTHERN MARIANA ISLANDS



**Mark O. Rabauliman**  
**Secretary of Commerce**

Term of Office: Concurrent with Current Governor  
Confirmed: March 4, 2015

### Mailing Address

Commonwealth of the Northern Mariana Islands  
Department of Commerce  
Office of the Insurance Commissioner  
Caller Box 10007 CK  
Saipan, MP 96950

### Street Address

Same as Mailing Address

### Phone Numbers

Main (670) 664-3077  
Fax (670) 664-3067

**Website:** [www.commerce.gov.mp](http://www.commerce.gov.mp)

## NORTHERN MARIANA ISLANDS

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Jillian Froment was appointed Director of the Ohio Department of Insurance (DOI) in 2017 by Ohio Governor John Kasich. She serves as a member of the Governor’s cabinet and is responsible for the overall leadership and direction of the DOI.

Froment joined the DOI in 2011 as Chief Administrative Officer and was soon elevated to Deputy Director. Beyond her daily operational responsibilities for the DOI, Froment was responsible for working with a task force of Ohio insurance industry chief executive officers (CEOs) to review and implement improvements to Ohio’s regulatory environment and to create a robust workforce for Ohio’s insurance industry. Through these efforts, she worked to benefit Ohio consumers by removing regulator barriers that needlessly drive up the cost of insurance while also strengthening meaningful consumer protections.

Froment has actively represented Ohio in the National Association of Insurance Commissioners (NAIC), which establishes industry standards for all 50 states, and has served on the Cybersecurity (EX) Task Force, the Innovation and Technology (EX) Task Force, the Big Data (EX) Working Group and the Unclaimed Life Insurance Benefits (A) Working Group. She is currently serving as the Treasurer of the Interstate Insurance Product Regulation Commission (IIPRC) and was recently named by Columbus Business First as one of the “People to Know” in the insurance industry.

Froment has more than 15 years of public sector and executive experience with a reputation for streamlining organizations and realizing operational efficiencies. She came to the DOI from the city of Marysville, where she was the City Administrator and responsible for the smooth and efficient management of municipal services and more than 150 employees. Under her leadership, the city developed a culture of active community engagement, strategic planning and fiscal responsibility.

Froment holds the distinction of being the first Executive Director for the eTech Ohio Commission, an agency created under her leadership to consolidate the state’s investment in the telecommunications networks used by Ohio’s public broadcasters and the K–12 community. While at eTech Ohio, Froment worked to advance education and accelerate the learning of Ohioans through technology. She also has served as the Assistant Deputy Director and General Counsel in the Office of Collective Bargaining and as a compliance officer for the Ohio Department of Youth Services.

Froment earned a Juris Doctor degree from Capital University and a Bachelor of Science in engineering from The Ohio State University.

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# OHIO



**Jillian Froment**  
**Director**

Term of Office: At the Pleasure of the Governor  
Appointed: March 31, 2017

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### **Mailing Address**

Ohio Department of Insurance  
50 West Town Street, Suite 300  
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### **Phone Numbers**

Main	(614) 644-2658
Consumer Services Division	(800) 686-1526
Fraud Division	(800) 686-1527
OSHIIP	(800) 686-1578
Risk Assessment	(614) 644-2647
Legal	(614) 644-2640
License Division	(614) 644-2665

### **Fax Numbers**

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Consumer Services	(614) 644-3744
Fraud and Enforcement	(614) 387-0092
Property and Casualty	(614) 728-1280
Risk Assessment	(614) 644-3256
Legal	(614) 644-3742
License Division	(614) 387-0096

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.insurance.ohio.gov](http://www.insurance.ohio.gov)

**Make Checks Payable to:** Ohio Treasurer Josh Mandel

# OHIO

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# OHIO

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# OHIO

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## **Life, Rates**

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# OHIO

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When he took office in January 2011, John Doak's goal was simple: Do everything possible to improve the lives of Oklahomans. He's done that with groundbreaking initiatives, fiscal conservatism and an unwavering commitment to public service.

Under Doak's leadership, the Oklahoma Insurance Department (OID) has transformed itself into a proactive and mobile organization. His team fans out across the state to educate citizens before disaster strikes and offers assistance after it does. OID employees have responded to tornadoes, earthquakes, wildfires and ice storms to help victims quickly recover from catastrophe.

Doak's accomplishments include holding the state's first-ever rate hearing on earthquake insurance premiums, returning \$40.5 million in unspent funds to the state treasury, attracting over 100 captives to Oklahoma and hosting a Healthcare Innovation Summit that offered cutting-edge solutions to the country's healthcare challenges. He has also testified in front of U.S. Senate committees seeking input on insurance fraud and the health care exchanges.

Doak is an active member of the National Association of Insurance Commissioners (NAIC) where he serves as chair of both the Antifraud (D) Task Force and the Midwest Zone. Doak also represents the NAIC with the Organisation for Economic Co-operation and Development and is a member of the Federal Emergency Management Agency (FEMA) National Advisory Council.

Doak graduated from the University of Oklahoma with a Bachelor of Arts in Political Science. Shortly after college he launched a successful insurance business in Tulsa. Later, he served as an executive for several risk and insurance service companies including Marsh, Aon, HNI and Ascension.

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## OKLAHOMA



**John D. Doak**  
**Commissioner**

Term of Office: Four years

Elected: November 2, 2010

Inaugurated: January 10, 2011

Re-elected: June 24, 2014

Inaugurated: January 12, 2015

### **Oklahoma City Address (Primary)**

Oklahoma Insurance Department  
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3625 NW 56<sup>th</sup> Street, Suite 100  
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### **Phone Numbers** (Oklahoma City)

Main (405) 521-2828  
Fax (405) 521-6635  
Toll-Free (*In-State Only*) (800) 522-0071

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.oid.ok.gov](http://www.oid.ok.gov)

**Make Checks Payable To:** Oklahoma Insurance Department

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Triad II  
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Andrew R. Stolfi was appointed as administrator of the Oregon Division of Financial Regulation and insurance commissioner on February 1, 2018. The division is part of the state's largest consumer protection and business regulatory agency, the Department of Consumer and Business Services. Stolfi is responsible for leading the agency's regulation of insurance, depository institutions, trust companies, securities, and financial products.

Previously, Stolfi spent six years in Switzerland at the International Association of Insurance Supervisors, most recently serving as chief operating officer and chief counsel. He was responsible for leading the operations, legal, communications, finance, risk management, and human resources functions. He was also a key advisor to the association's Executive Committee and served as its first communications officer.

