



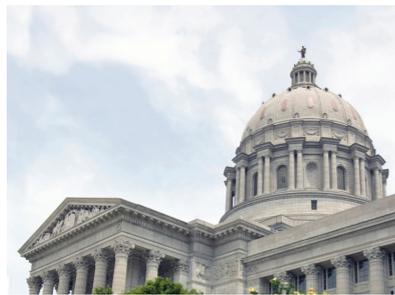
# DIFP

Department of Insurance,  
Financial Institutions &  
Professional Registration

# 2013 Annual Report

**Jeremiah W. (Jay) Nixon**  
Governor

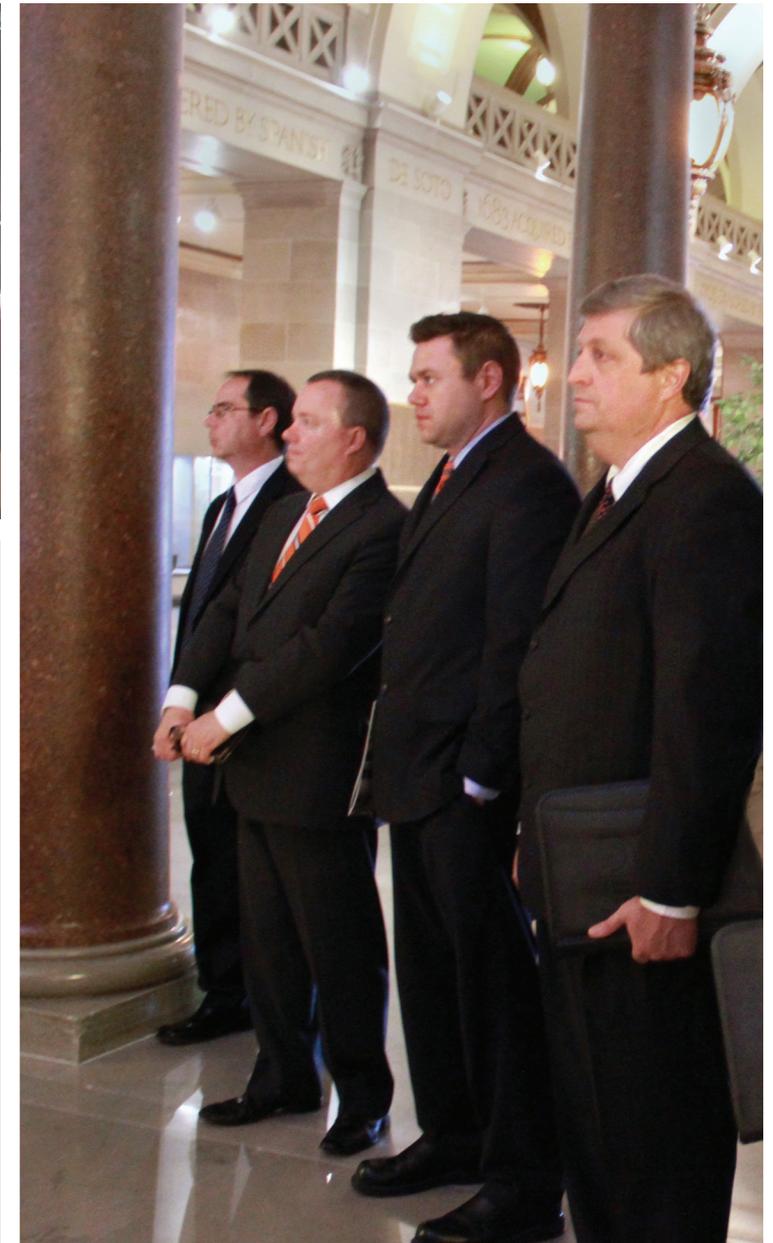
**John M. Huff**  
Director



“ In 2013, our department continued its core mission of protecting consumers, ensuring a competitive marketplace, promoting transparency and enhancing state-based regulation. ”

**Director John M. Huff**

Director Huff is shown in right photo, second from left, with team members Rich Lamb, Chris Cline and John Rehagen at the state Capitol.



## PROTECTING MISSOURI CONSUMERS

### ACCOMPLISHMENTS & DIVISIONS

Leadership

Top 10 accomplishments

Insurance Consumer Affairs

Insurance Market Regulation

Insurance Company Regulation

Administration

Finance

Credit Unions

Professional Registration

National leadership

# Leadership: A three-tiered mission

As the department that regulates insurance companies, the banking, lending and credit union industries and licensed professionals in Missouri, our fundamental mission is three-tiered:

- 1 Protect Missouri consumers.
- 2 Encourage a competitive marketplace.
- 3 Strengthen state-based regulation.

## DEPARTMENT LEADERSHIP TEAM

									
<b>Jim McAdams</b> Deputy director	<b>Chris Cline</b> Communications director	<b>Rich Lamb</b> Legislative director	<b>Carrie Couch</b> Insurance Consumer Affairs acting director	<b>Angela Nelson</b> Insurance Market Regulation director	<b>John Rehagen</b> Insurance Company Regulation acting director	<b>Grady Martin</b> Administration director	<b>Rich Weaver</b> Finance commissioner	<b>Ken Bonnot</b> Credit Unions director	<b>Jane Rackers</b> Professional Registration director



“By hosting events like the legislative forum, the department assists industry in understanding newly signed laws, which in turn better protects consumers.”

Director John M. Huff



Angela Nelson, director of the Insurance Market Regulation Division, welcomes attendees to the legislative forum.



Jackie Washington fields one of the 3,700 formal complaints filed.

### Outreach efforts pay off for consumers

The department continued its mission to educate Missourians that the Division of Consumer Affairs can assist them if they have questions or concerns about their insurance company, policy or claim. The division, which was mandated by state statute in 1991, advocates for consumers and investigates claims at no cost.

In 2013, the division returned \$16.1 million to consumers who filed a complaint against their insurer. It is the second-highest recovery on record, second only to 2011 when the Joplin tornado struck.



Kelley Dawley answers one of the nearly 21,000 calls made in 2013.

### DIFP holds industry meetings to discuss new laws

The department held a two-day legislative forum with industry to discuss newly enacted legislation. The discussions centered on concerns and questions insurance carriers had identified in their review of the various new laws.

The department hosted property and

casualty insurers on the first day and health insurers the second day.

Joining the discussions were representatives from the Division of Workers' Compensation and departments of Revenue and Health and Senior Services. There were more than 150 attendees.



# Top 10 Accomplishments 2013



## 1 Responsive insurance consumer team recovers \$16.1 million

The Department of Insurance returned \$16.1 million to consumers in 2013 after they filed a complaint against their insurance company. It is the second-highest recovery on record. The department fielded more than 3,700 formal complaints, answered more than 20,800 calls and handled 9,052 inquiries. Health insurance generated the most complaints with 916 complaints.

In addition, the Consumer Services staff became certified in Mental Health First Aid to more effectively serve Missouri consumers. Mental Health First Aid has taught the team how to recognize mental health issues and what to do for consumers.

## 2 Banks, credit unions set record levels

Total deposits in state-chartered banks for year-end 2013 were at an all-time high at \$82.2 billion. That exceeds the previous record of \$81.6 billion set nine months earlier. Assets in state-chartered banks totaled \$98.2 billion on Dec. 31, an increase of 2.2 percent from the year before. Loans totaled \$58 billion at the end of the year.

Missouri credit unions regulated at the state level reached a historic \$11 billion in assets in 2013. Missouri ranks eighth in the nation in the number of state-chartered credit unions. About 90 percent of credit unions in Missouri are state chartered. In addition to the 118 regulated by the Division of Credit Unions, 12 are federally chartered.



## 3 Insurance, Finance reaccredited

The Department of Insurance was reaccredited for five years by the National Association of Insurance Commissioners. The reaccreditation marks 20 years of NAIC accreditation for Missouri. Full accreditation occurs once every five years as part of a process that also includes interim annual reviews.

