2026 Summer National Meeting
Columbus, Ohio

MARKET REGULATION AND CONSUMER AFFAIRS (D) COMMITTEE
Friday, August 14, 2026
9:15 – 10:30 a.m.

Meeting Summary Report

Report of the Market Regulation and Consumer Affairs (D) Committee

The Market Regulation and Consumer Affairs (D) Committee met Aug. 14, 2026. During this meeting, the Committee:

1. Adopted its July 27 meeting minutes. During this meeting, the Committee took the following action:
   A. Adopted its Spring National Meeting minutes (*see NAIC Proceedings – Spring 2026, Market Regulation and Consumer Affairs (D) Committee*).
   B. Adopted Chapter 21B—Conducting the Pet Insurance Examination for inclusion in the *Market Regulation Handbook*.
   C. Received a referral of draft pharmacy benefit manager (PBM) examination standards from the Pharmacy Benefit Management (D) Working Group to the Market Conduct Examination Guidelines (D) Working Group.
   D. Adopted revisions to the long-term care (LTC) Market Conduct Annual Statement (MCAS) blank interrogatories and general information sections for consistency and clarification.

2. Received an update on market conduct regulation modernization in response to changing markets, business models, and consumer expectations. The Committee is on schedule to consider adoption of recommendations to improve and modernize the market conduct regulatory framework at the Fall National Meeting.

3. Received an update on the development of a cybersecurity incident response framework, which is being developed to create a coordinated, multi-jurisdictional response to cybersecurity events involving regulated entities. The framework consists of six sections: 1) purpose, scope, and use of the framework; 2) evaluation and response process; 3) coordinating lead state selection; 4) coordinating lead state responsibilities; 5) a flowchart illustrating the proposed framework process; and 6) the framework's relationship to other NAIC documents and projects, such as the Cybersecurity (H) Working Group's adopted Cybersecurity Event Response Plan (CERP) and the NAIC cybersecurity event notification portal.

4. Heard a presentation from the American Property Casualty Insurance Association (APCIA) on consumers' use of artificial intelligence (AI) for complaints.

5. Adopted a new charge for the Producer Licensing (D) Task Force to develop a uniform appointment termination for cause form and form of an ad hoc subgroup to develop an initial draft.

6. Adopted the reports of the following task forces and working groups:
   A. Antifraud (D) Task Force
   B. Producer Licensing (D) Task Force
   C. Advisory Organization (D) Working Group
   D. Market Actions (D) Working Group
   E. Market Analysis Procedures (D) Working Group
   F. Market Conduct Annual Statement Blanks (D) Working Group
   G. Market Conduct Examination Guidelines (D) Working Group
   H. Market Conduct Regulation Modernization (D) Working Group
   I. Market Information Systems (D) Working Group
   J. Market Regulation Certification (D) Working Group
   K. Pharmacy Benefit Management (D) Working Group
   L. Speed to Market (D) Working Group

7. Received an update from the Big Data and Artificial Intelligence (H) Working Group on the AI Risk Evaluation Supplement, which is designed as an interim solution to help state insurance regulators evaluate the use of AI while they study longer-term updates to the market and financial-related processes.