Before joining the association, Stolfi served in various senior management roles at the Illinois Department of Insurance, including acting director, chief of staff, and special counsel for policy and legislative affairs. In Illinois, he developed and managed all aspects of the department's legislative agenda and day-to-day operations.

Stolfi was also an active participant at the National Association of Insurance Commissioners, where he was appointed chair of the Corporate Governance Working Group.

His legal background includes serving as attorney and policy analyst in the Office of the Governor of the State of Illinois, as judicial law clerk for the Honorable Thomas E. Hoffman in the Illinois Appellate Court, First District, and as a special assistant corporation counsel for the City of Chicago Law Department.

Stolfi received a Bachelor of Science degree from the University of Vermont and a law degree with honors from Chicago-Kent College of Law. He resides in Salem with his wife and two children.

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## OREGON



**Andrew R. Stolfi**  
**Insurance Commissioner**

Term of Office: Indefinite  
Appointed: February 1, 2018

### **Mailing Address**

Oregon Department of Consumer and Business Services  
Division of Financial Regulation  
P.O. Box 14480  
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### **Phone Numbers**

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Main (503) 378-4351

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

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**Make Checks Payable to:** Department of Consumer and Business Services

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Jessica Altman currently serves as Insurance Commissioner for the Commonwealth of Pennsylvania. Prior to this, she served as Chief of Staff for the Pennsylvania Insurance Department alongside former Insurance Commissioner Teresa Miller beginning in June 2015. In this position, Altman served as the top aide to former Commissioner Miller, oversaw policy initiatives for the agency, and coordinated policy with other state government agencies and external groups.

Altman represented the department in a number of statewide initiatives including coordinating aspects of Health Innovation in Pennsylvania, which leverages funds from the Centers for Medicare and Medicaid Services' State Innovation Model Initiative and sitting as a board member for ABC-MAP, the Commonwealth's initiative to implement a prescription drug monitoring program. She is also an active member of the National Association of Insurance Commissioners (NAIC), where she currently serves as Vice Chair of the Health Insurance and Managed Care (B) Committee, and the National Academy for State Health Policy, where she serves as Vice Chair of the Health Care Access & Finance Steering Committee.

Prior to joining the Pennsylvania Insurance Department, Altman worked at the U.S. Department of Health and Human Services' Center for Consumer Information and Insurance Oversight, where she developed policy and facilitated implementation of the federal Affordable Care Act. In addition, she analyzed policy for the health division of the White House Office of Management and Budget while completing her master's degree.

Altman has a Master in Public Policy from the Harvard University John F. Kennedy School of Government and a Bachelor of Science in Policy Analysis and Management, with a concentration in Health Care Policy, from Cornell University.

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## PENNSYLVANIA



**Jessica K. Altman**  
**Commissioner**

Term of Office: At the Discretion of the Governor  
Appointed: August 19, 2017  
Confirmed: March 20, 2018

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Pennsylvania Insurance Department  
1326 Strawberry Square  
Harrisburg, Pennsylvania 17120

### **Phone Numbers**

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### **Consumer Service Offices**

Hotline (877) 881-6388  
(toll-free automated)  
Harrisburg (717) 787-2317

**Office Hours:** 8:30 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.insurance.pa.gov](http://www.insurance.pa.gov)

**Make Checks Payable to:** Commonwealth of Pennsylvania

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## PENNSYLVANIA

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Puerto Rico Governor Ricardo Antonio Rosselló Nevarez appointed Javier Rivera Ríos to serve as Insurance Commissioner of Puerto Rico, effective January 17, 2017.

Prior to being appointed Insurance Commissioner, Rivera worked for Real Advisors Group LLC as the president and founder, providing strategic financial, insurance and business management consulting to individuals, small business owners, service groups and mid-sized corporations. With more than 19 years of experience in the insurance industry and holding licenses as an Insurance Producer in Life, Disability and Property/Casualty (P/C), he maintained full authority for core business development functions, including sales, marketing and customer service. He created and executed strategic/tactical client-focused sales plans that targeted the needs of local individuals and business enterprises. Rivera guided clients through the maze of options based on in-depth personal and business analysis reviewing business structure, assets, liabilities, income, insurance, taxes, investment and estate plans, and any other relevant factors that could contribute to financial weaknesses.

Rivera earned a bachelor's degree in business administration with a minor in accounting from Inter American University of Puerto Rico. He also has received Life Underwriter Training Council Fellow (LUTCF) and Florida State Authorize Financial Advisor designations. He is the proud father of two children.

## PUERTO RICO



**Javier Rivera Ríos**  
**Commissioner of Insurance**

Term of Office: Indefinite  
Appointed: January 17, 2017

---

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B5 Tabonuco Street  
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### **Fax Number**

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**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** [www.ocs.pr.gov](http://www.ocs.pr.gov)

**Make Checks Payable to:** Premium Taxes and Department Fees  
Secretary of Treasury, Commonwealth of Puerto Rico

## PUERTO RICO

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## RHODE ISLAND

Elizabeth Kelleher Dwyer was appointed Deputy Director and Superintendent of Insurance and Banking on January 11, 2016. Prior to this appointment, she had been employed by the Rhode Island Department of Business Regulation for 15 years, first as General Counsel to the Insurance Division and later as Associate Director.

Prior to government service, Dwyer was engaged in private law practice in California and Rhode Island, specializing in insurance regulation and litigation.

Dwyer is a past president of the Rhode Island Women's Bar Association and served on the Rhode Island Supreme Court Advisory Committee on Gender in the Courts. She is a past recipient of the Rhode Island Attorney General's Justice Award for Consumer Protection. She is currently Vice Chair of the Financial Regulation Standards and Accreditation (F) Committee, the Interstate Product Regulation Compact, the Northeast Zone and the Big Data (EX) Working Group and a member of the National Insurance Producer Registry (NIPR) Board of Directors and the National Association of Insurance Commissioners (NAIC) Executive (EX) Committee.

Dwyer was admitted to practice law in California, Rhode Island and Massachusetts. She received a bachelor's degree in political science and public administration from Providence College and a Juris Doctor degree from Pepperdine University.