The Division of Finance also was reaccredited by the Conference of State Bank Supervisors. The division has been accredited by the national association since 1987. The accreditation certifies that the division maintains the highest standards and practices in state banking supervision set by the CSBS accreditation program.

## 4 Protecting Missouri patients, implementing House Bill 265

The Board of Registration for the Healing Arts pursued its first emergency suspension of a physician's medical license under a law passed in 2011.



The board received reports the Jefferson City cardiologist was engaging in practices that were negligent and harmful to patients. After an investigation that included interviewing witnesses and examining medical records, the board determined there was cause to discipline his license. On May 17, the board issued its final order, restricting him from practicing invasive and interventional cardiology.

## 5 Regulating mortgage loan originators

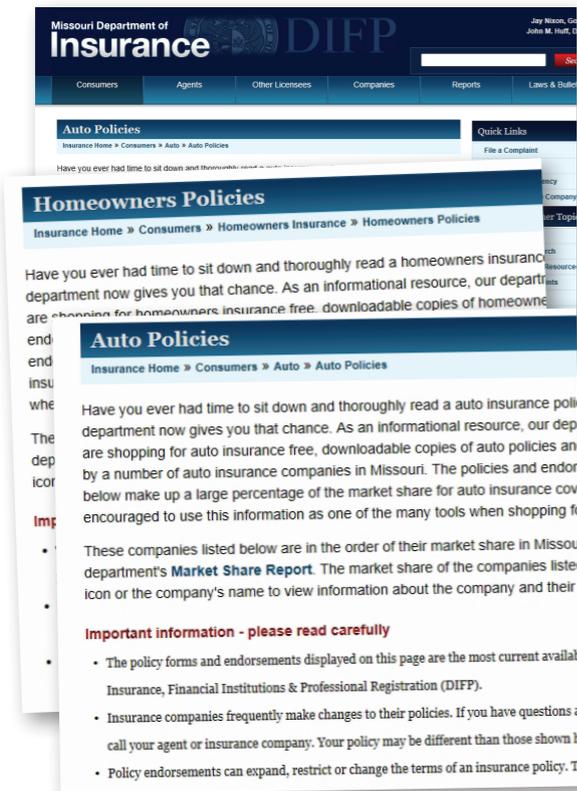
The Missouri Supreme Court upheld the Division of Finance's denial of a mortgage loan originator license. Under Section 443.713(2), the division denied the license because the applicant had a felony conviction within seven years of the application and, therefore, was not eligible for a license.



# Top 10 Accomplishments 2013

## 6 More insurance shopping tools provided online

To help consumers make better decisions when shopping for homeowners and auto insurance, the department began offering free, online copies of policies and mandatory endorsements sold by a number of insurance companies in Missouri. The companies provide a large percentage of the homeowners and auto insurance policies sold in the state. The DIFP encourages consumers to use this online tool when shopping for insurance.



## 7 New law allows certification of international reinsurers

The department implemented House Bill 133, which was signed into law in 2013 by Gov. Jay Nixon. The law allows the department to certify reinsurers (insurers who provide insurance for insurance companies) from foreign countries based on a financial security rating. Certified reinsurers that meet certain conditions no longer have to post 100 percent collateral of their obligations to Missouri domestic insurers in order for the Missouri insurer to take credit on its financial statement for reinsurance transferred to such companies.

The law modernizes Missouri's reinsurance collateral law in accordance with guidance developed by the National Association of Insurance Commissioners' Reinsurance Task Force as part of the NAIC Solvency Modernization Initiative.

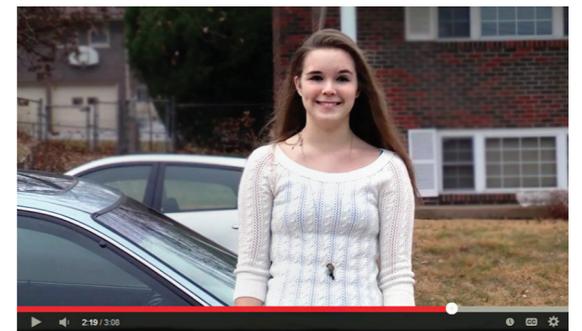
## 8 Successful audits for divisions, professional licensing boards

The Division of Credit Unions, Division of Professional Registration, Board of Embalmers and Funeral Directors, and Committee for Social Workers successfully completed audits.



## 9 Market regulation team discusses new laws with insurance industry

The department held a two-day legislative forum to discuss newly enacted legislation with members of the insurance industry. The discussions focused on concerns and questions the industry had identified in its review of various bills. Representatives from three other state agencies joined these discussions – the Division of Workers' Compensation and the departments of Revenue and Health and Senior Services. There were more than 150 attendees.



A central Missouri teen and her father are featured in a podcast discussing safe driving habits and a teen driver contract that is available through the department.

## 10 DIFP launches weekly educational podcast

The DIFP communications team launched its weekly podcast in November. Titled DIFP Weekly, the video podcast each week features an educational topic geared for consumers as well as the professionals regulated by the department. The topics vary from talking taxes with a certified public accountant to discussing earthquake coverage with DIFP Director John M. Huff. The podcast can be viewed on the department's website or youtube.com/missouridifp.



# Insurance Consumer Affairs Division

- Helps consumers resolve complaints and inquiries.
- Provides information on insurance policy questions.
- Investigates insurance agents, public adjusters and bail bond agents suspected of violations.
- Provides insurance education and outreach activities to Missouri consumers.

## DIVISION STRUCTURE

### Consumer Services Section

This section mediates complaints filed by consumers against insurance companies. Actions by the section can result in insurers paying higher claim amounts to policyholders, reversing denials of coverage or other steps consistent with state law or specific insurance policies.

This section provides consumer education about insurance products through the department's website, by providing on-site counseling after major storms and by participating in outreach events throughout the state. It also provides counseling and other resources to individuals and employers to assist them with shopping for health insurance.

### Insurance Consumer HOTLINE

**800-726-7390**

Consumers with questions can call the Insurance Consumer Hotline or visit [insurance.mo.gov](http://insurance.mo.gov)

TDD line for hearing impaired:  
573-526-4536

#### How we can help

- Take your complaint
- Verify an agent's license
- Get help understanding an insurance policy

### Investigations Section

This section handles complaints against insurance agents and agencies, bail bond agents, motor vehicle extended service contract sellers, and public adjusters.

To discipline an agent, the department in most cases must file a complaint with the Administrative Hearing Commission (a neutral, independent administrative tribunal), which determines whether there is cause for discipline. When cause is found, the department can suspend or revoke licenses, put a licensee on probation or order continuing education.

The section also investigates unlicensed activity and reviews agent license applications. In 2012 DIFP was given authority to license and discipline motor vehicle extended service contract sellers.

### St. Louis County Police honor investigator

Investigator Dennis Fitzpatrick was awarded a commendation from the St. Louis County Board of Police Commissioners for his work in uncovering an insurance fraud operation.

After receiving numerous complaints against St. Louis insurance agent Wendi Glass, Fitzpatrick discovered she may have pocketed homeowners and auto insurance premiums.

The Insurance Department revoked the license of Glass and her company, VMG Inc., in 2011. Fitzpatrick received reports that Glass continued selling insurance in 2012, and turned evidence over to the St. Louis County Police Department. The police launched an investigation,



Investigator Dennis Fitzpatrick receives award from St. Louis County Chief of Police Tim Fitch.

which led to her arrest on felony charges. Glass pleaded guilty to 20 counts of stealing, forgery, insurance fraud and attempted stealing. She was sentenced to three years on each count. The sentences will run concurrently.

