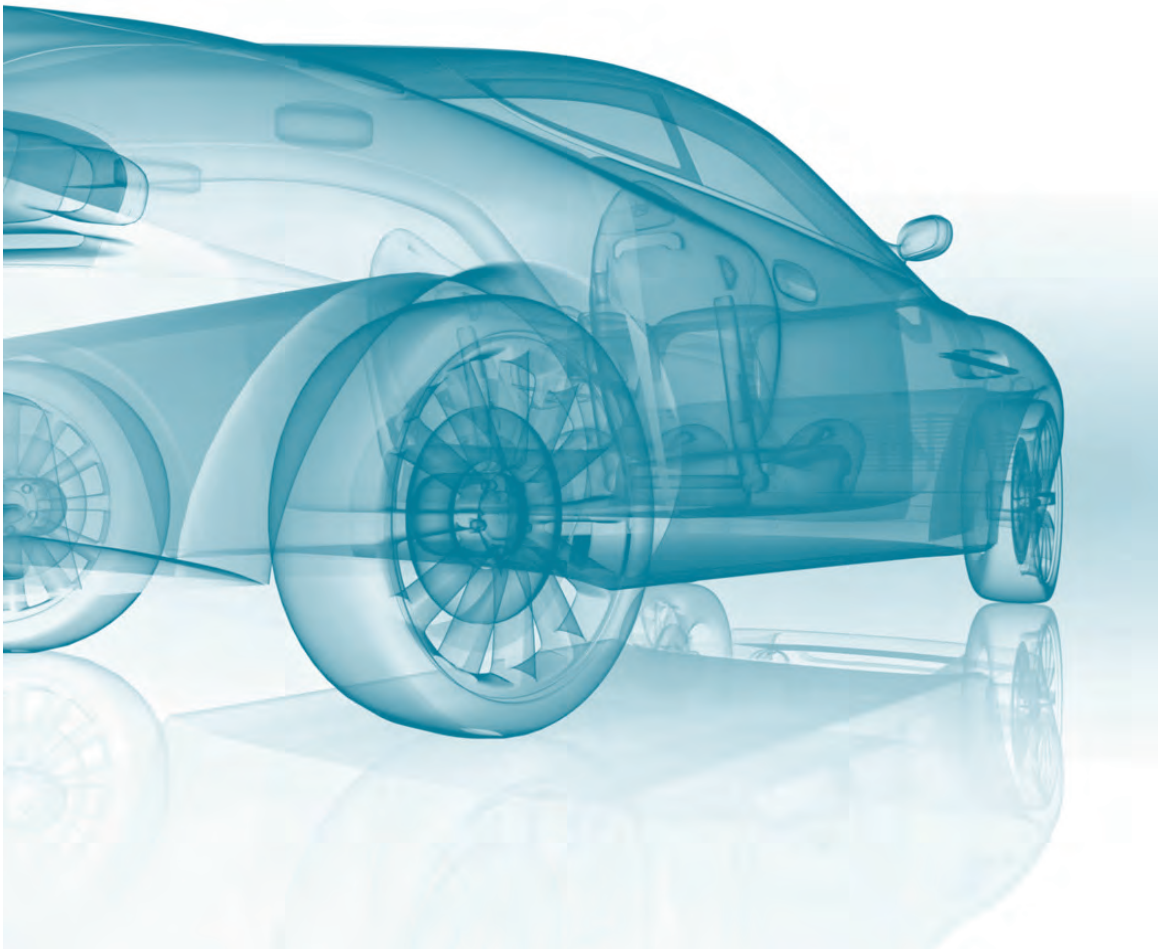




National Association of
Insurance Commissioners

& The CENTER
for INSURANCE
POLICY
and RESEARCH

**CIPR Fall Event:
The Future of Automobile Insurance:
Telematics in the U.S.**



December 16, 2013
Washington, District of Columbia

Material Packet

Agenda.....	1
Biographies.....	3-9
Participant List.....	11-15
Hotel Layout.....	17
Presentations.....	19-41
Notes.....	42

The Future of Automobile Insurance: Telematics in the U.S.

Agenda

December 16, 2013

(Lincoln 5)

Attendee Sign-In and Material Pick-Up: 10:00am – 11:00am (*Registration Area*)

Welcome Address

11:00 – 11:15 **Moderator:** *Roger C. Lancot, Strategy Analytics*
Introduction: Goals and Overview

Panel

11:15 – 1:00 **Speakers:** *Robin Harbage, Towers Watson*
Allen Greenberg, Department of Transportation
James Bielik, Association for Cooperative Operations Research and
Development (ACORD)
Sandra Castagna, Maryland Insurance Administration
Birny Birnbaum, Center for Economic Justice
Dave Snyder, Property Casualty Insurers Association of America (PCI)

Areas to be Covered:

1. Usage-Based Insurance (UBI)
2. Market Update and Key Market Drivers
3. Telematics Data Standards

Working Lunch: 12:00 – 12:30 (*Lincoln 5*)

Biography Information



James Bielak
Program Manager, Property & Casualty
Association for Cooperative Operations Research & Development
(ACORD)

James, a Program Manager at ACORD, has extensive experience facilitating clients and industry leaders in developing technical strategies and building practical solutions. James is presently responsible for all standards development activities across the ACORD P&C Program. He previously served as Information Technology Director of EMSI's Insurance Services Fulfillment Systems, encompassing technology supporting teleinterview, medical record retrieval, paramedical examination, litigation record retrieval, underwriting and life expectancy fulfillment products. Prior to working with the insurance industry, James was a project manager and research scientist at a major US oil and gas research center, delivering scientific analysis and 3D visualization software to research and exploration stakeholders.



Birny Birnbaum
Executive Director
Center for Economic Justice

Birny serves as an economic adviser to and Executive Director for the Center for Economic Justice (www.cej-online.org), a Texas non-profit organization, whose mission is to advocate on behalf of low-income consumers on issues of availability, affordability, accessibility of basic goods and services, such as utilities, credit and insurance. Birny Birnbaum is a former insurance regulator whose work focuses on insurance regulatory issues. He has served as an expert witness on a variety of economic and actuarial insurance issues before numerous state and federal regulatory agencies and state and federal courts.

He has authored reports and testimony for numerous public agencies and consumer organizations, including the California Department of Insurance, the Florida Insurance Commissioner's Task Force on Credit Scoring, the Ohio Civil Rights Commission, the Cities of New York and Philadelphia, the United States Department of Justice and the Center for Economic Justice. He has also testified many times before state legislatures and Congress. Birny's reports and testimony have covered a wide variety of topics, including insurance risk classification, auto and homeowners insurance, force-placed insurance, consumer credit insurance, title insurance, insurance credit scoring and insurance markets. Birny has served for many years as a designated Consumer Representative at the National Association of Insurance Commissioners and is a member of the Federal Advisory Committee on Insurance.

Birny served for three years as Associate Commissioner for Policy and Research and the Chief Economist at the Texas Department of Insurance. At the Department, Birny provided technical and policy advice to the Commissioner of Insurance and performed policy research and analysis for the Department. Birny was also responsible for the development of data collection programs for market surveillance and the analysis of insurance market for competition.