## RHODE ISLAND



**Elizabeth Kelleher Dwyer**  
**Superintendent of Insurance**

Term of Office: At the Discretion of the  
Director of Business Regulation  
Appointed: January 11, 2016

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### **CONTACT PERSONS**

#### **Financial Regulation**

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#### **Consumer Complaints and Inquiries**

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#### **Deposits**

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#### **Examinations—Financial and Market Conduct**

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#### **Licensing (Producer, Adjuster, Appraiser and Surplus Line)**

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#### **Licensing (Company)**

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#### **Life, Accident and Health (other than Health Benefit Plans)**

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# RHODE ISLAND

## Property and Casualty

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## Policy and Form Filing

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## Premium Tax—Division of Taxation

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## Health Benefit Plans – Office of Health Insurance Commissioner

### Commissioner

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### Operations Director

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**RHODE ISLAND**

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## SOUTH CAROLINA

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Raymond G. Farmer was appointed by South Carolina Governor Nikki Haley to serve as Director for the South Carolina Department of Insurance (DOI) on November 13, 2012. With more than 40 years' experience, Farmer earned his bachelor's degree in insurance from the University of Southern Mississippi and earned his law degree from Atlanta's John Marshall Law School.

Farmer served as the Deputy Insurance Commissioner of the Enforcement Division for the Georgia DOI and more recently as vice president for the American Insurance Association (AIA). As a part of his service, Farmer has served for more than 30 years on the board of directors of the Georgia Arson Control Program, an organization aiding firefighters and prosecutors combating arson. He is a member of the State Bar of Georgia and a member of the Tort and Insurance Practice section, as well as the Workers' Compensation section.

In 2012, Farmer was awarded the Herman Hass Award by the Independent Insurance Agents of Georgia for service to the insurance industry. Also in 2012, he received a Presidential Citation for Outstanding Service to the insurance industry from the Professional Insurance Agents of Georgia, and then in 2014, he was named the Industry Person of the Year from the Independent Agents and Brokers of South Carolina. Recently, Farmer received the Order of the Palmetto from Governor Haley, the state's highest civilian honor awarded to citizens of South Carolina for extraordinary lifetime service and achievements of national or statewide significance.

Farmer is a native of Atlanta, and he and his wife, Gayle, have two children and five grandchildren.

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**Raymond G. Farmer**  
**Director**

Term of Office: At will of the Governor  
Appointed: November 13, 2012

### **Mailing Address**

South Carolina Department of Insurance  
P.O. Box 100105  
Columbia, South Carolina 29202-3105

### **Phone Numbers**

Toll Free	(800) 768-3467
Main	(803) 737-6160
Administration Fax	(803) 737-6145
Legal Fax	(803) 737-6229
Director Fax	(803) 737-6159
Consumer Services Fax	(803) 737-6231
Financial Services Fax	(803) 737-6232
Property and Casualty Fax	(803) 737-6205
Life, Acc. and Health Fax	(803) 737-6205

**Office Hours:** Monday – Friday, 8:30 a.m. – 5:00 p.m.

Office of Consumer Services: Monday – Thursday, 8:00 a.m.–6:00 p.m.; and Friday, 8:00 a.m.–5:00 p.m.

**Website:** [www.doi.sc.gov](http://www.doi.sc.gov)

**Make Checks Payable to:** South Carolina Department of Insurance

### **Street Address**

South Carolina Department of Insurance  
Capitol Center  
1201 Main Street, Suite 1000  
Columbia, South Carolina 29201

## SOUTH CAROLINA

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Casey Clyburn Executive Assistant to the Director .....	(803) 737-6805
Gwendolyn L. Fuller McGriff General Counsel and Deputy Director, Legal, Legislative and External Affairs .....	(803) 737-6153
G. Lee Hill, Jr. Deputy Director, Financial Regulation and Solvency .....	(803) 737-6199
Kendall Buchanan Deputy Director, Market and Consumer Services.....	(803) 737-6143
Dan Morris Deputy Director, Licensing .....	(803) 737-6039
Tom Watson Deputy Director, Administration.....	(803) 737-6141
Katie Geer Public Information Officer .....	(803) 737-5913

### **CONTACT PERSONS**

#### **Accident and Health Insurance**

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Life, Accident and Health Insurance Unit Manager	

#### **Administration**

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Deputy Director, Administration	

#### **Agent Licensing**

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Licensing Supervisor	

#### **Captive Insurance Division**

Jay Branum.....	(803) 737-6109
Director of Captives	

Jeff Kehler .....	(803) 737-6118
Program Administrator	

#### **Annual Statements**

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## SOUTH CAROLINA

### Company Licensing

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### Consumer Complaints and Inquiries

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..... (800) 768-3467

### Deposits

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### Examinations and Continuing Education

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Education Coordinator

### Examinations—Financial and Market Conduct

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Chief Financial Examiner

### Human Resources

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Human Resource Manager

### Information Technology

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Information Officer

### Legal

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### Life Insurance

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### Liquidation, Rehabilitation

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## SOUTH CAROLINA

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### **Policy and Form Filing—Life and Health**

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Anamaria Burg ..... (803) 737-6165  
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### **Premium Tax**

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Taxation

### **Utilization Review**

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Licensing Specialist

### **Market Conduct**

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Deputy Director, Market and Consumer Services

Michael Bailes ..... (803) 737-6131  
Market Conduct Coordinator

---

Larry D. Deiter was appointed Director of the South Dakota Division of Insurance on January 8, 2015, by Department of Labor and Regulation Secretary Marcia Hultman. Deiter had served as Assistant Director of Property & Casualty, Market Conduct and Investigations with the department since November 2012.

Deiter is an active member of the National Association of Insurance Commissioners (NAIC) and serves on numerous committees and task forces. He is Secretary of the Midwest Zone and a member of the Executive (EX) Committee. He serves as secretary/treasurer of the National Insurance Producer Registry (NIPR) board of directors. Among the issues he is involved in addressing are health insurance and managed care, property and casualty (P/C) insurance, producer licensing, senior issues and title insurance.

Deiter has more than 25 years of experience in commercial banking and business management, which includes insurance product sales management. Prior to joining the public sector, he served as vice president/market manager of a publicly traded financial institution.

Deiter earned his bachelor's degree from South Dakota State University and is active as an officer of various civic and community boards.