## 2013 STATS

### Top 5 Consumer complaints

Health	916
Auto	810
Homeowners	569
Agents	497
Life and annuities	406

### Consumer response

- Consumer restitution recovered: \$16.1 million
- Consumers assisted by phone: 20,837
- Formal complaints and inquiries opened: 12,749

### Top 3 Enforcement actions

1. Failure to make disclosure on license application or made misstatement
2. Criminal record/history
3. Demonstrated lack of fitness or trustworthiness

### Investigations

- Agent investigations opened: 744 (Actions against agents: 237)
- Agent license applications reviewed: 4,894 (Had negative background reported, regulatory actions or were under investigation)
- Investigations of motor vehicle extended service contract applicants: 130
  - Applications refused: 59
  - Licenses revoked: 1
  - Licenses issued through consent order: 3



## Insurance Consumer Affairs Division

### 2013 ACHIEVEMENTS

#### Division recovers \$16.1 million for consumers

**2013**  
\$16.1 million

**2012**  
\$10.9 million

**2011**  
\$19.2 million (Joplin tornado)

**2010**  
\$9.7 million

**2009**  
\$14.4 million

**2008**  
\$12.4 million

**2007**  
\$13.7 million

The division returned \$16.1 million to consumers in 2013, the second largest recovery following a record-setting amount in 2011 that was driven by tornadoes in Joplin, St. Louis and Sedalia.

The division assisted nearly 21,000 consumers who called with complaints and questions. Topping the list of complaints with 916 was health insurance.

Enforcement actions against agents remained about the same from 2012 – 237 actions were taken in 2013 and 744 agent investigations were opened.



Consumer team



Download the free guide and video at [insurance.mo.gov](http://insurance.mo.gov)

#### New auto insurance guide, video released

To help consumers better understand auto insurance, the department released a **guide** and **video** on auto insurance. Aimed at first-time auto insurance buyers, they provide basic information to help you understand and shop for car insurance.

The video and easy-to-read guide outline the minimum auto coverage required by state law and optional coverage.

The guide also provides tips to lower your insurance premiums and comes with a worksheet to help you find the best coverage

and rates. It includes questions to ask an agent or company when you are shopping for a policy.

The guide includes these topics:

- What to do if you are involved in an accident. (Scan the QR code to download the NAIC's WreckCheck mobile app for your iPhone or Android smartphone.)
- Who is covered by your policy.
- What is not covered in your auto policy.
- How to file a claim.
- How to read a declarations page.



The department is reaching out to consumers through a new podcast called "DIFP Weekly." Each week, a service or program is featured. Watch our weekly podcast to get consumer tips and to find out what's going on in the department. A mid-Missouri farmer, below, is interviewed about a stolen tractor and how DIFP helped get his insurance claim settled.



# Insurance Consumer Affairs Division

## 2013 CONSUMER OUTREACH

The division reached out to consumers throughout the state to educate – from students to seniors to storm victims.

- 1 Hotline responders and other consumer reps became certified in mental health first aid. They learned to recognize symptoms and how to handle situations.
- 2 Consumer services rep Amy Liston provides consumer information to a participant at the Brain Injury Association of Missouri statewide conference.
- 3 Market Regulation's Property and Casualty Manager Joan Dutilt gives a presentation on auto insurance to foster children at the All Together Now Conference.
- 4 Consumer services rep Kim Sullens hands out consumer publications during Senior Day at the State Fair. Hundreds of seniors attended.
- 5 Health benefit advisor Alicia Edmonson answers questions from participants at the Missouri Institute on Minority Aging.
- 6 Health benefit advisor Diana Brady, left, visits with Gail Carlson, an AmeriCorps/CLAIM volunteer. She handed out consumer information at the Missouri Association for Community Action conference.
- 7 The National Association of Insurance Commissioners recognized a Consumer Affairs team that assisted Superstorm Sandy victims at a call center in Kansas City. From left are Kim Waller, Mary Mealer, Shannon Turner and Jeana Thomas.
- 8 Communications' Peggy Davis and Consumer Services Property and Casualty Manager Jeana Thomas provide basic auto insurance information to personal finance high school students.



# Insurance Market Regulation Division

- Reviews insurance policies, rates, products and marketing strategies for compliance with Missouri law.
- Performs market conduct examinations to ensure fair treatment of policyholders and compliance with Missouri law, and monitors the marketplace.

## DIVISION STRUCTURE

### Market Conduct Section

Unlike the Consumer Affairs Division, which handles individual complaints, the Market Conduct Section explores deep into the operations of insurance companies suspected of violating Missouri laws. Violations found during exams and investigations may result in restitution to policyholders and fines. Fines and penalties go to the Missouri State School Fund.

#### Market conduct consumer recoveries



#### Market conduct company fines



### Property and Casualty Section

This section reviews policies and rates for auto, homeowners, title, workers' compensation, commercial property, credit, malpractice insurance and more. If DIFP finds violations in filings, insurance companies are notified. In 2013, 1,210 filings were corrected through this process.

#### Property & Casualty/2013

- Form, rule & rate filings received
- Filings corrected

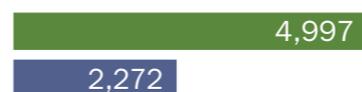


### Life and Healthcare Section

This section pre-approves all life and health insurance policy forms sold to Missourians. This prior approval requirement extends to group and individual health policies, annuities, prepaid dental plans, HMOs and others. Medigap rates must be approved by the section. The section also enforces HIPAA and the Small Employer Health Insurance Availability Act, which protects small businesses.

#### Life & Healthcare/2013

- Form, rule & rate filings received
- Letters of violations



### Statistics Section

This section creates databases, publishes reports on insurance markets in Missouri and monitors the availability and affordability of insurance coverage in the state. Extensive data on companies doing business here can be found on [DIFP's website](#), including these reports:

- Autism Treatment and ABA
- Consumer Complaint Index
- Homeowners Insurance
- Legal Malpractice
- Life, Accident & Health Supplement
- Market Share
- Medical Malpractice
- Mortgage Guaranty Insurance
- Private Passenger Automobile
- Product Liability
- Property & Casualty Supplement
- Real Estate Malpractice

### Division adds online insurance tool for consumers



Consumers shopping for insurance coverage for their homes or vehicles now can view policies and mandatory endorsements before they buy. **Homeowners** and **auto insurance** policies are available online for some of Missouri's largest insurance companies.

"Consumer advocates have been pressing insurance regulators around the country over the last two to three years to provide this resource to consumers," says Market Regulation Division Director Angela Nelson.

"Advocates note insurance is one of the few products, if not the only product, where consumers don't really know what they are buying – until they have purchased it and the policy is mailed to them," she said. "We feel this new resource is a valuable tool for consumers to utilize when searching for insurance coverage."

### Robust insurance market

- Premium volume for Missouri insurers hit \$33.8 billion in 2013.
- The Missouri insurance market ranks 38th in the world, exceeding many countries.
- Missouri-based RGA Reinsurance Co. comprises nearly 20 percent of the national market share for life reinsurance.



### Life and Health team member named Insurance Employee of the Quarter

Research Analyst III Lloyd Nichols has been named Insurance Employee of the (fourth) Quarter. Lloyd joined the DIFP in 2011, where he works in the Life and Healthcare Section.



During the EOTQ celebration, DIFP Director Huff recognized Nichols for his diligence, thoroughness and work ethic. "He is incredibly well organized, a top performer and ... very supportive of his coworkers. Some of the companies actually request to have Lloyd do their filings, and they continually compliment his work."



