Date: 8/4/21

2021 Summer National Meeting  
Columbus, Ohio

NAIC/CONSUMER LIAISON COMMITTEE  
Saturday, August 14, 2021  
9:30 – 11:00 a.m.  
Convention Center—Union Station Ballroom—Level 1

ROLL CALL

Michael Conway, Chair  
Andrew R. Stolfi, Vice Chair  
Jim L. Ridling  
Lori K. Wing-Heier  
Peni Itula Sapini Teo  
Evan G. Daniels  
Alan McClain  
Ricardo Lara  
Andrew N. Mais  
Trinidad Navarro  
Karima M. Woods  
David Altmair  
John F. King  
Dean L. Cameron  
Doug Ommen  
Vicki Schmidt  
Sharon P. Clark  
James J. Donelon  
Kathleen A. Birrane  

Anita G. Fox  
Grace Arnold  
Mike Chaney  
Chlora Lindley-Myers  
Eric Dunning  
Barbara D. Richardson  
Linda A. Lacewell  
Mike Causey  
Jon Godfread  
Judith L. French  
Glen Mulready  
Jessica K. Altman  
Doug Slape  
Jonathan T. Pike  
Tregenza A. Roach  
Scott A. White  
Mike Kreidler  
Mark Afable

Michigan  
Minnesota  
Mississippi  
Missouri  
Nebraska  
Nevada  
New York  
North Carolina  
North Dakota  
Ohio  
Oklahoma  
Pennsylvania  
Texas  
Utah  
Virgin Islands  
Virginia  
Washington  
Wisconsin

NAIC Support Staff: Lois E. Alexander

2021 NAIC Consumer Liaison Representatives

Jamille Fields Allsbrook  
David Arkush  
Amy Bach  
Birny Birnbaum  
Ashley Blackburn  
Brendan M. Bridgeland  
Courtney Bullard  

Center for American Progress  
Public Citizen’s Climate Program (UP)  
United Policyholders (UP)  
Center for Economic Justice (CEJ)  
Community Catalyst  
Center for Insurance Research (CIR)  
Utah Health Policy Project (UHPP)

Bonnie Burns  
Tasha Carter  
Symone N. Crawford  
Brenda J. Cude  
Lucy Culp

California Health Advocates  
Florida Office of the Insurance Consumer Advocate  
Massachusetts Affordable Housing Alliance (MAHA)  
University of Georgia  
The Leukemia & Lymphoma Society (LLS)
AGENDA

1. Hear a Presentation on Helping Consumers Avoid Getting Burned or Blown-Away by Post-Disaster Fraud—Amy Bach (UP) and Matthew J. Smith (CAIF) —20 minutes  

2. Hear a Presentation on the Impact of the COVID-19 Pandemic on Consumer Credit Scores and Insurance Underwriting—Birny Birnbaum (CEJ)—20 minutes  

3. Hear a Presentation on Regulatory Possibilities for Promoting Equity Through Telehealth—Karen Siegel (HES) and Rachel K. Klein (The AIDS Institute) —20 minutes  

4. Hear a Presentation on the Implementation of the Federal No Surprises Act (NSA) and Implications for Consumer Protections—Natasha Kumar (Families USA)—15 minutes
5. Hear the Survey Results from the Consumer Representatives Survey—Brenda J. Cude (University of Georgia) and Yosha P. Dotson (GHF)—15 minutes

6. Discuss Any Other Matters Brought Before the Liaison Committee—Commissioner Michael Conway (CO)

7. Adjournment