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## SOUTH DAKOTA



**Larry D. Deiter**  
**Director**

Term of Office: At the Pleasure of the Secretary of  
the Department of Labor and Regulation  
Appointed: January 8, 2015

### **Mailing Address**

South Dakota Department of Labor and Regulation  
Division of Insurance

124 South Euclid Avenue, 2<sup>nd</sup> Floor  
Pierre, South Dakota 57501

### **Phone Number**

Main	(605) 773-3563
Fax	(605) 773-5369
Fraud Unit (phone)	(605) 773-3331
Fraud Unit (fax)	(605) 773-4629

### **Street Address**

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**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday (CDT)

**Website:** [www.dlr.sd.gov/insurance](http://www.dlr.sd.gov/insurance)

**Make Checks Payable to:** South Dakota Division of Insurance

## SOUTH DAKOTA

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Patsy Mehlhaff ..... (605) 773-3563  
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Mallori Barnett ..... (605) 773-3563

## SOUTH DAKOTA

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Nick Carda ..... (605) 773-3563  
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### **Policy and Form Filing—Property and Casualty (Commercial/Personal Lines)**

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### **Policy and Form Filing—Property and Casualty (Workers' Compensation)**

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# SOUTH DAKOTA

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Corporation, MGA, Bail Bonds, Producer and Surplus Lines Broker Licensing

## Receivership

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## Surplus Lines and Risk Retention

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Julie Mix McPeak was appointed by Governor Bill Haslam to lead the Tennessee Department of Commerce and Insurance (TDCI) on January 12, 2011.

Before being named to lead the department, she practiced as Counsel to the Insurance practice group of law firm Burr & Forman LLP. She also served as the Executive Director of the Kentucky Office of Insurance (KOI). Before her appointment as Executive Director, McPeak spent nine years as an attorney for KOI, the final five as general counsel. She also served as general counsel to the Kentucky Personnel Cabinet.

McPeak, who brings more than 20 years of legal and administrative experience in state government, is the first woman to serve as chief insurance regulator in more than one state.

Her leadership as TDCI Commissioner garnered recognition from Business Insurance Magazine which honored her as one of the 2013 Women to Watch.

In January 2018, McPeak became President of the National Association of Insurance Commissioners (NAIC). An active NAIC participant for nearly 20 years, McPeak has served on the Executive (EX) Committee since 2013. She was elected in November 2015 as NAIC Secretary-Treasurer and elected NAIC Vice President in February 2016. In December 2016, she was elected NAIC President-Elect.

In addition to her leadership duties with the NAIC, McPeak is also an Executive Committee member of the International Association of Insurance Supervisors (IAIS.) In June 2016, she was elected by her fellow IAIS members to serve as vice chair of the group's Executive Committee. She also serves as a member of the Federal Advisory Committee on Insurance (FACI).

McPeak served as co-counsel for the Kentucky Association of Health Plans v. Miller, a case heard before the Supreme Court of the United States, regarding ERISA preemption and state "Any Willing Provider" statutes. McPeak is a frequent author and lecturer on insurance issues, having addressed members of the American Council of Life Insurers, the National Association of Mutual Insurance Companies, the National Alliance of Life Companies and the Million Dollar Roundtable. McPeak authored chapter 9: "Licensing of Insurers" for New Appleman on Insurance, Library Edition and co-authored the article, "The Future of State Insurance Regulation: Can it Survive?" featured in Risk and Management Insurance Review.

McPeak is a member of the Tennessee Bar Association, Kentucky Bar Association, and the Nashville Bar Association. She has been a member of the American Bar Association, Tort and Insurance Practice section, where she served as Vice-Chair of the Insurance Regulation Committee and a member of the Federal Involvement in Insurance Regulatory Modernization Task Force. McPeak has also served on the Board of Directors of the National Insurance Producer Registry (NIPR).

McPeak received her J.D. from the University of Louisville, School of Law in 1994. She is a 1990 graduate of the University of Kentucky, where she received her B.B.A., With Distinction, in Marketing.

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## TENNESSEE



**Julie Mix McPeak**  
**Commissioner**  
**Commerce and Insurance**

Term of Office: At the Discretion of the Governor  
Appointed: January 12, 2011

### Mailing Address

Tennessee Department of Commerce and Insurance  
Insurance Division  
Davy Crockett Tower, Twelfth Floor  
500 James Robertson Parkway  
Nashville, Tennessee 37243-0565

### Street Address

Same as mailing address

### Phone Numbers

Main (615) 741-2241  
Commissioner (615) 741-6007  
Toll-Free Number (*In-State Only*) (800) 342-4029

### Fax Numbers

Assistant Commissioner and Staff (615) 741-9006  
Commissioner (615) 532-6934  
Legal Staff (615) 741-4000

**Office Hours:** 8:00 a.m.–4:30 p.m., Monday–Friday

**Website:** [www.tennessee.gov/commerce](http://www.tennessee.gov/commerce)

**Make Checks Payable to:** Tennessee Department of Commerce and Insurance

# TENNESSEE

Michael Humphreys .....(615) 532-8779  
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## CONTACT PERSONS

### **NAIC Liaison**

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### **Life and Health Insurance**

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Director..... brian.hoffmeister@tn.gov; Fax (615) 741-0648

### **Agent Licensing—Continuing Education**

Kim Biggs .....(888) 416-0868; (615) 741-7591  
Director.....kimberly.biggs@tn.gov; Fax (615) 532-2862

### **Annual Statements**

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Lead Analyst ..... hui.wattanaskolpant@tn.gov; Fax (615) 532-2788

Vacant.....(615) 741-6193  
Lead Analyst ..... Fax (615) 532-2788

### **Company Licensing**

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Analyst ..... Fax (615) 532-2788

### **Consumer Insurance Services**

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Director..... vickie.trice@tn.gov; Fax (615) 532-7389

### **Fraud Investigations**

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Director..... jessica.j.myers@tn.gov; Fax (615) 532-8375

### **Department Counsel**

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Maliaka Bass .....(615) 741-9594  
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### **Deposits**

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..... ethel.mims@tn.gov; Fax (615) 532-2788

**TENNESSEE**

**Financial Affairs**

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Financial Examinations Director..... joy.little@tn.gov; Fax (615) 532-2788

**Premium Tax**

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Tax Analyst ..... Fax (615) 532-2788

**Media Relations/Public Information**

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**Rate, Rule and Form Filings—All Lines of Business**

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**Workers' Compensation**

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**Service of Process**

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**Captives**

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**TENNESSEE**

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## TEXAS

Kent Sullivan was appointed Commissioner of Insurance by Governor Greg Abbott on September 21, 2017. He oversees the Texas Department of Insurance (TDI), which regulates the insurance industry and protects consumers. The agency has almost 1,400 employees statewide and an annual budget of more than \$110 million.

Sullivan has 35 years of legal experience. He previously served as a justice on the Texas Court of Appeals, a state district court judge, and first assistant attorney general for the Texas Office of the Attorney General.

Before joining the TDI, Sullivan was in private law practice. He is a member of the State Bar of Texas, the Houston Bar Association (HBA) and Austin Bar Association, and a life fellow of the Texas Bar Foundation. He has served on the State Bar of Texas Board of Directors, the Texas Center for the Judiciary Board of Directors, the Federal Judicial Evaluation Committee, and the Texas Supreme Court Advisory Committee.