# Insurance Market Regulation Division

## 2013 ACHIEVEMENTS

### Market Conduct team recovers nearly \$8M in refunds, fines

The Market Conduct section recovered \$5.6 million in refunds for consumers and \$2.2 million in fines from insurance companies. Among the recoveries in 2013:

- The team recovered \$1.8 million from United Healthcare for the estates of deceased policyholders who had unused premiums remaining on their Medigap policies. United Healthcare must repay owed premiums.
- The team obtained a \$1 million settlement from three insurers that denied claims for preventive care procedures such as childhood immunizations and cancer screenings. Insurance companies Time, Union Security and John Alden Life will provide immunizations at no cost, review denied claims since 2004 and pay for warranted claims.
- Missourians who bought travel insurance may be entitled to a refund of nearly \$2 million. The policies were sold by National Union Fire Insurance Co. and offered on Travelocity.com. When booking flights, consumers had to “opt out” of the insurance, which violates state law.
- Multistate settlements were reached with two of the nation’s largest life insurance companies, New York Life and Transamerica. Missouri’s share is \$540,132. The companies must check the Social Security Death Master File to see if their insureds and annuitants had died, triggering a payout to beneficiaries.



### DIFP Industry Legislative Forum 2013

The department held a two-day legislative forum to discuss newly enacted legislation with members of the insurance industry. One day was devoted to life and health insurance and the other to property and casualty insurance topics.

The discussions focused on concerns and questions the industry had identified in its review of various bills. There were more than 150 attendees.



Top: Director Huff, middle, and the Market Regulation team at forum. Molly White presents.

Below: Market Regulation’s Property and Casualty Manager Joan Dutil works one-on-one with Roy Wood, the state regulations executive for NCCI.

### DIFP hosts 3 international regulators; shares best practices, experiences

The DIFP hosted three international insurance regulators in 2013.

N.M. Behera is deputy director of the Insurance Regulatory and Development Authority in Hyderabad, India.

Yegnapiya “Priya” Bharath is joint director of Consumer Affairs, which includes market conduct, for the Indian authority. She also is joint director of the Health Insurance Section.

Jom Jirapaet is director of the Legal Section for the Office of Insurance Commission in Nonthaburi, Thailand.

The three visited as part of the National Association of Insurance Commissioners’ International Fellowship Program and spent six weeks learning DIFP’s best practices as well as Missouri laws and sharing experiences from their regulatory systems.

DIFP began participating in the fellowship program in 2009. It has hosted 11 international regulators.



Above: Consumer Affairs Director Matt Barton, right, mentored N.M. Behera of India. Below: Priya Bharath, left, of India and Jom Jirapaet of Thailand.



The three visited as part of the National Association of Insurance Commissioners’ International Fellowship Program and spent six weeks learning DIFP’s best practices as well as Missouri laws and sharing experiences from their regulatory systems.

### NUMBER OF INSURANCE COMPANIES OFFERING COVERAGE IN MISSOURI AT START OF THE YEAR

	2011	2012	2013	2014		2011	2012	2013	2014
Homeowners	133	135	138	131	HMOs	21	17	18	16
Auto	210	200	199	186	Long-term care	102	103	97	99
Comprehensive health (excludes HMOs)	78	63	51	53	Medical malpractice	41	46	51	50
Life & annuities	427	428	420	420	Workers’ comp	303	311	322	318



# Insurance Company Regulation Division

- Monitors and analyzes the financial condition of insurance companies licensed in Missouri to ensure they can pay claims.
- Certifies and collects premium taxes due to the state.

## DIVISION STRUCTURE

### Financial Exam Section

This section performs examinations of insurance companies headquartered or incorporated in Missouri. These are known as domestic insurers.

#### Exam time

DIFP analyzes quarterly financial statements from insurance companies doing business in Missouri. It also conducts comprehensive financial exams:

- Missouri-based (domestic) insurers are examined every three to five years.
- Missouri's county and farm mutuals are examined at least every five years.
- Out-of-state (foreign) and international (alien) insurers are examined by regulators in their jurisdiction.

### Admissions Section

This section issues licenses, known as certificates of authority, to insurance companies doing business in Missouri. A license is issued after financial and policy analysts review a company's financial health, proposed forms and history.

The section also enforces laws governing 1,674 regulated entities. These are not insurance companies, but they provide some type of insurance-related product. Examples are providers of service contracts for vehicles and homes, discount medical plans and third-party administrators.



Missouri was recognized for achieving full NAIC reaccreditation. The Company Regulation team was featured in the NAIC's Spring National Meeting Daily News.

### Department of Insurance reaccredited for five years

The National Association of Insurance Commissioners awarded a five-year reaccreditation to the division for financial regulation. The NAIC reviews the Department of Insurance every five years to ensure adequate statutory and administrative standards for

financial solvency oversight. It has been accredited since 1983.

"This accreditation speaks to the commitment and professional level of service we provide to protect Missouri consumers," says DIFP Director Huff.



#### Division examiner named Insurance Employee of Quarter

Veteran Financial Analyst/Examiner III Karen Milster was named Insurance Employee of the (first) Quarter. She has worked more than 18 years at DIFP. During the presentation, DIFP Director Huff said, "Karen is extremely organized, always professional, a true leader, hard worker and able to complete her job with tremendous consistency, professionalism and good humor."

### Financial Analysis Section

This section monitors the solvency and legal compliance of all insurance companies doing business in Missouri. At year's end, there were 1,955 insurance companies licensed in Missouri.

Company changes	2013
Insurance companies admitted	15
Non-insurance companies admitted	101
Mergers	20
Lines of authority added	7
Company withdrawals	6

### Taxation Section

This section determines premium taxes, which insurance companies pay in lieu of income taxes. Insurers file tax returns with DIFP by March 1. After auditing the returns, the department informs the state Department of Revenue the tax due from each company. Missouri's premium tax rate is 2 percent. These taxes go to general revenue and state school funds.

This section also regulates surplus lines insurers, including the placement of policies and premium tax owed. Surplus lines companies are not licensed insurers, but they provide coverage not typically available in the commercial market. Examples are coverage of shipping, entertainment events and terrorism.

#### Premium taxes paid to general revenue, state school funds

2013	\$236.7 million	2010	\$258.1 million
2012	\$236.9 million	2009	\$258.1 million
2011	\$226.0 million		



# Insurance Company Regulation Division

## 2013 ACHIEVEMENTS

### Captive insurance program thrives in 2013

The captive insurance industry is a thriving \$3.5 billion industry in Missouri with 35 captives now licensed. The quality and diversity of the 2013 licenses is outstanding. New captives were licensed in sales and marketing, transportation services, insurance, executive recruitment, banking, financing and securities. The diversity highlights the steady growth in Missouri's successful captive market.



Gov. Nixon signed Senate Bill 287 into law in 2013, making Missouri an even stronger domicile. The legislation allows for the formation of sponsored captive insurance companies and also provides for more efficient procedures for captive insurance company organization, merger or assumption of business.

With a reputation for strong leadership and a commitment to thriving business, job growth and market integrity, Missouri's captive formula is working. Missouri captives contributed nearly \$1.6 million in captive premium tax in 2013.



Maria Sheffield, who was appointed director of the captive program in 2013, and Examiner Marc Peterson spread the word about Missouri's program at a conference.

Year	Captives	Licenses issued
2013	35	7
2012	28	9
2011	19	8
2010	11	6
2009	6	3
2008	3	1
2007	2	2

Companies interested in creating captive operations are encouraged to contact us:



Maria.Sheffield@insurance.mo.gov  
573-522-9932  
insurance.mo.gov/captive

### NAIC presents division director with prestigious award

The National Association of Insurance Commissioners presented Division Director Fred Heese with the Robert Dineen Award. He is the first Missouri regulator to earn it. Heese, who retired Dec. 31, had been the chief financial examiner and division director since 2007.

John Rehagen was named acting division director and Leslie Nehring was named acting chief financial examiner.

The annual award recognizes a career regulator for exceptional success.



NAIC President Jim Donelon, left, and DIFP Director Huff, right, present the Robert Dineen Award to Fred Heese. He was with DIFP for 29 years.

### 2013 law results in certification of first international reinsurers

The department certified Swiss Reinsurance Co. and Swiss Re Corporate Solutions as reinsurers in Missouri. The Swiss-based reinsurers are the first certified reinsurers under House Bill 133, which took effect Jan. 1, 2014.