Prior to coming to the Department, Birny was the Chief Economist at the Office of Public Insurance Counsel (OPIC), working on a variety of insurance issue. OPIC is a Texas state agency whose mission is to advocate on behalf of insurance consumers. Prior to OPIC, Birny was a consulting economist working on community and economic development projects. Birny also worked as business and financial analyst for the Port Authority of New York and New Jersey. Birny was educated at Bowdoin College and the Massachusetts Institute of Technology. He holds two Master's Degrees from MIT in Management and in Urban Planning with concentrations in finance and applied economics.



Sandra Castagna
Associate Commissioner, Property & Casualty
Maryland Insurance Administration

Sandra Castagna was named Associate Commissioner for Property and Casualty in April 2012. In her position at the MIA, she oversees the regulation of the rate and form filings of all insurance companies that sell property and casualty, surety, mortgage guarantee or title insurance in Maryland. In addition, Castagna is responsible for Property and Casualty complaints, investigations and determinations.

Castagna has worked for the State of Maryland since 1985, the last 24 years of which were with the Maryland Insurance Administration. Since 2004, she has served as director of Consumer Education and Advocacy. Prior, she served as director of Property and Casualty Complaints (1997-2004); assistant chief of Property and Casualty Market Conduct (1995-1997); senior market conduct examiner (1992-1995); market conduct examiner (1991-1992); and agency enforcement officer (1989-1991).

Castagna earned her MBA from the University of Baltimore and her Bachelor of Arts from the University of Maryland, College Park.



Allen Greenberg
Senior Policy Analyst
U.S. Department of Transportation

Allen Greenberg has over 20 years of experience in analyzing and advocating for sustainable U.S transportation policy at the national and regional levels from both inside and outside of government. For the last thirteen years, Allen has been employed as a senior policy analyst at the Federal Highway Administration (FHWA), where he plays a leadership role with the Value Pricing Pilot Program and the Urban Partnership Program, including soliciting and managing transportation pricing pilot initiatives related to usage-based auto insurance, variable and transparent demand-based parking pricing, and new forms of vehicle-use pricing and services (including car sharing and priced dynamic ridesharing, both of which entail insurance-related challenges). Prior to joining FHWA, Allen spent two years at the U.S. Environmental Protection Agency Office of Policy, where he directed the Transportation Partners Program, which provided grants and technical assistance to national not-for-profit organizations promoting local sustainable transportation initiatives. Allen has authored seven peer-reviewed research papers covering a very broad array of issues related to pay-as-you-drive insurance. Allen holds a Masters in Urban and Regional Planning from the University of Virginia and a Bachelor of Science in Public Policy and Management from Carnegie Mellon University.



Robin A. Harbage, FCAS, MAAA
Director
Towers Watson

Robin is global head of sales and product delivery for Towers Watson's DriveAbility™. He has extensive experience in product development having created and managed Progressive's Direct Auto R&D group, where he led efforts to develop TripSense™, Progressive's forerunner to the current Snapshot™ product. Robin has accrued over 15 years of experience with UBI and worked with more than 30 clients on

UBI products.

Robin received his Bachelors in mathematics from The College of Wooster, and an MBA from The Ohio State University. Robin is a Fellow of the Casualty Actuarial Society and a member of the American Academy of Actuaries.



Roger C. Lanctot
Associate Director, Global Automotive Practice
Strategy Analytics

As Associate Director in the Global Automotive Practice at Strategy Analytics, Roger Lanctot has a powerful voice in the definition of future trends in automotive safety, powertrain, and infotainment systems. Roger draws on 25 years' experience in the technology industry as an analyst, journalist and consultant. Roger has conducted and participated in major industry studies, created new research products and services, and advised clients on strategy and competitive issues throughout his career. His privileged relationships and extraordinary connectedness help keep Strategy Analytics in the forefront of industry thought leadership. Roger is a graduate of Dartmouth College.



David F. Snyder
Vice President
Property Casualty Insurers Association of America (PCI)

Mr. Snyder is currently serving as the vice president for PCI. PCI is composed of more than 1,000 member companies, representing the broadest cross-section of insurers of any national trade association. PCI members write over \$180 billion in annual premium, 38.3 percent of the nation's property casualty insurance. Member companies write 44.3 percent of the U.S. automobile insurance market, 31.6 percent of the homeowners market, 36.3 percent of the commercial property and liability market, and 42.6 percent of the private workers compensation market. He has previously served as the vice president and associate general counsel of public policy for the American Insurance Association (AIA). His portfolio specialized in international trade, insurance regulatory issues, transportation insurance and legal reform. In addition to his leadership at

AIA, Snyder worked for both Nationwide Insurance and State Farm Insurance Company. Prior to these positions, he served the Commonwealth of Pennsylvania in a number of legal and legislative roles.

Mr. Snyder is also a local community leader. He has been elected to five terms on the Falls Church City Council and has served as Mayor and Vice Mayor. In 2010, Dave received the Washington Metropolitan Area's highest award for regional leadership, having chaired transportation and environmental bodies and served on the Emergency Preparedness Council.



2013 CIPR Fall Event: Participant List

1. Adair, Janette	AVP - Sr Regulatory Counsel	Argo Group US, Inc.
2. Adams-Harris, Jean	Principal	Johnson Lambert
3. Alexander, Lois	Market Regulation Manager	NAIC
4. Angell, Charles	Deputy Commissioner & Actuary	Alabama Dept of Ins
5. Bach, Amy	Executive Director	United Policyholders
6. Barclay, Lee	Senior Actuary	Washington Ofc of the Ins Cmsr
7. Barenstein, Matias	Economist	Federal Trade Commission
8. Barratt, Brett	Deputy Commissioner	Utah Ins Dept
9. Bartuska, Chrystal	Product Filing Division Director	North Dakota Ins Dept
10. Behrens, Anthony	Senior Policy Analyst	Oregon Ins Div
11. Belen, Carmen	Senior Compliance Analyst	ACORD
12. Biehn, Tracy	Deputy Commissioner	North Carolina Dept of Ins
13. Bielak, James	Program Manager, Property & Casualty	ACORD
14. Birnbaum, Birny	Director	Center for Economic Justice
15. Bissett, Wesley	President	The Bellemore Group
16. Blanchard, Ralph	Vice President & Actuary	The Travelers Companies, Inc.
17. Botsko, Thomas	Chief P & C Actuary	Ohio Dept of Ins
18. Boven, Jean	Director, Office of Insurance Licensing and Market Conduct	Michigan Dept of Ins & Financial Svcs
19. Bradner, George	P&C Director	Connecticut Ins Dept
20. Brandenburg, Aaron	Economist & Statistical Information Manager	NAIC
21. Braziel, Skip	Government Relations Counsel	MetLife
22. Breitstadt, Charles	Sr. Gov. Rel. Director	Nationwide Mutual Insurance
23. Brown, Peg	Deputy Commissioner	Colorado Div of Ins
24. Brown, Dan	Partner	Dentons
25. Burns, Joanne	Government Affairs Analyst	American Association of Insurance Services
26. Butler, Patrick	Insurance Project Director	National Organization for Women
27. Byrd, Warren	Executive Counsel	Louisiana Dept of Ins
28. Carlos, John	Regulatory Programs Administrator	Guam Regulatory Division
29. Carr, Sean	Senior Reporter	SNL Financial
30. Carrasquillo, Neftali	Associate Commissioner	Texas Dept of Ins
31. Castagna, Sandra	Associate Commissioner, Property & Casualty	Maryland Ins Admin
32. Castano, Kathleen	Assistant Vice President and Assistant Counsel	Chubb
33. Childers, S. David	Partner	Kutak Rock LLP
34. Cho, Jean Marie	Deputy Superintendent	New York Dept of Financial Services
35. Cioppa, Eric	Superintendent	Maine Bureau of Ins
36. Cleasby, Don	State Government Affairs Director	American Family Insurance
37. Commodore, Robert	Senior Director	Minnesota Dept of Commerce
38. Conley, Kevin	Chief Actuary	North Carolina Dept of Ins
39. Cromer, Greg	CEO	Louisiana Health Cooperative
40. Cross, Kim	Assistant Chief Examiner	Iowa Ins Div
41. Cude, Brenda	Professor	University of Georgia
42. Cunningham, Jackie	Commissioner	Virginia Bureau of Ins



