

*2023 Summer National Meeting
Seattle, Washington*

NAIC/CONSUMER LIAISON COMMITTEE

Saturday, August 12, 2023

12:00 – 2:00 p.m.

The Consumer Liaison Committee met Aug. 12, 2023. During this meeting, the Liaison Committee:

1. Adopted its Spring National Meeting minutes.
2. Heard a presentation from the Center for Economic Justice (CEJ) on a meaningful framework for the supervision of insurers' use of big data and artificial intelligence (AI).
3. Heard a presentation from United Policyholders (UP) and the Automotive Education & Policy Institute (AEPI) on the appraisal process for automotive and property damage claims.
4. Heard a presentation from the Disability Rights Education & Defense Fund (DREDF), the Whitman-Walker Institute, and the Leukemia & Lymphoma Society (LLS) on federal health updates.
5. Heard a presentation from Consumers' Checkbook, Georgians for a Healthy Future, and the United States of Care on preventative health services.
6. Heard a presentation from the American Kidney Fund (AKF) and the HIV+Hepatitis Policy Institute on health care appeals and denials.

NAIC Staff Support Hub/2023 Summer National Meeting/Summary Consumer Summer National Meeting