

*2020 Summer National Meeting
Virtual Meeting*

TRANSPARENCY AND READABILITY OF CONSUMER INFORMATION (C) WORKING GROUP

Thursday, July 30, 2020

3:00 p.m. ET / 2:00 p.m. CT / 1:00 p.m. MT / 12:00 p.m. PT

Meeting Summary Report

The Transparency and Readability of Consumer Information (C) Working Group met July 30, 2020. During this meeting, the Working Group:

- 1.. Adopted its July 16 and June 16 minutes, which included the following action:
 - a. Discussed creating social media content and the best formats to use to communicate with consumers.
 - b. Discussed flood insurance disclosures.
 - c. Heard a presentation from the American Property Casualty Insurance Association (APCIA), the NAIC Communications Division and consumer representatives regarding best practices each have discovered when using social media to communicate with consumers.
2. Discussed the need for consumer disclosures regarding significant premium increases on property/casualty (P/C) insurance products. States discussed their concerns and solutions for communicating information to consumers regarding premium increases. The Working Group plans to collect and compile information from states regarding processes that are already in place.

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