Sullivan received his law degree and a Bachelor of Arts from the University of Virginia.



**Kent Sullivan**  
**Commissioner**

Term of Office: Two Years  
Appointed: September 21, 2017

---

### **Mailing Address**

Texas Department of Insurance  
P.O. Box 149104  
Austin, Texas 78714-9104

### **Phone Numbers**

Main (512) 676-6000  
Fax (512) 490-1045  
Toll-Free Number (800) 578-4677

### **Street Address**

333 Guadalupe Street  
Austin, Texas 78701

### **Email Address**

MediaRelations@tdi.texas.gov

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.tdi.texas.gov](http://www.tdi.texas.gov)

**Make Checks Payable to:** Texas Department of Insurance

# TEXAS

## CONTACT PERSONS

### **NAIC Liaison**

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Deputy Commissioner..... Fax (512) 490-1009

### **Accident and Health**

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Manager..... Fax (512) 490-1017

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Director/Chief Actuary..... Fax (512) 490-1061

### **Actuarial (Solvency Examinations)**

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Director..... Fax (512) 490-1010

### **Administrative Operations**

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Deputy Commissioner..... Fax (512) 490-1045

### **Financial Services**

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Chief Financial Officer..... Fax (512) 490-1045

### **Agent and Adjuster Licensing**

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### **Agent Testing**

Pearson Vue  
Exam Contractor ..... (888) 754-7667

**Annual Statement Copies** ..... (512) 676-6885

Annual Statement Room ..... Fax (512) 490-1008

### **Personal Lines**

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### **Company Licensing, Registration**

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General Information, Life, Accident and Health, Property and Casualty ..... Fax (512) 490-1007

### **Consumer Protection**

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# TEXAS

## Deposits (Statutory)

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## Enforcement

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## Examinations

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## Fees

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## Financial Analysis

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## Chief Clerk

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Director.....Fax (512) 490-1000

## Insurance Fraud

Chris Davis ..... Christopher.Davis@tdi.texas.gov; (512) 676-6295  
Associate Commissioner .....Fax (512) 490-1001

# TEXAS

## Legal

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Deputy Commissioner..... Fax (512) 490-1021

## Life and Health

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Director/Chief Actuary..... Fax (512) 490-1017

## Life, Annuity and Credit

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## Media Relations/Public Information

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Deputy Commissioner..... Fax (512) 490-1025

## Premium Tax (Collected by the Comptroller's Office)

Karen Snyder.....(512) 463-4074  
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111 E. 17th  
Austin, Texas 78701

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## Regulatory Policy

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Deputy Commissioner..... Fax (512) 490-1045

## Rehabilitation and Liquidation Oversight

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Director..... Fax (512) 490-1023

## SERFF—Filing and Operations

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..... Fax (512) 490-1016

## State Fire Marshal

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..... Fax (512) 490-1063

## Statistical Reporting

Brian Ryder ..... Brian.Ryder@tdi.texas.gov; (512) 676-6709  
..... Fax (512) 490-1061



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Todd E. Kiser was named Commissioner of the Utah Insurance Department on December 20, 2012, by Governor Gary R. Herbert.

Prior to his appointment as Insurance Commissioner, Kiser served five terms with the Utah Legislature, where he specialized in sponsoring legislation regarding insurance issues, medical care and consumer advocacy. He is particularly proud of his legislative record, which shows his willingness to work on both sides of the aisle as a consensus builder. He used his political acumen to great effect as chair of the Utah House of Representatives' Business, Economic Development and Labor Appropriations Subcommittee; as a member of the Council of State Governments West Executive Committee; and as vice chair of the CSG West International Trade Committee, as well as other boards and committees. He continues this leadership role as a previous chair of the National Association of Insurance Commissioner's (NAIC) Producer Licensing (EX) Task Force and as a current member of the National Insurance Producer Registry (NIPR) board and vice chair for the Valuation of Securities (E) Task Force and Financial Regulation Standards and Accreditation (F) Committee.

Kiser attended Ricks College in Idaho on a basketball scholarship. After moving to Salt Lake City in 1976, he founded Kiser Insurance Agency, where he sold insurance for more than 35 years before being appointed Insurance Commissioner. He and his wife, Julie, have nine children and 30 grandchildren. He enjoys golf, motorcycles and his family.

## UTAH



**Todd E. Kiser**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: December 20, 2012

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### Mailing Address

Utah Insurance Department  
3110 State Office Building  
Salt Lake City, Utah 84114-6901

### Street Address

350 N State St.  
Salt Lake City, UT 84114

### Phone Numbers

Main	(801) 538-3800
Toll-Free Number ( <i>In-State Only</i> )	(800) 439-3805
Fraud	(801) 531-5380

### Fax Numbers

Main Fax	(801) 538-3829
Fraud Fax	(801) 538-2878

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.insurance.utah.gov](http://www.insurance.utah.gov)

**Make Checks Payable to:** Premium Taxes: State Tax Commission  
Department Fees: Utah Insurance Department

## UTAH

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Travis Wegkamp ..... (801) 538-3817  
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Public Information Officer ..... sgooch@utah.gov

# UTAH

## Annual Statements

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Michael S. Pieciak is commissioner of the Vermont Department of Financial Regulation. He was first appointed commissioner by Governor Peter Shumlin in July 2016 and reappointed by Governor Phil Scott in January 2017.

Pieciak serves as the chief regulator of Vermont’s financial services sector, including the insurance, captive insurance, banking and securities industries. Pieciak previously served as deputy commissioner of the Department’s Securities Division, where he led the Division’s investigation into the Jay Peak EB-5 projects.

Prior to his service with the Department, Pieciak practiced law in New York City at Skadden, Arps, Slate, Meagher & Flom LLP in the Mergers and Acquisitions Group, gaining experience in commercial transactions, corporate governance, and investment and financing transactions. Pieciak also previously practiced at Downs Rachlin Martin in Burlington in the Business Law Group.

Pieciak is President-elect of the North American Securities Administrators Association, member of the National Association of Insurance Commissioners and Conference of State Bank Supervisors and served on the SEC Advisory Committee on Small and Emerging Companies.

Pieciak grew up in Brattleboro and graduated cum laude from Union College with a degree in political science. He received his law degree summa cum laude from the University of Miami School of Law, where he served as editor-in-chief of the *Miami Law Review*.

Pieciak is also a member of the Vermont State Colleges Board of Trustees and currently resides in Winooski.

