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**Sent:** Thursday, June 30, 2022 3:52 PM

**To:** Helder, Randy <[RHelder@naic.org](mailto:RHelder@naic.org)>

**Subject:** RE: NAIC NOTICE: Market Reg Certification (D) Working Group - July 13

Good Afternoon Randy,

On behalf of the Virginia Bureau of Insurance, I would like to submit the following comments/questions to the NAIC regarding the 10/14/19 Redline version of the Market Regulation Certification Program.

- Requirement 2: The Guidelines require states to use the most recent version of the MR Handbook, but none of the checklists request affirmation of which version. Maybe this should be added to 2b?
- Checklist 3: Question 3i asks about staffing policies and procedures, but is the word staffing appropriate here? It is not clear how staffing policies relate to identifying market conduct issues. Questions 3a, 3b, 3d and 3e already ask if the department has staff to perform market analysis and market conduct activities.
- Requirement 4:
  - In the Guidelines b.(2) Staff Examiners/Analysts with Less than Five Years of Service/Provisional Pass/3rd bullet-- How does a department provide evidence that it has made statements encouraging professional education in performance evaluations, when such evaluations would be private and confidential?
  - Guideline c and Checklist 4d should reference "Examiners in Charge" to avoid confusion since some Departments have multiple.
- Requirement 11: Should there be a checklist item specific to note if none of the selected companies wrote business in the department's jurisdiction if the answer was NO to 11a and/or 11c?

Thank you,

**Andrea Baytop, AMCM**

Manager

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