Their certification, which also took effect on Jan. 1, allows them to post reduced collateral for reinsurance assumed from Missouri domestic insurers based on a financial security rating assigned by DIFP. A reinsurer is an insurer that provides insurance for insurance companies.

HB 133, which was signed into law in 2013 by Gov. Nixon, allows DIFP to certify



international reinsurers based on a financial security rating. Certified reinsurers that meet certain conditions no longer have to post 100 percent collateral of their obligations to Missouri domestic

insurers in order for the Missouri insurer to take credit on its financial statement for reinsurance transferred to such companies.

The law modernizes state reinsurance collateral law in accordance with guidance developed by the National Association of Insurance Commissioners. Its purpose is to keep Missouri insurers competitive by reducing their reinsurance costs, which should lower costs for consumers.

### 2013 STATS

#### Financial Analysis Section

- Insurance premium sales: \$33.8 billion
- Total capital and surplus: \$1.09 trillion
- Total admitted assets: \$5.25 trillion

#### Financial Admissions Section

- Total licensed insurance companies: 1,955
- Domestic (Missouri) insurers: 213
- Foreign (out-of-state) insurers: 1,449
- Alien (non-U.S.) insurers: 293
- Registered entities (non-insurance companies regulated by DIFP): 1,674

#### Taxation Section

- Missouri premium tax rate: 2%
- Premium taxes paid to general revenue and state school funds: \$236.7 million



# Administration Division

● Protects consumers by licensing regulated entities and individuals. Licensing includes review of qualifications, education, criminal history and compliance with Missouri law.

● Provides administrative support to all divisions, including accounting, human resources, budget and IT.

## DIVISION STRUCTURE



Director Huff visits with a DIFP team at the Missouri Association of Independent Agents Small Agency Conference. From left are Licensing Manager Brenda Otto and consumer services specialists Kim Waller and Shelly Stephenson. The team answered questions and distributed consumer-oriented publications to insurance agents at a booth.

### Licensing Section

This section issues and renews licenses of all insurance producers (agents) doing business in the state as well public adjusters, bail bond agents, surety recovery agents, surplus lines brokers, motor vehicle extended service contract providers and producers, portable electronics insurance providers and navigators.

Discipline of licensees is handled by the department's Consumer Affairs Division.

### Human Resources Section

This section administers employee pay and benefits, develops and implements employee policies and procedures, recruits applicants and trains employees.

### CLAIM Program

The Administration Division oversees the CLAIM Program, which provides free counseling for Missouri consumers with Medicare and their caregivers. CLAIM is funded by DIFP and Medicare.

Consumers can contact CLAIM by phone or online:

800-390-3330  
missouryclaim.org



### Fiscal Services Section

This section is responsible for the fiscal management of state insurance funds, including accounts payable, accounts receivable, contracts and procurement, as well as support functions such as mail room, inventory and fleet management.

### Fiscal Services Section gets "good" mark for audit report

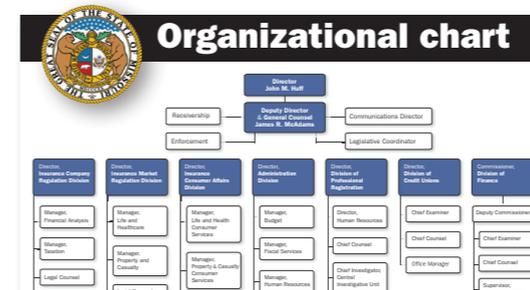
The department's insurance divisions received a performance rating of "good" in its audit report for fiscal years 2010-2012. The rating by the state auditor signifies the department is well managed.

FY 2014 budget:  
\$40.4 million

Insurance divisions	\$15.2 million
Professional Registration	\$15.3 million
Finance	\$8.6 million
Credit Unions	\$1.3 million

### Budget Section

DIFP's fiscal year 2014 operating budget is \$40.4 million with 580 full-time employees. The department receives no general revenue and is funded through fees from industries the department regulates.



## 2013 STATS



**Total licensees in December 2013: 153,882**

Insurance producers (agents)	135,001	General bail bond corporations	9	Public adjuster corporations	42	Temporary title producers	20
Business entity producers (agencies)	13,192	Surety recovery agents	34	Surplus lines producers	1,541	Organizational credit business entity providers	209
Bail bond agents	815	Public adjusters	149	Navigators (individual)	580	Motor vehicle extended service contract producers	1,931
General bail bond agents	139	Public adjuster solicitors	6	Navigators (entity)	89	Motor vehicle extended service contract business entity producers	102
				Portable electronics	23		



# Administration Division

## 2013 ACHIEVEMENTS

### Wellness works for DIFP team

DIFP's wellness committee kept team members striving for better health with run/walks, and on-site lunch-and-learn programs, breast cancer screenings and flu shots. DIFP wellness efforts are offered in conjunction with the Strive for Wellness program for state employees. Among the events:

● **Governor's 100 Missouri Miles Challenge:**

DIFP team members joined Missourians across the state to jog, walk, hike and ride 1.2 million miles. The DIFP team met Director Huff's challenge to complete 10,000 miles by logging 10,118 miles. Sharon Euler logged the most miles with 2,088, John Korte had 909 and Jane Rackers had 676 miles.



● **Fit Fridays:** The team walked 30 minutes during break or lunch and took the stairs during the summer.

● **Missouri State Employee 5K Run/Walk:**

DIFP team members strapped on their running shoes to benefit the Missouri State Employees Charitable Campaign. John Korte finished first out of nine DIFP participants with a time of 21:28.



**Top:** DIFP Wellness Ambassador Tamara Kopp, left, awards a trophy to Market Regulation Director Angela Nelson on behalf of her team that raced in the first State Employee 5K Run/Walk. **Bottom:** Laura Henke at the Professional Registration Division gets a flu shot.

### Free Medicare program counsels thousands of Missourians

Team members of DIFP's free Medicare counseling program, called CLAIM, held more than 50,000 one-on-one counseling sessions with Missourians in 2013.

By year's end, CLAIM Director Carol Beahan and her team logged 27,318 hours counseling Missourians.

The team also held 210 enrollment events throughout Missouri for Medicare Advantage and Part D prescription drug plans, gave 340 presentations and exhibited at 203 community events and health fairs.



CLAIM Director Carol Beahan, left, and registered nurse Janet Whittler talk about preventive Medicare services at the Missouri Institute on Minority Aging.

### It's the giving season all year long at department



DIFP team members made charitable donations throughout 2013. Among those helped:

- **1,215 charities:** 119 team members donated \$20,572 during the annual Missouri State Employees Charitable Campaign. It began in 1986 with \$370,889 in donations. In 2013, state workers donated \$1.05 million.
- **Schoolchildren:** Team members donated \$125 and back-to-school supplies for the Jefferson City Rape and Abuse Crisis Center.
- **Families:** DIFP employees added extra items to their holiday shopping list to help struggling families. They donated \$300 and 81 gifts to families through the Samaritan Center and Rape and Abuse Center.

◀◀◀ Lorrie Fitzwater and Jordan Bateman lead a convoy of gifts.

### TWO ADMINISTRATION TEAM MEMBERS NAMED EMPLOYEE OF THE QUARTER

Since 2006, Senior Office Support Assistant **Lori Eggen** has stepped up to the plate to prove her reliability and dedication to DIFP.

"She is always pleasant, efficient and gets the job done no matter how big or small the task may be," says Receivership Supervisor Tamara Kopp about the second quarter award recipient. "She is known for coming in early and staying late to assure that all work is complete."



**Greg Buschjost**, who manages the mail room for Fiscal Services, joined the DIFP two years ago. He won the award for the third quarter.

"Greg always has a positive, helpful attitude, is willing to drop everything and help at any time with any project, and always seems to be constantly on the move getting something done, ordered or delivered promptly, accurately and safely," Director Huff said during the EOTQ presentation.