43. Dahl, Greg	Deputy Insurance Commissioner	Montana Ofc of the Ins Cmsr
44. Dawson, Tom	Partner	Strohm Ballweg, LLP
45. Deal, William	Director	Idaho Dept of Ins
46. DeFrain, Kris	Director, Research and Actuarial Services	NAIC
47. Deiter, Larry	Assistant Director Property & Casualty	South Dakota Div of Ins
48. Detlefsen, Robert	Vice President, Public Policy	National Association of Mutual Insurance Companies
49. Dingus, Angela	Chief, Market Conduct Division	Ohio Dept of Ins
50. Dinius, Mike	Vice President	Noble Consulting Services, Inc.
51. DiUbaldo, Robert	SVP & Counsel, State Government & Industry Affairs	ACE Group
52. Dorsey, Tynesia	Chief Administrative Officer	Ohio Dept of Ins
53. Drape, Marian	Manager, Information Systems Division	NAIC
54. DuPont, Eric	Vice President	MetLife
55. Dwyer, Elizabeth	Deputy Chief of Legal Services	Rhode Island Div of Ins
56. Dyson, Monica	Actuary	DC Dept of Ins Securities & Banking
57. Eads, John	Special Assistant Attorney General	Mississippi Ins Dept
58. Edwards, Reid	Senior Director Global Government Affairs	RMS
59. Einfalt, Mark	Deputy Commissioner of Compliance	Texas Dept of Ins
60. Elliott, Nicole	Actuary	Texas Dept of Ins
61. Elliott, Ross	Captive Insurance Director	Utah Ins Dept
62. Eppstein, David	Assistant Vice President	PIA National
63. Estvanic, Sally	Government Relations Leader	Westfield Group
64. Ezalarab, Susan	Policy Advisor	Wisconsin Ofc of the Ins Cmsr
65. Fielding, John	Counsel	Stephoe & Johnson
66. Fitts, John	Deputy General Counsel	Progressive Casualty Insurance Company
67. Ford, Angela	Senior Deputy Commissioner	North Carolina Dept of Ins
68. Ford, Richard	Chief Examiner	Alabama Dept of Ins
69. Fossitt, Rhonda	Director-Office of Ins Rates and Forms	Michigan Dept of Ins & Financial Svcs
70. Franchini, John	Superintendent of Insurance	New Mexico Ofc of the Superintendent
71. Frank, Regina	Administrator	Wisconsin Ofc of the Ins Cmsr
72. Fritz, Julienne	Chief Business Strategy & Development Officer	NAIC
73. Froment, Jillian	Deputy Director	Ohio Dept of Ins
74. Gackenbach, Julie	Principal	Confreere Strategies
75. Gallagher, Ron	Deputy Insurance Commissioner	Pennsylvania Ins Dept
76. Gardner, Craig	Chief Examiner	Louisiana Dept of Ins
77. Geeser, Michael	Regional Director & Legislative Representative	CSAA Insurance Group
78. Goldblatt, Howard	Director Govt Affairs	Coalition Against Ins Fraud
79. Greenberg, Allen	Seniot Policy Analyst	US Dept of Transp/FHWA
80. Greer, Douglas	Senior Director	Alvarez & Marsal
81. Grider, Logan	Government Affairs Counsel	AAIS
82. Grinsell, Lynne	2nd VP and Senior Counsel	Travelers
83. Gustafson, Lindy	Management and Program Analyst	US Department of the Treasury
84. Gütersloh, Ralf	Head of Foreign Affairs	German Insurance Association
85. Hall, Shanique	CIPR Manager	NAIC