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## VERMONT



**Michael S. Pieciak**  
**Commissioner**

Term of Office: Appointed biannually by  
Governor with Senate consent  
Appointed: July 5, 2016

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### **Mailing Address**

Vermont Department of Financial Regulation  
89 Main Street  
Montpelier, Vermont 05620-3101

### **Street Address**

Same as Mailing Address

### **Phone Numbers**

Main	(802) 828-3301
Captive Section	(802) 828-3304

### **Fax Numbers**

Main	(802) 828-3306
Captive Section	(802) 828-3460
Commissioner	(802) 828-1919

**Office Hours:** 7:45 a.m.–4:30 p.m., Monday–Friday

**Website:** [www.dfr.vermont.gov](http://www.dfr.vermont.gov)

**Make Checks Payable to:** State of Vermont Department of Financial Regulation

Premium Taxes: Commissioner of Taxes

Department Fees: Department of Financial Regulation

# VERMONT

Michael S. Pieciak Commissioner of Insurance.....	(802) 828-3301
Christina Rouleau Deputy Commissioner of Insurance .....	(802) 828-2910
David Provost Deputy Commissioner of Captives.....	(802) 828-3304
Gavin Boyles General Counsel .....	(802) 828-1316
Phillips Keller Director of Insurance Regulation .....	(802) 828-1464
Sandra Bigglestone Director of Captives .....	(802) 828-4864
Dan Petterson Director of Financial Examinations .....	(802) 828-3304
Karen Murphy Insurance Examinations Director .....	(802) 828-1959
Kevin Gaffney Director of Rates and Forms .....	(802) 828-4845
Kevin Gaffney Director of Market Regulation .....	(802) 828-4845

## **CONTACT PERSONS**

### **NAIC Liaison**

Paulette O'Bryan Executive Assistant to the Deputy Commissioner of Insurance.....	(802) 828-4842
--	----------------

### **Agent and Broker Licensing, Examinations and Fees**

Calley Rock Executive Assistant, Producer Licensing .....	(802) 828-3303
--	----------------

### **Annual Statements**

Mitchell Fried Insurance Examiner.....	(802) 828-4850
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### **Consumer Complaints and Inquiries**

Brenda Clark Consumer Complaint Administrator .....	(802) 828-4886
--	----------------

# VERMONT

## Deposits

Beth Pearce

State Treasurer.....(802) 828-2301

## Fees—Company Licensing

Ellen Adams

Insurance Examiner.....(802) 828-2470

## Fees—Rate and Form Filing Fees—Life and Health and Property and Casualty

Emily Brown

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Emily Brown

Assistant Director, Insurance Rates and Forms.....(802) 828-4871

## Media Relations/Public Information

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## Premium Tax

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Department of Taxes.....(802) 828-2310

## Receiverships

Christina Rouleau

Deputy Commissioner of Insurance.....(802) 828-2910

**VERMONT**

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Osbert E. Potter was inaugurated as Lieutenant Governor of the U.S. Virgin Islands on January 5, 2015.

## U.S. VIRGIN ISLANDS

His public school education prepared him for the College of the Virgin Islands, where he graduated cum laude in 1978 with a bachelor of arts in business administration and a concentration in finance. Potter successfully campaigned and was elected to the 20th and 21st Legislatures of the Virgin Islands in 1992 and 1994. During both terms in the Legislature, he served as chairman of the Committee of Economic Development, Agriculture and Consumer Protection. In 1997 and 1998, he served as Commissioner of the Virgin Islands Department of Licensing and Consumer Affairs. He joined the Virgin Islands Army National Guard in 1985 and served for 23 honorable years in the ranks of lieutenant, chief warrant officer 2 and captain.

From 2004–2014, he served as the chief executive officer (CEO) of the Virgin Islands Public Television System, a PBS affiliated station. From 1978–1992, Potter was a part-time instructor at the University of the Virgin Islands. He was co-founder of Parson, Potter and Associates Computer School in the mid-1980s.

Potter has been a man of service to the Virgin Islands community in many capacities. He is an active member of the 40 Plus Modified Softball League’s Movements Softball Team; president of the Charlotte Amalie High School Alumni Class of 1974; former president of the St. Thomas/St. John chapter of the United Way; host of a local radio show, “Strictly Local”; and promoter for an annual calypso show.

In his capacity as Lieutenant Governor of the U.S. Virgin Islands, Potter is also the Commissioner of Insurance for the Division of Banking, Insurance and Financial Regulation; and the Chairman of the Virgin Islands Banking Board.

Potter is the proud father of Dareem, Dyonna, Dykisha, Kyrah and Indigo.

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**Osbert E. Potter**  
**Lieutenant Governor/Commissioner**

Term of Office: Four Years  
Elected: January 5, 2015

### **Mailing Address**

Office of the Lieutenant Governor  
Division of Banking, Insurance and Financial  
Regulation  
5049 Kongens Gade  
St. Thomas, Virgin Islands 00802

### **St. Croix Office**

Office of the Lieutenant Governor  
Division of Banking, Insurance and Financial  
Regulation  
1131 King Street, Third Floor, Suite 101  
Christiansted  
St. Croix, Virgin Islands 00820

### **Phone Numbers**

Main (340) 774-7166  
Fax (340) 774-9458

### **Phone Numbers**

Main (340) 773-6459  
Fax (340) 719-3801

**Office Hours:** 8:00 a.m.–5:00 p.m. (Atlantic Standard), Monday–Friday

**Website:** [www.ltg.gov.vi](http://www.ltg.gov.vi)

**Make checks payable to:** Government of the Virgin Islands

---

## U.S. VIRGIN ISLANDS

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Leonilda Jarvis ..... (340) 714-4354  
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### **CONTACT PERSONS**

#### **NAIC Liaison**

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#### **Legal Counsels**

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Monica Williams Carbon ..... (340) 774-7166  
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#### **I-SITE DP Coordinator**

Lance Mckay ..... (340) 774-7166  
Director, Information Technology ..... Fax (340) 774-9458

## U.S. VIRGIN ISLANDS

### Annual Statement

Beryl Freeman ..... (340) 774-7166  
Administrative Assistant ..... Fax (340) 774-9458

Vanessa Richards ..... (340) 774-7166  
Financial Services Examiner ..... Fax (340) 774-9458

Juliette Daniel ..... (340) 774-7166  
Financial Services Examiner ..... (340) 774-9458

### Consumer Complaints

Cheryl Charleswell ..... (340) 774-7166  
Chief Financial Services Examiner ..... Fax (340) 774-9458