# Finance Division

- Enforces laws for banks, trust companies, savings and loans, mortgage brokers and consumer credit lenders in Missouri.
- Assists consumers with complaints and inquiries.
- Analyzes the safety and soundness of financial institutions for Missouri depositors through financial examinations.

## DIVISION STRUCTURE

### Banks and Trust Section

This section regulates and examines state-chartered banks and trust companies for solvency to protect depositors. Banks can choose either a federal or a state charter, and about 90 percent of banks in Missouri are state-chartered.

Federally chartered banks are regulated by the Office of the Comptroller of the Currency. Customer deposits are insured by the Federal Deposit Insurance Corp. (FDIC). The section also regulates six state-chartered savings and loan associations. Federal savings institutions are regulated by the Office of the Comptroller of Currency.

#### EXAM TIME

The division analyzes financial statements from state-chartered banks and savings and loan associations each quarter. It also examines institutions rated satisfactory at least once every 18 months. Others are examined at least once every 12 months.



**We're No. 5**

- Missouri ranks fifth in the nation in the number of state-chartered banks with 262.
- About 90 percent of Missouri banks are state-chartered.

### Consumer Credit Section

This section enforces state and federal laws governing consumer transactions, including Truth-in-Lending and anti-discrimination laws. It also handles consumer complaints and inquiries.

Companies licensed and examined by this section include payday lenders, title lenders, consumer installment lenders, small loan companies, debt adjusters and companies that issue money orders, traveler's checks or transmit funds electronically.

The section also enforces anti-discrimination ("redlining") laws for state-regulated lenders and mortgage brokers. These laws prohibit discrimination in residential real estate loans based on property location, race, age, sex, marital status, religion or national origin of the borrower.

### Companies licensed by the Consumer Credit Section

Payday lenders	936
Consumer installment lenders	976
Small loan lenders	422
Title loan lenders	165
Motor vehicle time sales lenders	181
Missouri financing institutions	83
Premium finance companies	61
Companies that issue traveler's checks, money orders or electronically send funds	78
Debt adjusters	58
Credit service organizations	28

The section issues reports to the Governor on payday lending and redlining laws. They can be found at [finance.mo.gov](http://finance.mo.gov).

### Mortgage Licensing Section

This section regulates mortgage brokers and mortgage loan originators through licensing and on-site exams. A mortgage broker is a company; a mortgage originator is an individual employed by a mortgage broker. Bank and credit union employees are exempt from licensing.

The section investigates license applicants for criminal history, general fitness, experience and financial responsibility (including credit history).

## 2013 STATS

Companies and individuals regulated by Division of Finance: **8,167**

● State-chartered banks in Missouri: 262

● State-chartered savings and loan associations: 6

● Nondeposit trusts: 5  
● Mortgage brokers: 393

● Mortgage loan originators: 4,121

● Consumer credit licensees: 2,930



# Finance Division

## 2013 ACHIEVEMENTS



### Division of Finance recredited

The Division of Finance was recredited by the Conference of State Bank Supervisors. This marks the fifth time the accreditation has been renewed since 1987, and signifies that the division maintains the highest standards and practices in state banking supervision set by the CSBS accreditation program.

A team from the CSBS performed an on-site review in Jefferson City of all operations, including administration, examination and training.

“This accreditation reaffirms our commitment to protect consumers and maintain a strong banking system,” said Finance Commissioner Rich Weaver.

### State Supreme Court rules in favor of Finance Division

The Missouri Supreme Court upheld the division’s denial of a mortgage loan originator license.

This was the first testing of statute 443.712(2), RSMo., in the courts. The decision supported that individuals are ineligible for a mortgage loan originator license if they had a felony conviction within seven years of applying for licensure.

### Bank condition continues to improve

The number of problem banks in Missouri declined from 47 to 28 in 2013. As the economy continues to recover, banks are experiencing a favorable reduction in the level of past due loans and improvement in the level of earnings.

Upcoming challenges for the industry include implementation of the Qualified Mortgage Rule under the Truth in Lending Act and management of Interest Rate Risk.

### Veteran regulator named deputy director of division



Debbie Hardman

Debbie Hardman was named deputy director of the division. She replaced Greg Barlow, who retired.

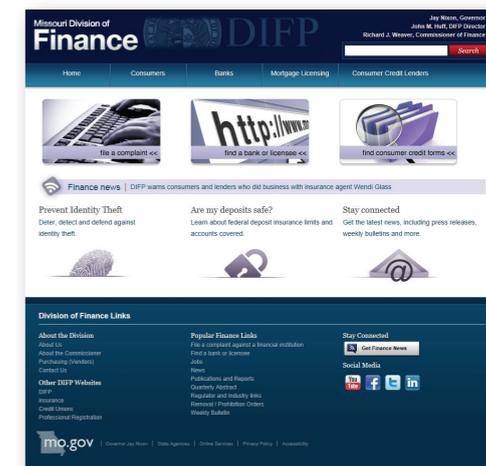
She began her career with the division in 1984 as a field examiner. In 1991, she was promoted

to financial examiner specialist where her responsibilities included reviewing bank mergers, requests to branch or expand, and bank closures and sales.

Hardman became a review examiner in 2011, which gave her the added duties of reviewing and analyzing bank and savings and loan examination reports prepared by field staff.

“Debbie’s experience and knowledge from her nearly three decades of service with the division will help to strengthen and grow the banking industry in Missouri.”

**Finance Commissioner Rich Weaver**



**finance.mo.gov**

Search for state-chartered banks, file consumer complaints

### 2013 STATS



Bank assets, deposits and loans continued to increase in 2013. However, the number of banks has decreased since 2008 due to mergers, acquisitions and closures.

	BANKS	ASSETS	DEPOSITS	LOANS
2013	262	\$98.2 billion	\$82.2 billion	\$58 billion
2012	265	\$96.1 billion	\$80.7 billion	\$55 billion
2011	274	\$93.1 billion	\$77.6 billion	\$54.6 billion
2010	275	\$71.5 billion	\$59.6 billion	\$47 billion
2009	282	\$80.4 billion	\$65.6 billion	\$53.9 billion
2008	284	\$76 billion	\$60.6 billion	\$54.9 billion



# Credit Unions Division

- Monitors the financial condition of state-chartered credit unions to protect depositors.
- Assists consumers with complaints and inquiries.

## DIVISION STRUCTURE

### Protecting Missouri depositors

This division regulates and examines state-chartered credit unions for solvency to protect depositors. The division also responds to consumer inquiries and complaints about credit unions.

Credit unions can choose to be state or federally chartered. Federally chartered credit unions are regulated by the National Credit Union Administration. Customer deposits are insured by the National Credit Union Share Insurance Fund, similar to the FDIC.

#### EXAM TIME

The Division of Credit Unions analyzes financial statements from state-chartered credit unions each quarter. In addition, the division examines qualifying state-chartered credit unions at least every 18 months.



## We're No. 8

- Missouri ranks eighth in the nation in the number of state-chartered credit unions with 118.
- About 1.3 million people are members of credit unions, an increase of 100,000 from 2012.

The Division of Credit Unions is an accredited agency through the National Association of State Credit Union Supervisors.

The division proactively performs off-site monitoring on an ongoing basis to help identify increasing risk. Credit unions facing financial, operational or compliance problems receive increased attention, which may come in the form of enforcement actions.

#### Consumer complaints

Complaints made by consumers against credit unions are down more than 20 percent from a year ago.



[cu.mo.gov](http://cu.mo.gov)

Search for state-chartered credit unions, file consumer complaints

## 2013 STATS



Assets, deposits and loans continue to increase while the number of credit unions has leveled off since 2008 following several mergers.