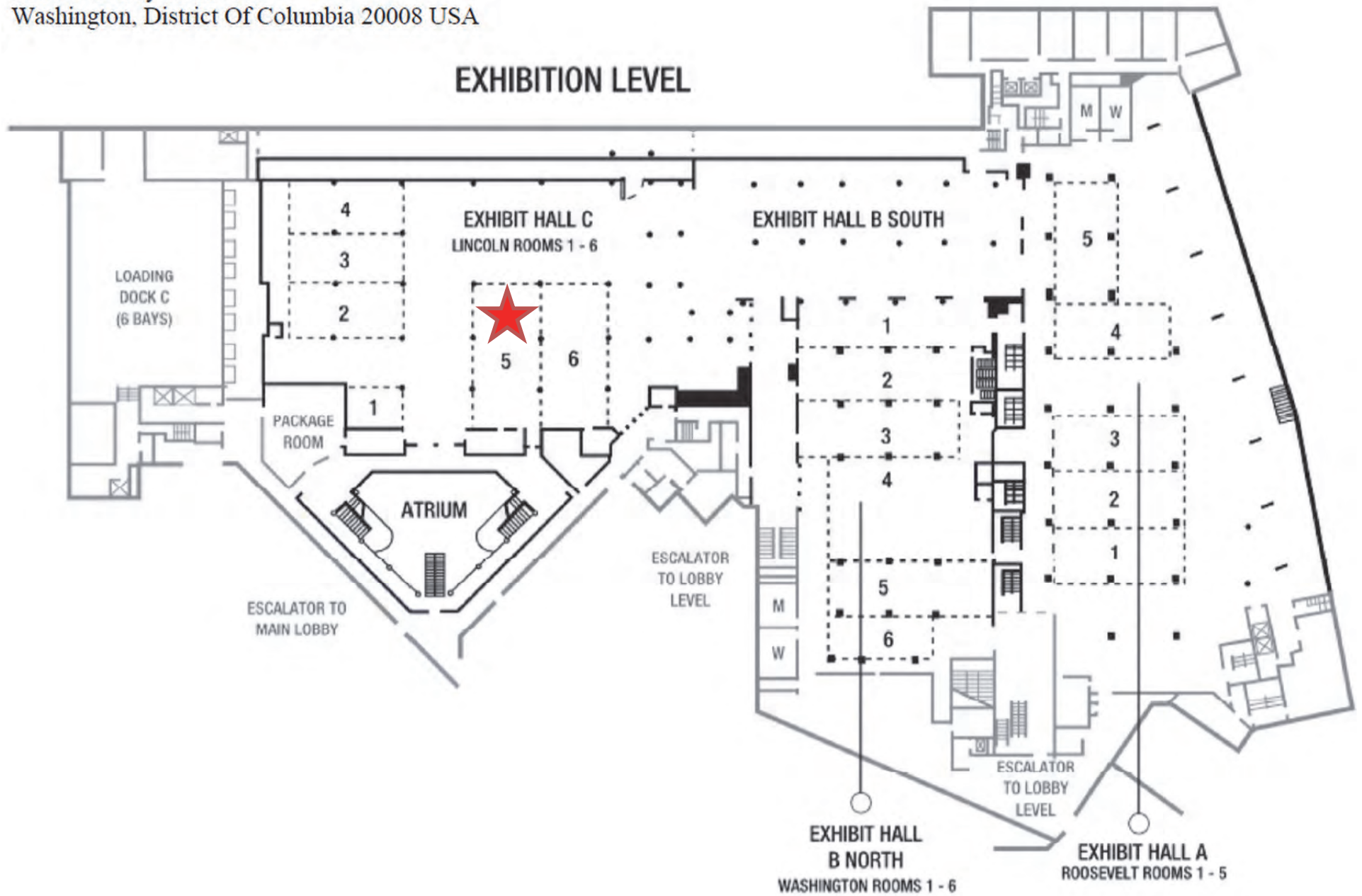
86. Hampton, Thomas	Senior Advisor	Dentons US LLP
87. Harbage, Robin	Director	Towers Watson
88. Harman, Tom	Associate Editor	BestWeek Insurance
89. Hartz, Douglas	Principal Consultant	IRCG
90. Haskins, Alan	Director of Government Affairs	NICB
91. Hatem, James	Partner	Nixon Peabody LLP
92. Hester, Martin	Deputy Director	Alaska Division of Ins
93. Holley, Bill	AVP	Fireman's Fund Insurance Co
94. Hudson, Mary Jo	Member	Bailey Cavalieri LLC
95. Jain, Rajat	Assistant Chief, Property and Casualty	Nevada Div of Ins
96. Jarrett, Jana	Assistant Director	Ohio Dept of Ins
97. Johanson, Kori	Chief Compliance & Government Affairs Officer	ACORD
98. Juliff, Sara	Analyst	NAIC
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101. Kattman, Jim	Manager	Noble Consulting Services, Inc.
102. Kaumann, Rolf	Deputy Chief Examiner	New York Dept of Financial Services
103. Keleher, David	Senior P&C Specialist	NAIC
104. King, Angela	Insurance Examiner	DC Dept of Ins Securities & Banking
105. Kirby, Cathy	Director, Consumer Services	Michigan Dept of Ins & Financial Svcs
106. Kiser, Todd	Commissioner	Utah Ins Dept
107. Klausmeier, Tracy	Property & Casualty Insurance Division Director	Utah Ins Dept
108. Klein, Justin	Legislative Analyst	Lexis Nexis
109. Knapp, Timothy	Northeast Regional Counsel	Allstate
110. Knighten, Arlene	Executive Counsel	Louisiana Dept of Ins
111. Kobussen, Kip	Director - Government Affairs	Sentry Insurance
112. Kochenburger, Peter	Associate Clinical Professor of Law	University of Connecticut School of Law
113. Kodama, David	Sr. Director	PCI
114. Kotelman, Laura	Business Development Manager	Sidley Austin LLP
115. Lamberjack, Randolph	President	Noble Consulting Services, Inc.
116. Lanctot, Roger	Associate Director, Global Automotive Practice	Strategy Analytics
117. Lang, Mary	Partner	Nelson Levine de Luca & Hamilton
118. Larkin, Courtney	2nd VP	Travelers
119. Larkin-Thorne, Sonja	NAIC FUNDED CONSUMER REP	CONSUMER ADVOCATE
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121. Lederer, Julie	P&C Actuary	Missouri Dept of Ins
122. Lees, Martha	Senior Policy Advisor	New York Dept of Financial Services
123. Lohmann, Tammy	Director, Insurance Product Filing	Minnesota Dept of Commerce
124. Lykins, Deana	Regional Director & Senior Counsel	CSAA Insurance Group
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126. Marcks, Richard	Chief Actuary	Connecticut Ins Dept
127. Marshall, Thomas	Associate Commissioner	Maryland Ins Admin
128. Marston, Sheri	Collaborative Actions Coordinator	NAIC



129. Martinez, Raymond	Senior Deputy Commissioner	North Carolina Dept of Ins
130. McBride, Gina	Bureau Chief, Consumer Services	Idaho Dept of Ins
131. McCord, Larry	Associate General Counsel	ANPAC
132. McCormick, Michele	Manager Market Conduct Services	Liberty Mutual Insurance
133. McCoy, Mark	Insurance Industry Manager	ESRI
134. McKay, Ben	Executive Director	Surplus Line Association of CA
135. McKenney, Matthew	Senior Insurance Regulatory Policy Analyst	Federal Insurance Office (FIO)
136. McNair-Grove, Sarah	Actuary	Alaska Division of Ins
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138. Morante, Teri	Senior Deputy Director	Michigan Dept of Ins & Financial Svcs
139. Mottar, Judy	Casualty Actuary	Illinois Dept of Ins
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142. Newins, Jim	Property and Casualty Division Director	Kansas Insurance Department
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156. Pafford, James M.	Director	Florida Office of Insurance Reg
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161. Prochoroff, Alan	Editor	Insurance Compliance Insight
162. Pugsley, Edwin	Chief Market Conduct Examiner	New Hampshire Ins Dept
163. Quigley, Tinna	Senior Policy Analyst	Federal Insurance Office
164. Rapp, William	Assistant Director of Public Policy	American Academy of Actuaries
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166. Reed, Gene	Deputy Insurance Commissioner	Delaware Dept of Ins
167. Reeve, Brian	Partner	Cassels Brock & Blackwell LLP
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169. Richardson, Barbara	Director	New Hampshire Ins Dept
170. Robben, Sara	Statistical Advisor	NAIC
171. Rouleau, Christina	Director of Market Regulation	Vermont Dept of Financial Reg