### Examinations—Financial/Market Conduct

Cheryl Charleswell ..... (340) 774-7166  
Chief Financial Services Examiner ..... Fax (340) 774-9458

### Licensing/Fees

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Linda Scarbriel ..... (340) 774-7166  
Insurance Licensing Examiner ..... Fax (340) 774-9458

### Medicare Supplement

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Medicare Coordinator and SHIP Director ..... Fax (340) 774-9458

Karen Christian ..... (340) 772-7368  
Medicare Services Technician ..... Fax (340) 772-9120

### Premium Taxes

Vanessa Richards (Life and Health) ..... (340) 774-7166  
Financial Services Examiner ..... Fax (340) 774-9458

Juliette Daniel (Property and Casualty) ..... (340) 774-7166  
Financial Services Examiner ..... Fax (340) 774-9458

### Policy Form Filings

Suzette Richards ..... (340) 773-6459  
Regulatory Analyst ..... Fax (340) 774-9458

### Rate Filings

Martin G. Emanuel ..... (340) 774-7166  
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### Surplus Lines

Zaire Burns-Olive ..... (340) 774-7166  
Financial Services Examiner ..... Fax (340) 774-9458

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The State Corporation Commission (SCC) appointed Scott A. White to serve as Virginia's 14<sup>th</sup> Commissioner of Insurance in the 104-year history of the SCC's regulation of the insurance industry.

White had been Deputy General Counsel for Financial Services in the SCC's Office of General Counsel. In this position, he managed a group of attorneys who provide legal advice and representation to those divisions within the SCC that regulate insurance, securities and financial institutions. Prior to that, he represented the Bureau of Insurance on life & health, property & casualty, and agent enforcement & licensing matters.

White has more than 18 years of service with the SCC.

## VIRGINIA



### Scott A. White Commissioner

Term of Office: At the Pleasure of the SCC  
Appointed: January 1, 2018

---

#### Mailing Address

Virginia State Corporation Commission  
Bureau of Insurance  
P.O. Box 1157  
Richmond, Virginia 23218

#### Phone Numbers

Main	(804) 371-9741
Toll-Free Numbers ( <i>In-State Only</i> )	(800) 552-7945
Ombudsman/Consumer Services ( <i>Out-of-State</i> )	(877) 310-6560

#### Fax Numbers

Administration Division:	(804) 371-9821
Agent Licensing	(804) 371-9290
Commissioner	(804) 371-9873
Assessment Unit/Surplus Lines	(804) 371-9821
Property & Casualty Consumer Services	(804) 371-9349

**Office Hours:** 8:15 a.m.–5:00 p.m., Monday–Friday

**Make Checks Payable to:** Fees – State Corporation Commission  
Insurance Assessments – Treasurer of Virginia

#### Street Address

Virginia State Corporation Commission  
Bureau of Insurance  
Tyler Building, 1300 East Main Street  
Richmond, Virginia 23219

#### Email

bureauofinsurance@scc.virginia.gov  
Media Contact: ken.schrad@scc.virginia.gov

#### Fax Numbers

Life and Health Consumer Services	(804) 371-9944
Financial Regulation Division	(804) 371-9511
Life and Health Division	(804) 371-9944
Agent Investigations	(804) 371-5661
Property and Casualty Division	(804) 371-9396
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# VIRGINIA

## CONTACT PERSONS

### **Agent Regulation Division**

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# VIRGINIA

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# VIRGINIA

## Property and Casualty Division *(Continued)*

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### Agent Investigations—Property and Casualty

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### Agent Investigations—Title/Settlement Agents

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### Automated Systems

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### Company Annual Statements

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Stephen A. Thomas  
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### Company Deposits

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Stephen A. Thomas  
Supervisor, Financial Analysis—Foreign, Financial Regulation.....(804) 371-9637



# VIRGINIA

## **Company Licensing and Fees**

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## **Consumer Complaints and Inquiries—Property and Casualty**

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## **Consumer Outreach Program**

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## **Examinations—Market Conduct, Life and Health**

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## **Examinations—Market Conduct, Property and Casualty**

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BOI Manager, Market Conduct .....(804) 371-9540

## **Forms and Rates Filings, Life and Health**

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## **Rules, Rates, and Forms Review—Property and Casualty**

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## **Rules, Rates and Forms Review—Property and Casualty**

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BOI Manager, Commercial Multi-Lines.....(804) 371-9667

## **Rules, Rates, and Forms Review—Property and Casualty**

Phyllis S. Oates  
BOI Manager, Personal Lines.....(804) 371-9279

# VIRGINIA

## **Investigations—Agent—Life and Health**

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## **Investigations—Agent—Property and Casualty**

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Supervisor, Agent Investigations, Agent Regulation.....(804) 371-9930

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Mike Kreidler is Washington state's eighth Insurance Commissioner. He was first elected in 2000 and re-elected to a fifth term in 2016. He has earned a reputation as a staunch advocate for consumer protection and a fair and balanced regulator of Washington's diverse insurance markets.

Kreidler earlier served in the state legislature and the U.S. Congress. He was a member of the Northwest Power Planning Council and a regional director for the U.S. Department of Health and Human Services (HHS).

A doctor of optometry, Kreidler practiced at Group Health Cooperative of Puget Sound for 20 years. He earned a master's degree in public health from UCLA. He retired as a lieutenant colonel from the U.S. Army Reserve in 2003 with 20 years of service.

Of the current National Association of Insurance Commissioners (NAIC) membership, Kreidler is the longest-serving insurance commissioner in the U.S. He was honored in 2009 with the Excellence in Consumer Advocacy Award presented by consumer advisors to the NAIC, and with the 2010 Leadership Award by the Statewide Poverty Action Network.

## WASHINGTON



**Mike Kreidler**  
**Commissioner**

Term of Office: Four years

First elected in 2000

Re-elected in 2004, 2008 and 2012

Most recent election: November 2016

Sworn in to office: January 11, 2017

---

### **Mailing Address**

Washington State  
Office of the Insurance Commissioner  
P.O. Box 40255  
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### **Phone Numbers**

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Insurance Consumer Hotline (800) 562-6900

### **E-mail Address**

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### **Olympia Office**

Insurance Building, Capitol Campus  
302 Sid Snyder Avenue SW, Suite 200  
Olympia, Washington 98504  
Main (360) 725-7100  
Fax (360) 586-3535

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.insurance.wa.gov](http://www.insurance.wa.gov)

**Make Checks Payable to:** Insurance Commissioner

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Main (360) 725-7000  
Fax (360) 664-2782

### **Seattle Office**

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### **Criminal Investigations Unit Office**

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# WASHINGTON

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## WASHINGTON

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# WASHINGTON

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Director..... MarkC@oic.wa.gov

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Allan L. McVey was appointed West Virginia Insurance Commissioner by Governor Jim Justice March 21, 2017.