	CREDIT UNIONS	ASSETS	DEPOSITS	LOANS
2013	118	\$11.1 billion	\$9.7 billion	\$6.7 billion
2012	118	\$10.9 billion	\$9.3 billion	\$6.3 billion
2011	124	\$10.3 billion	\$8.8 billion	\$6.1 billion
2010	127	\$9.7 billion	\$8.4 billion	\$6 billion
2009	132	\$9.4 billion	\$7.9 billion	\$6.1 billion
2008	139	\$8.5 billion		



# Credit Unions Division

## 2013 ACHIEVEMENTS



### Condition of credit unions continues to improve

The number of priority credit unions in Missouri hit zero in February 2013, with the trend continuing through the end of the year.

As the economy continues to recover, credit unions also are feeling the effects. The number of credit unions has held steady at 118 since November 2012.

The percentage of past due loans is down and the number of credit unions with assets exceeding \$100 million went from 14 at the start of 2013 to 18 at year's end.



**Kevin Weaver**  
Chief financial examiner for division



**Joe Martin**  
General counsel for division

### State-chartered credit unions hit record \$11B in assets

Credit union assets eclipsed the \$11 billion mark in May for the first time in state history. Assets remained above that benchmark through year's end. The \$10 billion milestone was set a year earlier.

This growth is credited partly to investors who choose to deposit their money in more conservative,

federally insured credit union accounts instead of the stock market.

The number of credit unions has held steady at 118 since November 2012. There have been no credit unions on the priority list since February 2013.

#### STATE-CHARTERED CREDIT UNION STATS

- Credit unions regulated: 118.
- Ranking in nation: No. 9.
- Percentage of state-chartered credit unions in Missouri: about 90 percent.
- Assets since May: Exceed \$11 billion.



### Bonnot takes leadership position at national regulators group

Division Director Ken Bonnot was appointed to the Audit Committee of the National Association of State Credit Union Supervisors.



State credit union regulators formed NASCUS in 1965 to promote the safety and soundness of state-chartered credit unions.



### STATE AUDIT

#### 'Good' for Division of Credit Unions



The division received a performance rating of "Good" in its audit report for fiscal years 2012 and 2013. It was the division's first audit since 1989 by the State Auditor's Office.

There was only one minor "finding," and that recommendation was

implemented.

Staff auditors spent about two months at the division's main offices. The comprehensive audit looked at the division's administrative and statutory functions, including compliance, internal controls and efficiencies.

“ We are very pleased with this audit and its accompanying rating. It shows our commitment to being strong stewards of credit union assessment dollars, following proper procedures and complying with state laws and regulations. ”

**Division Director Ken Bonnot**



# Professional Registration Division

- Protects consumers by licensing professionals and companies to ensure they meet the requirements of Missouri law. Licensing includes review of qualifications, education and criminal history.
- Processes applications, determines qualifications and conducts investigations into potential misconduct for 243 professions, including doctors, nurses, funeral homes, CPAs and architects.

## DIVISION STRUCTURE

### Board licensing, discipline

Licensing and discipline are handled by 40 boards housed within the division. Boards review applications, issue licenses, and investigate and discipline licensed professionals and businesses. The division's 239 board members are appointed by the Governor with the consent of the state Senate for terms established by statutes governing each board. The division receives no general revenue and is fully funded by the fees paid by licensees.

The division's Administrative Unit includes the division director and provides assistance with human resources, budget, legislation, information technology and other functions to all boards.

Some boards have dedicated investigators and inspectors, while others use the division's Central Investigative Unit. These teams respond to complaints about licensees and inspect salons, barber shops, funeral homes, tattoo shops and other facilities to check for compliance with state laws and regulations.



Gov. Nixon congratulates new members appointed to Missouri's boards and commissions as First Lady Georganne Wheeler Nixon watches. The new members completed a training session and then attended a reception at the Governor's Mansion.

**Get on board:** The division assists the Governor's Office to fill vacancies and replace board members whose terms have expired. There are 239 board members. Qualified, energetic professionals interested in serving on a professional licensing board are encouraged to apply at [boards.mo.gov](http://boards.mo.gov).

### New leadership for Board of Accountancy

Tom DeGroot became executive director of the Board of Accountancy, replacing Pamela Ives Hill, who retired after six years as board director.



DeGroot has served more than nine years as board investigator and senior auditor. The board licenses and regulates 20,839 accountants and accountancy firms doing business in Missouri.

### Disciplinary procedures

To discipline a licensee, boards in most cases must file a complaint with the Administrative Hearing Commission (part of the Office of Administration), which determines whether there is cause for discipline. When cause is found, boards can suspend or revoke licenses, put a licensee on probation or censor or reprimand.

Through education and discipline, the professional licensing boards emphasize compliance with the laws and regulations of each profession. As a result, licensees better understand the regulations governing their professions, provide improved service for Missourians and generate fewer consumer complaints.



2013 STATS	
● Boards and commissions supported: 40	● Licensed professionals and businesses: More than 439,442
● Professions licensed: 243	● Licensing fees collected: \$22.4 million

Leadership  
Top 10 accomplishments

Insurance Consumer Affairs  
Insurance Market Regulation

Insurance Company Regulation  
Administration

Finance  
Credit Unions

Professional Registration  
National leadership



# Professional Registration Division

## 2013 ACHIEVEMENTS

### Board of Pharmacy launches patient safety campaign

The Board of Pharmacy launched a statewide MoSafeRx Program. The program is a patient safety initiative aimed at encouraging pharmacists to further integrate patient safety practices in their pharmacies, as well as to help educate consumers about their prescription medications.



Kim Grinston, executive director of the board, organizes the campaign, which offers effective tools and strategies pharmacists can use to promote patient safety. Resources available on the [board's website](#) include:

- Consumer brochures.
- Safety tips for buying prescription drugs online.
- Patient safety videos.

As part of the program, the board hosted multiple patient safety working group meetings with patient safety experts from all aspects of pharmacy practice. The working group is tasked with making patient safety recommendations to the board to enhance pharmacy practice.



**Top:** Board of Pharmacy Executive Director Kim Grinston takes questions about MoSafeRx during a talk show on KWOS radio. **Bottom:** Board of Pharmacy President Pamela Marshall discusses patient safety with Steve Calloway, a pharmacist at University of Missouri Health Care.

### New system will allow licensees to file, renew online

In 2013, the state legislature appropriated \$2 million to the Division of Professional Registration to replace its aging, 14-year-old licensure system with a new one.

The new system will allow licensees to

easily submit applications, renewals, complaints and documents online.

System Automation was awarded the bid. Implementation, which began in July 2013, is on schedule and on budget.



**Educating the educators:** More than 45 real estate educators from Missouri shared best practices and ideas during the Real Estate Commission's Annual Educator's Meeting. Real Estate Commission Executive Director Janet Carder addresses the participants. During the daylong meeting, participants discussed student-centric learning, education challenges from the industry and the ever-changing technology, and reviewed state exam statistics.



### 2013 STATS

[pr.mo.gov](http://pr.mo.gov)

Find out if a professional is licensed or file a complaint online.

### Professional Registration year-end stats

There are nearly 15,000 more licensed professionals than in 2009. However there were 116 fewer disciplinary actions taken in 2013 than five years ago.

	LICENSEES	DISCIPLINE INITIATED
2013	439,442	1,710
2012	434,557	2,017
2011	426,362	1,751
2010	422,189	2,456
2009	424,619	1,826



# Professional Registration Division

## PROFESSIONALS REGULATED BY BOARDS AND COMMISSIONS

The state's professional licensing boards and commissions inspect everything from financial operations of CPAs to hygienic practices of hair salons and tattoo artists. The division regulates 439,442 individuals and companies.