172. Samers, Audrey	Deputy General Counsel	ACE
173. Samhammer, Emily	Policy Administrator	Montana Ofc of the Ins Cmsr
174. Sammis, Beth	Deputy Director, Consumer Issues	Federal Insurance Office
175. Sanchez, Rebecca	Government Affairs Counsel	American Family Insurance
176. Schemmel, Judd	Federal Government Affairs Director	American Family Insurance
177. Scism, Leslie	Staff Reporter and News Editor	The Wall Street Journal
178. Scott, JoAnne	Assistant Deputy Commissioner	Virginia Bureau of Ins
179. Seeley, Alan	Deputy Superintendent	New Mexico Ofc of the Superintendent
180. Serbinowski, Tomasz	Actuary	Utah Ins Dept
181. Shirley, Darniece	Actuary	DC Dept of Ins Securities & Banking
182. Sloan, Ronda	Public Information Officer	Kentucky Dept of Ins
183. Smith, Mark	Asst. Vice President Govt Relations	Insurance Services Office
184. Snyder, David	Vice President	PCIAA
185. Sochor, Albert	V/P Director oif Marketing	Old Surety Life Insurance
186. Sorkin, Scott	Attorney	Bland & Sorkin, P.C.
187. Spriggs, Elise	AVP Director of Government Relations	State Auto Insurance Company
188. Stephens, James	Deputy Director	Illinois Dept of Ins
189. Stringer, Brooke	Financial Policy and Legislative Advisor	NAIC
190. Tanhehco, Efren	Supervisory Health Actuary	DC Dept of Ins Securities & Banking
191. Ternes, Rebecca	Deputy Commissioner	North Dakota Ins Dept
192. Tetrault, Paul	State & Policy Affairs Counsel	NAMIC
193. Thomas, Jeffrey	Counsel	Mitchell Williams
194. Travis, Thomas	NAIC Coordinator	Louisiana Dept of Ins
195. Trexler, Wes	Actuary	Idaho Dept of Ins
196. Turchi, John	Deputy Commissioner	Massachusetts Div of Ins
197. Ubben, Jeff	General Counsel	North Dakota Ins Dept
198. Van Sise, Mary	Vice President	ISO
199. Vigliaturo, Phil	Property and Casualty Actuary	Minnesota Dept of Commerce
200. Wagner, Robert	Partner	Hinshaw Culbertson
201. Wake, Robert	General Counsel	Maine Bureau of Ins
202. Wallace, Petra	Market Regulation Specialist	NAIC
203. Ward, Barry	Deputy Commissioner Licensing and Compliance	Louisiana Dept of Ins
204. Welker, Greg	Antifraud Coordinator & Market Regulation Specialist II	NAIC
205. Wellington, Michael	Sr. SPL Relationship Manager	NAIC
206. Westcott, Robin	Vice President, Government Affairs	American Association of Insurance Services
207. Woods, Gayle	Senior Policy Advisor	Oregon Ins Div
208. Woody, Jim	Chief Financial Officer	NAIC
209. Worman, Mark	Manager, Personal and Commercial Lines Office	Texas Dept of Ins
210. Xiao, Tian	Chief Examiner	Kansas Dept of Ins
211. Yoshihara, Shinji	Deputy Manager Corporate Planning Dept.	Tokio Marine & Nichido Fire Insurance Co.,Ltd.

Washington Marriott Wardman Park
2660 Woodley Road NW
Washington, District Of Columbia 20008 USA



Home page



Drive Safe & Save™ Program

You may save money on your State Farm® car insurance premium by enrolling in our new Drive Safe & Save Program. The savings will be based on the usage of your vehicle. Your premium will be adjusted at each renewal as information becomes available. The less your vehicle is driven, the more you save. Depending on the vehicle, you may be eligible to enroll in [OnStar®](#), [SYNC®](#) or [In-Drive®](#).

Enrolled Vehicles in Drive Safe & Save Program

2013 BMW 328XI - VIN [Report Your Odometer](#)

Enrolled in:	In-Drive
Current policy term:	03/22/2013 - 08/19/2013
Premium reduction: ?	\$56.00
Agent information:	Jacobsen Insurance Agcy Inc

[Access In-Drive](#)

2013 SMART FORTWO - VIN [Report Your Odometer](#)

Enrolled in:	In-Drive
Current policy term:	04/01/2013 - 08/19/2013
Premium reduction: ?	\$31.01
Agent information:	Jacobsen Insurance Agcy Inc

[Access In-Drive](#)

2004 TOYOTA SIENNA - VIN [Report Your Odometer](#)

Enrolled in:	In-Drive
Current policy term:	03/22/2013 - 08/19/2013
Premium reduction: ?	\$17.38
Agent information:	Jacobsen Insurance Agcy Inc

[Access In-Drive](#)

My details



- Dashboard
- Vehicle Center
- Alerts

[Overview](#) | [Compare](#) | [Discount Calculator](#) | [Driving Locations](#)

Overview

Insurance Discount

Since Joining the Program	At Last Renewal
\$56	\$56

Acceleration:

If your accelerator becomes stuck, use the following procedure: shift to neutral, apply the brakes, keep your eyes on th ...More

[more driving tips](#)

- OK Vehicle X-Ray Diagnostics
- OK Check Engine Light
- OK Maintenance/Service Reminders
- OK Recall Information

Summer:

Get ready for warmer temperatures. Test your car's interior and exterior lights.

[more weather driving tips](#)

Access your account from the palm of your hand

[Learn More](#)

STRATEGYANALYTICS

My car



[Dashboard](#) | [Vehicle Center](#) | [Alerts](#)

[Vehicle X-Ray Diagnostics](#) | [MPG Status](#) | [Check Engine Light](#) | [Maintenance/Service Reminders](#) | [Service Records](#) | [Recall Information](#)


Vehicle X-Ray Diagnostics

- No Issue Detected
- Monitor Closely
- Service Required



STRATEGYANALYTICS

My alerts



Create Location Alert - Choose shape below and click once on the map to start drawing and double-click to finish.

Email

Text

Set Location Schedule

Monday Saturday
 Tuesday Sunday
 Wednesday Weekdays
 Thursday Weekends
 Friday Always On

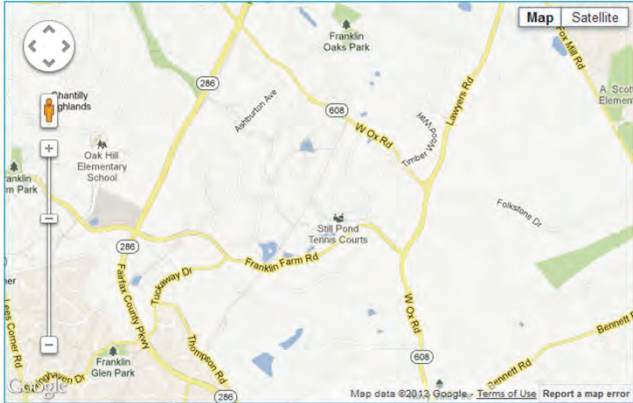
Starting at: 12:00 a.m. p.m. **Ending at:** 12:00 a.m. p.m.

Set Location Style
 Activate on location entry
 Activate on location exit

Location Name: _____

Enter Max. 50 characters

USA ▾ Street City AK ▾ Zip Code Find



Map data ©2013 Google. [Terms of Use](#) [Report a map error](#)

My driving score



Dashboard | Vehicle Center | Alerts

Overview | Compare | Discount Calculator | Driving Locations

Compare

My Report Card

Yearly Mileage	8,490
Left Turns	B
Right Turns	B-
Acceleration	B-
Braking	B+
Speed	A-
Time of Day	A+

Compare to:

Select State

All Participants

Post my overall to Facebook

Post my overall to Twitter

My potential savings



Dashboard | Vehicle Center | Alerts

Overview | Compare | Discount Calculator | Driving Locations

Discount Calculator

Current Report Card

How safe driving impacts your discount

8,490 Yearly Mileage	B Left Turns	B- Right Turns	B- Acceleration	B+ Braking	A- Speed	A+ Time of Day
--------------------------------	------------------------	--------------------------	---------------------------	----------------------	--------------------	--------------------------

Estimated 12-month
Insurance Discount
\$421.14

Calculate Your Potential

See how safe driving can impact your discount.

8,490 <input type="text"/>	B <input type="text"/>	B- <input type="text"/>	B- <input type="text"/>	B+ <input type="text"/>	A- <input type="text"/>	A+ <input type="text"/>
Yearly Mileage	Left Turns	Right Turns	Acceleration	Braking	Speed	Time of Day

My wife's potential savings



Dashboard | **Vehicle Center** | Alerts

Overview | Compare | **Discount Calculator** | Driving Locations

Discount Calculator

Current Report Card

How safe driving impacts your discount

6,804 Yearly Mileage	B- Left Turns	C+ Right Turns	B Acceleration	B Braking	A+ Speed	B- Time of Day
--------------------------------	-------------------------	--------------------------	--------------------------	---------------------	--------------------	--------------------------

Estimated 12-month Insurance Discount

\$151

Calculate Your Potential

See how safe driving can impact your discount.

