

**2025 NAIC FUNDED CONSUMER REPRESENTATIVE  
TRAVEL EXPENSE REIMBURSEMENT POLICY GUIDELINES**

**INTRODUCTION**

These guidelines apply to expenditures for NAIC National Meetings and interim NAIC meetings, and other NAIC-sponsored meetings. The NAIC/Consumer Participation Board of Trustees (CBOT) will review expenditure reports. In 2025, each funded consumer representative has been allocated up to **\$5,890 for reimbursement of travel expenses** for his/her participation in NAIC National Meetings, interim NAIC meetings, and other NAIC-sponsored meetings. Each funded consumer representative will be reimbursed for expenditures incurred and reported in compliance with this travel policy, **up to \$5,890** for the 2025 term of his/her appointment. Other expenses incurred that are not specific to an individual funded consumer representative (e.g., group meals and conference calls) will be paid from the remaining funds budgeted for the Consumer Representative Program. Should the CBOT, at any time, determine that the NAIC budget allocation is inadequate to cover these costs, the Board may make a request to the NAIC Executive Committee to allocate additional funds for funded consumer representatives.

The NAIC assumes no obligation to reimburse funded consumer representatives for expenses that are not in compliance with this policy. Any questions regarding compliance with this policy should be directed to the NAIC Market Regulation Manager.

**EXPENSE REPORTS**

To receive reimbursement, a NAIC funded consumer representative will need to submit a fully complete NAIC expense report online using Chrome River to NAIC Finance for processing. A sample of the expense report form, Chrome River link, and policy are located on the NAIC Consumer Participation Web site at [http://www.naic.org/consumer\\_participation.htm](http://www.naic.org/consumer_participation.htm).

To properly complete the expense report form, all expenses must be itemized for each day. **Receipts are required for expenses of \$50 or more.** Receipts for airline tickets or other expenses paid directly by the NAIC must be attached to the expense reimbursement form.

The expense report shall include an explanation of any extraordinary items. Entertainment expenses, such as a group meal with other funded consumer representatives, must be detailed on the expense report form and list the name of each person (with their affiliation) that is included in the group meal expense.

Online expense reports and electronic receipts of \$50 or more for all funded consumer travel expenses are required to be submitted using the NAIC Chrome River application within 10 business days after returning from each trip.

**REIMBURSABLE EXPENSES**

**Transportation**

All funded consumer representatives' airline travel arrangements must be made using the NAIC's authorized travel agent, Acendas (ask for Kay Pierce). Kay can be reached during normal

business hours at 913-671-7700 or [kay.pierce@acendas.com](mailto:kay.pierce@acendas.com). Upon identifying oneself as a NAIC funded consumer representative, Acendas will obtain approval and direct-bill airfare expenses to the NAIC.

Air travel should be scheduled in advance to take advantage of special discount rates. No international travel is reimbursable unless pre-approved by the NAIC President. Domestic flights are defined as air travel to or from destinations within the continental U.S.

Use of personal automobiles and rail travel for NAIC business is encouraged where convenient and where such travel will result in cost savings over alternative modes of transportation. Reasonable expenses for trains, buses, subways, taxis, Uber, Lyft, and shuttle services are reimbursable. Automobile mileage to and from your home or office and the airport, train or bus station is reimbursed at the Internal Revenue Services' (IRS) standard mileage rate and is calculated using the Chrome River online application. Parking costs are reimbursed for local airport parking. Long-term parking should be used for trips of more than one night. When a personal automobile is used, self-parking charges at the destination are reimbursable.

Reimbursement for rental of automobiles must be pre-approved in advance by the Market Regulation Manager and booked using NAIC's authorized travel agent. Approval is typically granted only when the rental is less costly than alternative forms of transportation, or when car rental is the only reasonably available means of transportation.

#### Lodging

The NAIC negotiates contracts with hotels at the locations for NAIC interim and national meetings 4-5 years in advance of the meetings to secure reduced room rates and other meeting facilities and services. For funded consumer representatives to be reimbursed for their lodging expenses during these meetings, they are required to use the NAIC's contracted meeting hotel.

For each of the national meetings, funded consumer representatives will need to fill out a NAIC Online Meeting Registration Form. Each funded consumer representative will receive a personal email with the link to the registration form via an email invitation to register from NAIC Meetings Registration no less than two weeks prior to a meeting. Completing a registration form with their arrival and departure dates will ensure a representative has a hotel room reserved by NAIC Meetings and receives the correct credentials to attend appropriate NAIC meeting sessions and gain access to additional meeting services not open to the public. Upon arrival at the meeting site, a representative should check in at the meeting registration desk to pick up their badge and registration packet.

**Your completed NAIC meeting registration must include your planned arrival and departure dates prior to being submitted.** The NAIC Meetings department will then confirm your hotel reservation at the contracted meeting hotel and e-mail your hotel confirmation number to you prior to the meeting. Any subsequent changes to your hotel reservation require advance notification and approval from the NAIC Market Regulation Manager, who provides staff support for the NAIC Consumer Participation Program. **All hotel changes must be made by contacting the NAIC Market Regulation Manager and NAIC Meetings Representative 48 hours prior to arrival.**

If a funded consumer representative chooses to stay at a different hotel during a meeting, they are responsible for making their own hotel reservations and the cost of these hotel expenses are not reimbursable by the NAIC.

Both Internet and computer access are available free of charge to funded and unfunded consumer representatives daily in the NAIC Commissioner Services area, therefore, charges for in-room hotel internet access will not be reimbursed.

#### Meals

Actual expenses for meals shall be reimbursable up to an average of \$50 per day per trip. This is not a per diem rate reimbursement. Original receipts are required to be submitted electronically with your online expense report using the Chrome River application for meal amounts of \$50 or more. Funded and unfunded consumer representatives participate in regulator meals (breakfast and lunch) free of charge that are provided in the reserved Regulator Meals dining areas. Charges for meals during these times are not reimbursable.

#### Tips

Customary and reasonable tips and gratuities are reimbursable.

#### Miscellaneous Travel Expenses

Hotel telephone charges for essential business calls and/or reasonable personal calls to the traveler's home can be reimbursed for trips involving an overnight stay. Baggage fees are also reimbursable.

### **NON-REIMBURSABLE EXPENSES**

#### Personal Items

Convenience items (e.g., magazines, cigarettes, shoeshines, medicine, toiletries, laundry, dry cleaning, hotel movies, **in-room internet access**, health clubs, baby-sitting services, ATM fees, etc.) are **not** reimbursable.

#### Spouse Expenses

Travel expenses for spouses are **not** reimbursable, except where expenses are not separable (e.g., taxi/limousine expenses). If double room charges are incurred when a single room is available, only the single room rate is reimbursable.