
MEMORANDUM

TO: Market Information Systems Research & Development (D) Working Group
FROM: Pet Insurance (C) Working Group
DATE: December 1, 2021
RE: Collection of Complaints Data for Pet Insurance

The Pet Insurance (C) Working Group has identified that state regulators need to understand the type and volume of complaints received for the pet insurance line of business.

Pet insurance data is currently provided to the NAIC and state insurance departments under the inland marine line of business. With growing company participation and a large potential market of consumers, the Pet Insurance (C) Working Group sees the need to collect pet insurance data separate from the inland marine line.

The Working Group requests that the Market Information Systems Research & Development (D) Working Group consider adding a code allowing for the separate collection of pet insurance complaints within the Market Information Systems' Complaint Database System.

If you have any questions regarding this referral, please contact NAIC staff (Aaron Brandenburg abrandenburg@naic.org and Libby Crews ecrews@naic.org).

[PIWG Referral to MISRD](#)