6,804	B-	C+	B	B	A+	B-
Yearly Mileage	Left Turns	Right Turns	Acceleration	Braking	Speed	Time of Day

What is



Dashboard | **Vehicle Center** | Alerts

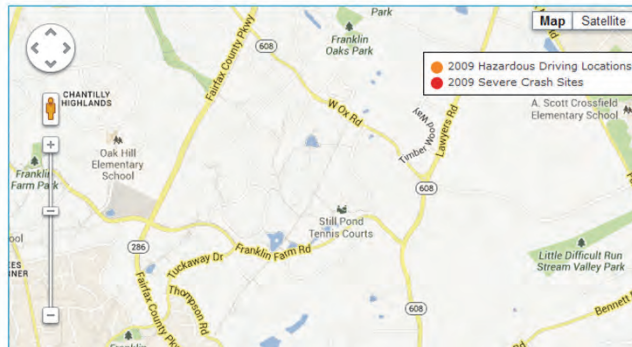
Overview | Compare | Discount Calculator | **Driving Locations**

Geobloc™ Display

Choose a date to learn more about the risks where you drive

06/06/2013

No locations found for 06/06/2013



What could be

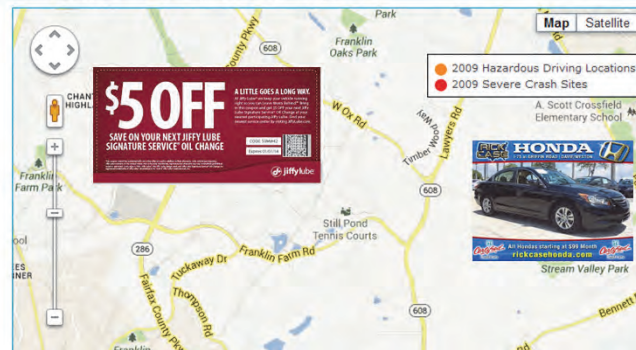


Dashboard Vehicle Center Alerts

Overview | Compare | Discount Calculator | **Driving Locations**

Geobloc™ Display

Choose a date to learn more about the risks where you drive



06/06/2013

No locations found for 06/06/2013

Display My Driving Legend

Total Miles	41-100%
Moving Time	21-40%
Total Time	11-20%
	6-10%
	0-5%

Co-Pilot Options
(Features available with subscription)

- Locate Vehicle
- View Past Locations
- Create Location Alert

Trust? Transparency?frustration



- 1/12: A **hard acceleration** event was recorded from about a week ago. I don't recall doing that, but it may have been when I pulled out into a lane of traffic and needed to get up to speed fairly quickly. Acceleration "events," however, aren't supposed to count against our Drive Wise discount, and I don't see that the recorded event made any difference in mine.
- 2/17: **Hard braking** ... so it says. I'm so careful these days, I think I would have noticed. That Drive Wise device is either super touchy or lying.
- 2/27: **Hard braking** ... are you kidding me?! Is this thing programmed to SAY you braked hard every so often? I've been ultra careful about this, and I was paying attention on that short drive yesterday. I definitely take issue with the device.
- 5/16 -- 21%
- **Final Policy Period Discount -- 21% BUT** ... of course my base premium went up for no particular reason (that is, no accidents, claims, or changes on my part) and this discount only applies to "major coverages," so my final premium ends up only a few dollars less than my last renewal.

My total discount ended up being \$23.00 after all of this. So 21%, when applied to "major coverages," doesn't amount to very much.



The Future of Automobile Insurance: Telematics in the U.S.

James Bielak
Program Manager, Property & Casualty

December 16, 2013

Business Problem

- Insurers are interested in UBI – and beyond (e.g., Claims)
- Multiple providers – proprietary formats
- Multiple interfaces – increasing complexity & cost
- Data providers (TSPs) also feel the pain