Accountants and accountancy firms	20,839
Acupuncturists	123
Athlete agents	52
Athletics: Professional boxers, wrestlers and mixed martial arts	2,060
Architects, professional engineers, professional land surveyors and landscape architects	25,902
Behavior analysts	206
Chiropractors	2,300
Cosmetologists and barbers	75,140
Professional counselors	5,291
Dentists and dental hygienists	11,483
Dietitians	1,985
Embalmers and funeral directors	6,293
Cemeteries (endowed care)	129
Geologists	874
<b>Healing arts:</b>	42,560
Physicians and surgeons	
Physician assistants	
Physical therapists and assistants	
Speech language pathologists	

### OVERSEEING LICENSING BOARDS



**Left photo:** New board and commission members visit during a reception at the Governor's Mansion following training in July. **Right photo:** Board and commission appointees attend a training conference.

Clinical audiologists	Nurses	130,468	Real estate appraisers	2,883
Clinical perfusionists	Occupational therapists	4,566	Real estate agents and brokers	39,265
Anesthesiologist assistants	Optometrists	1,335	Respiratory care practitioners	4,481
Audiologists	Pharmacists, pharmacies and pharmacy technicians	36,494	Social workers (clinical)	7,044
Athletic trainers	Podiatrists	368	Tattoo, body piercing and branding artists	1,329
Hearing instrument specialists	Private investigators and private fire investigators	853	Veterinarians and vet technicians	4,954
Interior designers	Psychologists	2,203	<b>TOTAL</b>	<b>439,442</b>
Interpreters				
Marital and family therapists				
Massage therapists				



# National leadership

DIFP continues to make a national mark as a leader in state-based regulation. Numerous representatives of the department hold positions in national associations, giving prominent voice to Missouri's common-sense approach to regulation and consumer protection.

## INSURANCE



Director Huff, right, takes a business call near the U.S. Capitol after a day of work in Washington, D.C. NAIC Communications Director Scott Holeman accompanies the Director.

**Director Huff** continues to play a key role in the U.S. system of state-based insurance regulation by maintaining leadership roles on multiple committees for the National Association of Insurance Commissioners (NAIC).

He has been appointed to chair multiple committees, including the Reinsurance (E) Task Force, Financial Regulation Standards and Accreditation (F) Committee, and a newly formed group, the Governance Review (EX) Task Force.

Other committees on which Director Huff serves:

- U.S. Financial Stability Oversight Council (FSOC), of which he

is the designated insurance regulator.

- Vice chair, NAIC/Industry Liaison Committee.
- Financial Stability (EX) Task Force.
- International Insurance Relations (EX) Leadership Group.
- Principle-Based Reserving Implementation (EX) Task Force.
- Senior Issues (B) Task Force.
- Workers' Compensation (C) Task Force.
- Financial Condition (E) Committee.
- Receivership and Insolvency (E) Task Force.
- International Insurance Relations Committee (G).

**Angela Nelson**, director of the Market Regulation Division, is chair of the Consumer Readability and Transparency Working Group (NAIC C Committee) and the Consumer Information Subgroup (NAIC B Committee).



She also serves on the NAIC's Operational Efficiencies (EX) Working Group, Catastrophe Insurance (C) Working Group, Crop Insurance (C) Working Group, Earthquake (C) Study Group, Risk Retention (C) Working Group, Title Consumer (C) Working Group, and the NAIC/IAIABC Joint (C) Working Group.

**John Rehagen**, acting director of the Company Regulation Division, serves on the NAIC's Group Solvency Issues (E) Working Group, Qualified Jurisdiction (E) Working Group, and Reinsurance Financial Analysis (E) Working Group.



**Leslie Nehring**, acting chief financial examiner for the Company Regulation Division, serves on the NAIC's Corporate Governance (E) Working Group, Own Risk and Solvency Assessment (ORSA) (E) Subgroup, Risk-Focused Surveillance (E) Working Group, and Federal Home Loan Bank Legislation (E) Subgroup.



**Jim Mealer**, chief market conduct examiner for the Market Regulation Division, is vice chair of the NAIC Examination Standards working group. He also serves on the NAIC's Advisory Organization Exam Oversight Working Group and Market Analysis Procedures (D) Working Group.



**Debbie Doggett**, chief financial analyst for the Company Regulation Division, serves on the NAIC's Separate Account Risk (E) Working Group, Financial Analysis Handbook (E), and Financial Analysis Research and Development (E) Working Group.



**Tamara Kopp**, senior counsel for receivership, serves on the NAIC's Title Insurance Guaranty Fund (C/E) Working Group.



**Mary Mealer**, life and health manager for the Market Regulation Division, represents the Midwest Zone in the NAIC Professional Designation Program.



**Mike Shadowens**, assistant chief financial examiner for the Company Regulation Division, is serving on the Board of Governors for the Society of Financial Examiners. He also is Missouri's designated state chair for the society and serves on the NAIC's Financial Examiners Coordination (E) Working Group.



**Mark Nance**, assistant chief financial examiner for the Company Regulation Division, serves on the NAIC/AICPA (E) Working Group, and IT Examination (E) Working Group.



**Molly White**, market reforms initiatives manager for the Market Regulation Division, serves on the NAIC's ERISA (B) Working Group.



# National leadership

## INSURANCE

**William Leung**, life and health actuary for the Company Regulation Division, serves on the NAIC's PBR Review (EX) Working Group, Aggregate Margin (A) Subgroup, Life Risk-Based Capital (E) Working Group, and C-3 Phase II/AG 43 (E/A) Subgroup.



**Julie Lederer**, property and casualty actuary for the Company Regulation Division, serves on the NAIC's Actuarial IRIS 11-13 (C) Subgroup and Actuarial Opinion (C) Subgroup.



**Joan Dutill**, property and casualty regulatory manager for the Market Regulation Division, serves on the NAIC's Commercial Lines (EX) Working Group and Terrorism Insurance Implementation (C) Working Group.



**Brent Kabler**, research analyst IV for the Market Regulation Division, is chair of the NAIC's Market Information Systems Research and Development (D) Subgroup, and serves on the NAIC's Profitability (C) Working Group and Statistical (C) Subgroup.



## PHARMACY



**Tom Glenski** (right), chief inspector for the Missouri Board of Pharmacy, explains the board's regulatory programs during the annual National Association of Boards of Pharmacy meeting in St. Louis. He visits with **Don Williams**, affiliate professor at the University of Washington School of Pharmacy.

## ARCHITECTS, ENGINEERS, SURVEYORS, LANDSCAPE ARCHITECTS

**Judy Kempker**, executive director of the Board for Architects, Professional Engineers, Professional Land Surveyors and Landscape Architects, is an associate member of the National Council of Architectural Registration Boards; National Council of Examiners for Engineering and Surveying; and Council of Landscape Architectural Registration Boards.



## CREDIT UNIONS

**Ken Bonnot**, director of the Credit Unions Division, serves on the Legislative and Regulatory Affairs Committee and Audit Committee for the National Association of Credit Union Supervisors.



## REAL ESTATE

**Janet Carder**, executive director of the Real Estate Commission, is on the board of directors for the Association of Real Estate License Law Officials.



## FINANCE

**Joe Crider**, supervisor of consumer credit for the Division of Finance, serves as vice chair of the National Association of Consumer Credit Administrators' committees for continuing education, nominations and newsletters. He is a past president of the NACCA.



## ATHLETICS

**Tim Lueckenhoff**, executive director of the Office of Athletics, is president of the Association of Boxing Commissioners. He has served as its president for 13 years.



## ENDOWED CARE CEMETERIES, SOCIAL WORKERS

**Tom Reichard**, executive director of the boards of Endowed Care Cemeteries and Social Workers, was elected president of the North American Death Care Regulators Association. He also was appointed to the Program and Education Committee of the Association of Social Work Boards.



## NURSING

**Lori Scheidt**, executive director of the Board of Nursing, serves as vice chair of the Nurse Licensure Compact Administrators Executive Committee and is on the Discipline Effective Practices Subcommittee. She also chairs the Member Board Review Agreement Committee of the National Council of State Boards of Nursing.



**Angie Morice**, licensure administrator for the Board of Nursing, is on the Licensure Effective Practices Subcommittee of the Nurse Licensure Compact.





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