from Phi Grevin to everyone:    2:02 PM

Good afternoon Matt.

from Brett Bache to everyone:    2:08 PM

Complaints Received Directly from any Person or Entity Other than the Department of Insurance – any written communication that expresses dissatisfaction with a specific person or entity subject to regulation under the jurisdiction’s insurance laws. An oral communication, which is subsequently converted to a written form in order to be analyzed and acted upon, will meet the definition of a complaint for this purpose.

from Ryan Canter to everyone:    2:29 PM

I thought we talked about "claim" in general because of and invoice / itemized line items

from Marsh, Hal to everyone:    2:32 PM

hmarsh@naic.org