Choices – Telematics Variety

Different Widgets

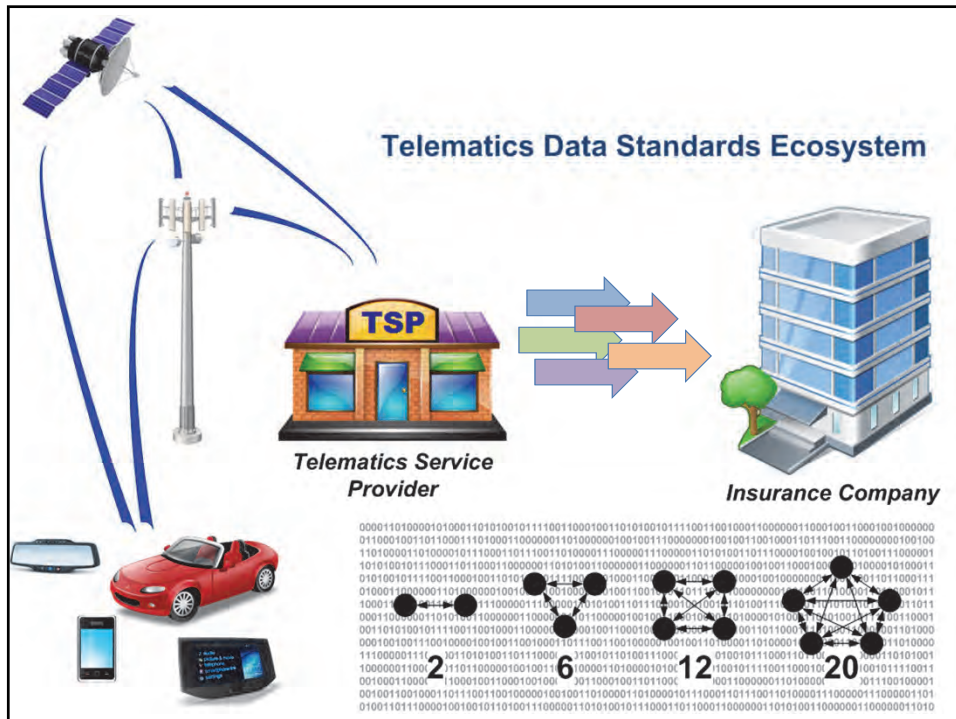


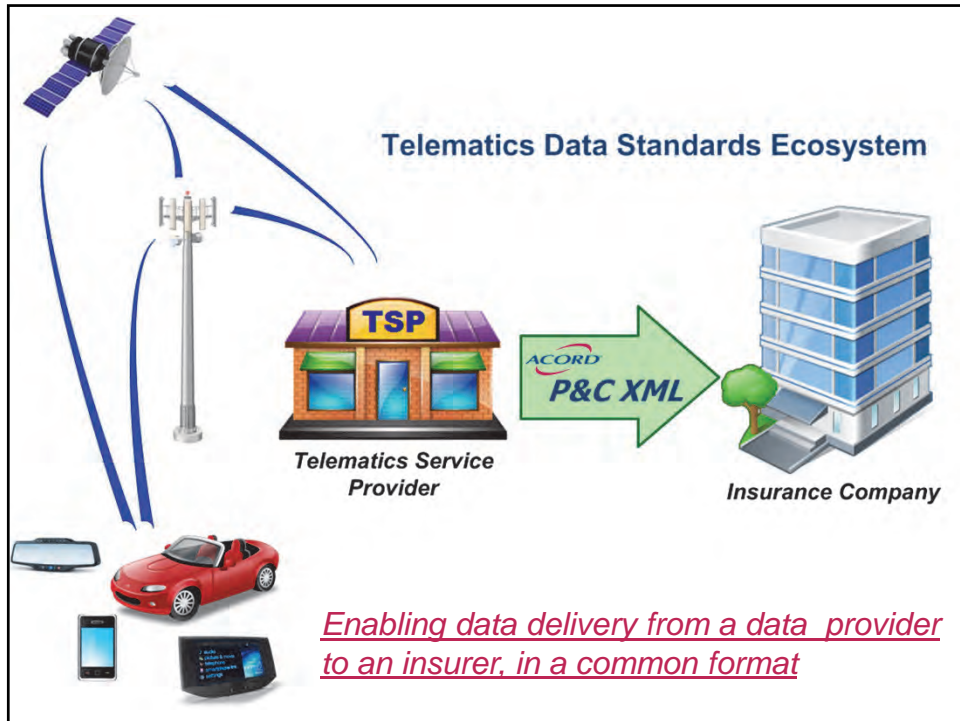
Different Data

OBD – GPS – Accelerometer – CAN Bus

Different Formats

Spreadsheet – CSV – Keyword-Value – Binary





CIPR Fall Event: Future of Automobile Insurance: Telematics in the U.S.

A Regulator's Perspective

Associate Commissioner, Property and Casualty
Sandra Castagna

Maryland Insurance Administration

December 16, 2013



Overview

- » Telematics in Perspective
- » Rating Factors and Auto Insurance
- » Regulatory Challenges and Concerns



Telematics in Perspective

- » **Two over-arching policy goals:**
 - » **Reduce green house gas emissions**
 - » **Align insurance costs with driving behavior**

- » **Pay-as-You-Drive Insurance**

This policy option would tie consumer insurance costs to actual motor vehicle travel use, so premiums would be directly related to hours or miles driven. This would provide price signals to consumers encouraging a reduction in miles driven, while allowing insurance companies to make premiums more actuarially accurate.



Rating Factors and Auto Insurance

- » Insurers consider the following factors (and others):

Education	Occupation	Credit Scoring	Territory	Household Composition
Age	Gender	Marital status	Distribution channels	Experience
MVR/Accidents	Usage	Make/Model	Safety	Affinity discounts

- » Q: Can increased market penetration of telematics devices and PAYD programs positively impact low-income households?



Regulatory Challenges and Concerns

- » What devices (if any) are being provided to insureds?
- » What data are captured and captured consistently?

Miles driven/time of day	Speed
Left/right turns and speed going into them	Rapid acceleration
Hard braking	Location

- » Did the insurer develop the GLM and what other models were utilized or assumptions made?
- » How frequently will data be transmitted from the telematics device when the vehicle is in motion?
- » How long must the device remain in the vehicle to obtain a “valid sample” of driving behavior data?
- » Where is all data stored, for how long and who has access?
- » What combination of the data results in a discount?



Regulatory Challenges and Concerns

- » How do insurers prove an appropriate discount has been applied? A simple “summary report” may not be enough.
- » What is disclosed to the insureds, how is it disclosed and when? At the time the device is provided/installed? What are the hours of the day, number or ratio of left/right turns, hard stops, etc. considered more/less favorable?
- » Can collected data be used for purposes other than auto rating, such as law enforcement, accident/claims investigations, marketing and sales?
- » How do companies, rating organizations or vendors establish geo-coded “zones or bands” based on traffic and population density, business v. residential, topography, etc. and assign discounts based on percentage of miles driven in green (good) versus red (bad) zones? How many layers need to be reviewed to determine if prohibited or unfairly discriminatory factors are included?
- » Can the regulator conduct effective reviews under competitive rating or file and use statutes?
- » Do the laws require insurers to send notice to the insured when a premium is increased, or a discount reduced or removed because of “driving behavior” or vehicle usage? If so, what reason is provided?
- » How do regulators explain this in plain and simple terms if a consumer questions how the rate is developed, why a premium has increased or a discount is being reduced or removed?



The Future of Automobile Insurance: Telematics in the U.S.

Allen Greenberg
U.S. Department of Transportation
Federal Highway Administration

National Association of Insurance Commissioners &
The Center for Insurance Policy and Research
Washington, D.C. Fall Event
December 16, 2013

Why Pay-as-you-drive-and-you- save (PAYDAYS) Insurance?

- Most of the costs of owning and operating a vehicle are fixed.
- The financial incentive not to use personal vehicles heavily is relatively small.
- Many households, especially low-income ones, would prefer variable costs to fixed ones.
- Various studies project substantial driving reductions, public policy benefits, and consumer savings resulting from PAYDAYS pricing.

Benefits of PAYDAYS Insurance (Mostly Modeled)

- Cuts vehicle miles traveled
- Curtails crash claims in excess of driving reductions
- Relieves congestion at a rate greatly exceeding driving reductions
- Diminishes air pollution and carbon emissions
- Lowers infrastructure costs
- Strengthens cities and lessens urban sprawl
- Provides substantial consumer savings
- Increases insurance company profits

Product Features To Maximize Driving Reductions (An Objective of Some Federal Grant Funding)

- Direct and transparent per-mile or per-minute-of-driving pricing—avoid rebates
- In-vehicle graphic displays of “insurance pricing meter” with e-mail and Web summaries
- Frequent billing without automatic bill payment
- Transit pass discounts for PAYDAYS customers or bundling transit passes with a few free miles of insurance
- Individualized assistance to identify alternatives
- Peer comparisons and “regret lotteries” to encourage continuous mileage reductions

Research Provides Actuarial Justification for PAYDAYS Pricing

- Research from Massachusetts that combines vehicle mileage and loss cost data shows a compelling relationship (R^2 rises 0.15 to 0.72).
- Host of mostly small instrumented vehicle studies consistently shows a strong linkage between certain driving habits and crashes.
- Actions of insurance companies also suggest actuarial underpinnings for PAYDAYS insurance.

Federal Government Actions to Watch

- A range of Federally-supported PAYDAYS projects, including an actuarial study, are slowly moving forward; results will be published.
- 2,500-vehicle Naturalistic Driving Study is underway.
- Government transportation funding shortfalls lead to tests of mileage-based road user fees; could, as NYC is doing, combine with PAYDAYS tests.

Thank you!