As West Virginia Insurance Commissioner, McVey is responsible for the regulation of the insurance market, as well as protection of insurance consumers. He believes in the mission of the West Virginia Insurance Commissioner's office of promoting a competitive and solvent insurance market with adequate consumer protection by fairly and consistently administering the insurance laws of West Virginia.

Prior to his appointment as West Virginia Insurance Commissioner, McVey was a licensed insurance agent who served in several capacities during his long tenure in the insurance industry in West Virginia. His experience includes a position as a Medical Claims Examiner with the West Virginia Workers' Compensation Fund, underwriter with a large national insurance company, and since 1976 a licensed insurance agent and broker with several firms, both local and national. His latest assignment included both sales and management of the West Virginia operations for a large national insurance brokerage firm.

McVey earned a bachelor's degree in business administration from West Virginia State University and has several post-graduate insurance designations.

---

**Mailing Address**

West Virginia Offices of the Insurance Commissioner  
P.O. Box 50540  
Charleston, West Virginia 25305-0540

**Phone Numbers**

Main (304) 558-3354  
Consumer Service Division  
Toll-Free Number (*In-State Only*) (888) 879-9842

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** [www.wvinsurance.gov](http://www.wvinsurance.gov)

**Make Checks Payable to:** Premium Taxes and Department Fees: WV Insurance Commissioner  
Statutory Attorney Fees: State Auditor

## WEST VIRGINIA



**Allan L. McVey**

**Insurance Commissioner**

Term of Office: At the Pleasure of the Governor

Appointed: March 21, 2017

**Street Address**

West Virginia Offices of the  
Insurance Commissioner  
900 Pennsylvania Avenue  
Charleston, West Virginia 25302

**Fax Number**

Main (304) 558-0412

## WEST VIRGINIA

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Governor Scott Walker appointed Ted Nickel as Commissioner of Insurance for the state of Wisconsin on January 3, 2011.

In addition to supervising the Office of the Commissioner of Insurance (OCI) staff and serving as the chief regulator of insurance, Nickel serves as the final adjudicator of all administrative actions; co-vice chairs the Governor's Council on Financial Literacy; is a member of the Governor's Steering Committee on Autonomous and Connected Vehicle Testing and Development; supervises the Injured Patients and Families Compensation Fund, the Local Government Property Insurance Fund and the State Life Insurance Fund; and serves on the Wisconsin Retirement Board.

Nickel recently concluded his term as president of the NAIC. He currently serves on the Executive (EX) Committee, the Government Relations (EX) Leadership Council, the Health Insurance and Managed Care (B) Committee and the Internal Administration (EX1) Subcommittee. He is co-vice chair of the Innovation and Technology (EX) Task Force. He is a member of the NAIC/American Indian and Alaska Native Liaison Committee and serves on several other NAIC task forces and committees. In addition, he chairs the Mortgage Guaranty Insurance (E) Working Group.

Nickel is also a member of the International Association of Insurance Supervisors (IAIS). He is a member of the Executive Committee and the Audit and Risk Committee, and he chairs the Selection Committee.

In August 2014, Nickel was appointed to the Federal Advisory Committee on Insurance, which serves as an advisory committee to the Federal Insurance Office.

Prior to his appointment, Nickel worked for almost 18 years as director of governmental and regulatory affairs for Church Mutual Insurance Company in Merrill, WI.

Nickel has been actively engaged in insurance industry affairs in Wisconsin. He has served on the board of directors of the Wisconsin Insurance Alliance, including having served as chair. Nickel served on the board of directors of the Wisconsin Insurance Security Fund and the Oklahoma Property Casualty Insurance Guaranty Association, as well as having served as a member of the Legal and Government Affairs Committee of the Property Casualty Insurers Association of America.

Nickel earned a bachelor's degree in business administration with a concentration in finance from Valparaiso University.

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## WISCONSIN



**Ted Nickel**  
**Commissioner**

Term: Appointed by the Governor  
Appointed: January 3, 2011  
Reaffirmed: January 6, 2015

### Mailing Address

Office of the Commissioner of Insurance  
State of Wisconsin  
P.O. Box 7873  
Madison, Wisconsin 53707-7873

### Phone Numbers

Main	(608) 266-3586
Fax	(608) 266-9935
Toll-Free Number ( <i>In-State Only</i> )	(800) 236-8517
State Life Insurance Fund	(800) 562-5558
Wisconsin Telecommunication Line	711
hearing/speech impaired ask for	(608) 266-3586

**Office Hours:** 7:45 a.m.–4:30 p.m., Monday–Friday

**Website:** [oci.wi.gov](http://oci.wi.gov)

**Make Checks Payable to:** State of Wisconsin, Commissioner of Insurance

### Street Address

Office of the Commissioner of Insurance  
State of Wisconsin  
GEF–III, Second Floor  
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Madison, Wisconsin 53703-3474

### Mailing Address for Agent Licensing

Office of the Commissioner of Insurance  
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# WISCONSIN

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# WISCONSIN

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# WISCONSIN

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# WISCONSIN

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Tom Glause was appointed Commissioner of the Wyoming Department of Insurance by Governor Matt Mead on January 3, 2015.

Glause has actively represented Wyoming in the National Association of Insurance Commissioners (NAIC). He currently serves as President of the National Insurance Producer Registry (NIPR) is vice chairman of the NAIC's Financial Condition (E) Committee. He also serves on the NAIC's Government Relations (EX) Leadership Council and the Financial Regulation Standards and Accreditation (F) Committee.

Glause earned a bachelor's degree in accounting from the University of Wyoming in 1984 and a law degree from the University of Wyoming, College of Law in 1987. After law school, Glause served as a deputy county prosecutor for three years and then engaged in the private practice of law for over 20 years. In 2011, Governor Mead appointed Glause to the Wyoming Board of Equalization where he served as vice chairman until his appointment as Insurance Commissioner.

Glause is a member of the Professional Rodeo Cowboys Association (PRCA), serves on the board of directors for Cheyenne Frontier Days and is past president of the Mountain States Circuit. He has one adult son.

---

## WYOMING



**Tom Glause**  
**Commissioner**

Term of Office: At the Pleasure of the Governor  
Appointed: January 3, 2015

### **Mailing Address**

Wyoming Insurance Department  
106 East 6<sup>th</sup> Avenue  
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# WYOMING

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