

*2021 Fall National Meeting
San Diego, California*

CONSUMER LIAISON COMMITTEE

Monday, December 13, 2021
9:30 – 11:00 a.m.

Meeting Summary Report

The Consumer Liaison Committee met Dec. 13, 2021. During this meeting, the Committee:

1. Adopted its Summer National Meeting minutes.
2. Observed a presentation of the Excellence in Consumer Advocacy award from NAIC consumer representatives to Commissioner Jessica K. Altman (PA).
3. Heard a presentation on federal health policy updates, developments, and recommendations. This is important for state insurance regulators, industry, and consumers to follow the change to the federal No Surprises Act (NSA) and upcoming vote on the Build Back Better Act.
4. Heard a presentation from a health care consumer advocate titled “Insurance Privacy Protection: Do the Right Thing – A Consumer Perspective.” This is important to help consumers understand how their data is being collected, used, and shared or sold by the insurance industry.
5. Heard a presentation from the Center for Economic Justice (CEJ) on regulatory failures in credit-related insurance. This is important because lower loss ratios experienced in this line of business lead to higher profit margins for insurers.
6. Heard a presentation from United Policyholders on when private options string for insuring properties residual market entities and consumer challenges.
7. Heard a presentation from the California Western School of Law on the impact on demand surge post-disaster on the labor and material costs of reconstruction.

[Summary Consumer Liaison](#)