- Allen Greenberg

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Federal Highway Administration
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Usage-based Auto Insurance (UBI)

A revolution is underway

NAIC CIPR Fall Event

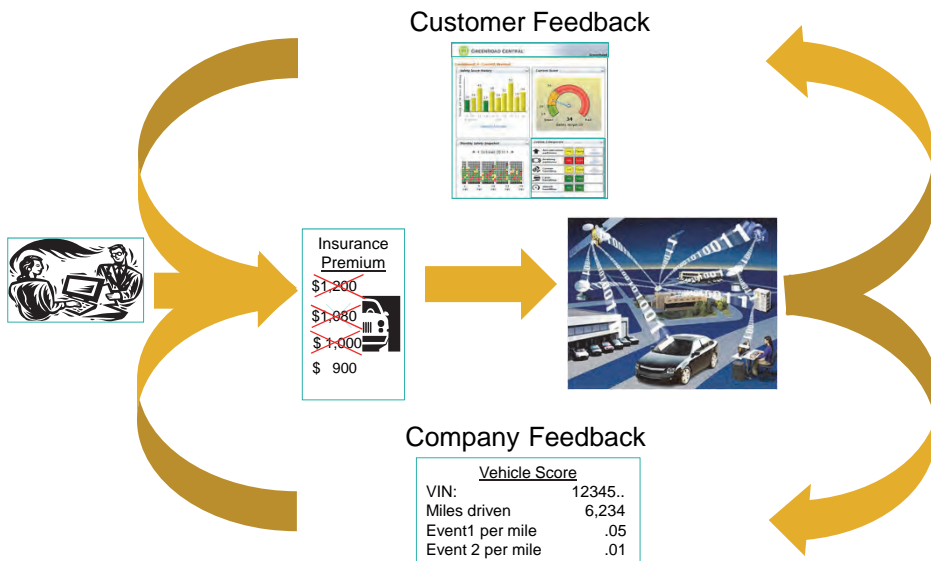
Robin Harbage, FCAS, MAAA

December 16, 2013

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UBI is an ongoing process



UBI — Everybody wins



Consumers:

- Control of premium
- Understandable rating based on how, when, where they drive
- Access to useful driving feedback
- Value-added services
- "Green" and "progressive" products

Insurers:

- Enhanced pricing
- Product differentiation and brand awareness
- Reduced loss costs
- Improved consumer satisfaction and retention

Regulators:

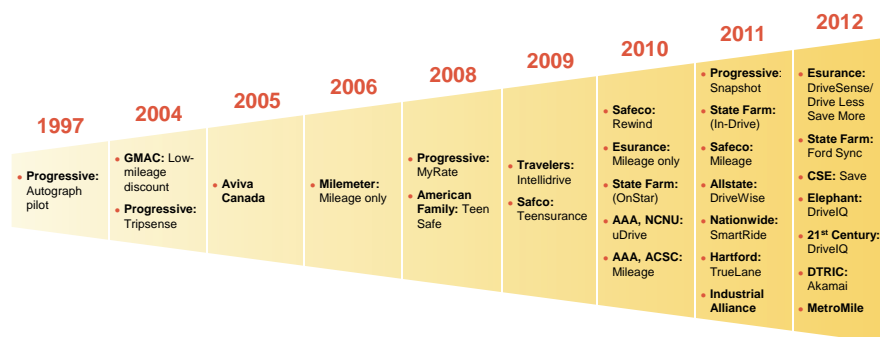
- Saves lives
- "Fairly" discriminatory variables
- Consumer acceptance and premium control
- Environmentally friendly

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3

UBI programs have proliferated in North America



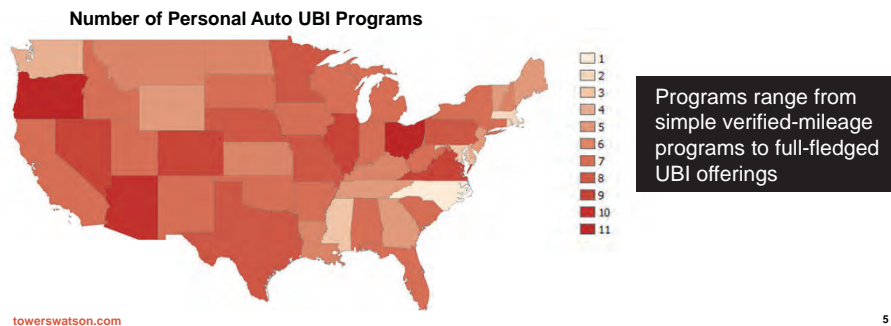
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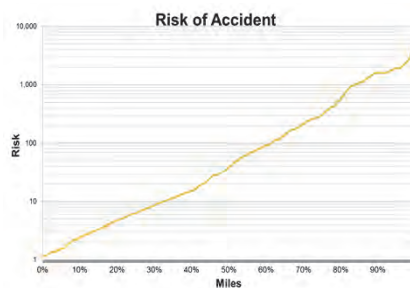
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UBI continues to gain momentum in the U.S. market

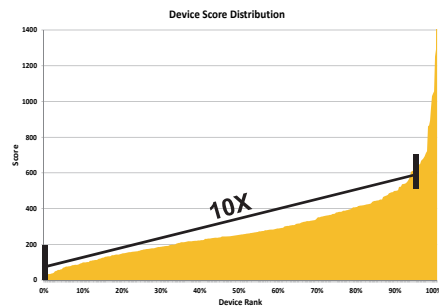
- Nine of the top 10 personal motor insurers have implemented programs
- U.S. companies representing over 75% of the market already have programs or are actively pursuing them
- 49 states have 4+ Personal Auto UBI programs — Ohio has >10!



How powerful is this data?



- Using the DriveAbility pooled data, our algorithm identifies certain “miles” as being 1,000s of times riskier than others



- Aggregating miles at the vehicle level results in the shown scores
 - The highest decile of vehicles has an expected cost 10 times higher than that of the best decile

This is just the first-generation score, which will only get better as volumes increase and analysis progresses

UBI will continue to evolve to provide value beyond discounts

Influence drivers to improve driving behavior

- Potential to save lives and significantly impact profitability
- Compelling proposition for the broader market beyond the "self selectors"
- Creates long-term customer "stickiness"

Behavioral Change

Protect the insured and family

- Parent-teen relationships
- Enhances overall value of insurer/customer relationship

Personal and Family Security

Value-Added Services

Introduce range of new services

- Customers opt (and pay) for services they value
- insurer uses these to differentiate product

Insurance Discounts

Simple rating based program

- Discount driven, leverage self-selection
- Target, attract and retain high profit customers "as they are"

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7

What is the potential?



Pricing Accuracy Based On Risk



Behavioral Modification Programs
(teens, mature market, etc.)



Safety Features
Emergency response, roadside assistance, stolen vehicle recovery



Vehicle Maintenance Reporting



Green Driving and Fuel Management



Concierge Services
Door unlock, navigation, location assistance



Safer Roads and Lives Saved

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8

UBI represents a whole new ball game for the auto insurance industry



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- Transforming relationships between insurers and their customers and influencing behaviors and resultant claims

The challenge is on to seize the opportunity that UBI presents

9

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Towers Watson DriveAbility Our UBI services

Strategy Development

- UBI strategy development
- Business case development
- Operating model design
- Market entry strategy
- Educational workshops

Consumer Proposition Design

- Brand (or new brand) values
- Target market proposition
- Pricing model
- Reward mechanism
- Additional services
- Claims handling enhancements
- Policy wording

Towers Watson's analytical services

- Granular data
- Data cleansing
- Risk analysis
- Powerful risk scores
- Driver feedback analytics

Marketing & Distribution Strategy

- Marketing & distribution strategy
- Target market segmentation
- Consumer surveys
- Initial UBI score
- Development of try-before-you-buy app
- Media optimisation
- Campaign management
- Media optimization

Implementation Support

- Develop target operating model
- Supplier selection – if relevant
- Implementation plan
- Training
- Customer migration and communication plan

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10

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