

Date: 3/16/23

Virtual Meeting

MARKET CONDUCT EXAMINATION GUIDELINES (D) WORKING GROUP

Tuesday, March 28, 2023

11:00 – 12:00 p.m. ET / 10:00 a.m. – 11:00 p.m. CT / 9:00 – 10:00 a.m. MT / 8:00 – 9:00 a.m. PT

ROLL CALL

Matthew Tarpley, Chair	Texas	Ralph Boeckman	New Jersey
Erica Weyhenmeyer, Vice Chair	Illinois	Leatrice Geckler	New Mexico
Maria Ailor	Arizona	Sylvia Lawson	New York
Crystal Phelps/Teri Ann Mecca	Arkansas	Teresa Knowles	North Carolina
Nick Gill	Connecticut	Todd Oberholtzer	Ohio
Frank Pyle	Delaware	Landon Hubbard	Oklahoma
Sharon Shipp	District of Columbia	Brian Fordham/ Tashia Sizemore	Oregon
Elizabeth Nunes/ Paula Shamburger	Georgia	Gary Jones/ Paul Towsen	Pennsylvania
Doug Ommen	Iowa	Matt Gendron/ Brett Bache	Rhode Island
Ron Kreiter	Kentucky	Karla Nuissl	Vermont
Mary Lou Moran	Massachusetts	Julie Fairbanks	Virginia
Jeff Hayden	Michigan	Jeanette Plitt	Washington
Paul Hanson	Minnesota	Desiree Mauller	West Virginia
Win Nickens/Jo LeDuc	Missouri	Rebecca Rebholz/ Diane Dambach	Wisconsin
Peggy Willard-Ross/ Hermoliva Abejar	Nevada		
Maureen Belanger/ Ellen Walsh	New Hampshire		

NAIC Support Staff: Petra Wallace/Lois E. Alexander

AGENDA

1. Hear Opening Remarks—*Matthew Tarpley (TX)*
2. Discuss its 2023 Working Group Adopted Charges—*Matthew Tarpley (TX)* Attachment 1
3. Discuss Carry-Over Items from 2022—*Matthew Tarpley (TX)*
4. Discuss Any Other Matters Brought Before the Working Group—*Matthew Tarpley (TX)*
5. Adjournment

Market Conduct Examination Guidelines (D) Working Group 2023 Charges

(Posted on the Working Group's web page at

https://content.naic.org/cmt_e_d_market_conduct_exam_guidelines.htm)

The Market Conduct Examination Guidelines (D) Working Group will:

1. Develop market conduct examination standards, as necessary, for inclusion in the *Market Regulation Handbook*.
2. Monitor the adoption and revision of NAIC models and develop market conduct examination standards to correspond with adopted NAIC models.
3. Develop updated standardized data requests, as necessary, for inclusion in the *Market Regulation Handbook*.
4. Discuss the development of uniform market conduct procedural guidance (e.g., a library, depository or warehouse with market conduct examination templates, such as an exam call letter, exam exit agenda, etc.) for inclusion in, or for use in conjunction with, the *Market Regulation Handbook*.
5. Coordinate with the Innovation, Cybersecurity, and Technology (H) Committee to develop market conduct examiner guidance for the oversight of regulated entities' use of insurance and non-insurance consumer data and models using algorithms and artificial intelligence (AI).
6. Discuss the effectiveness of group supervision of market conduct risks and develop examination procedural guidance, as necessary.
7. Discuss the role of market conduct examiners in reviewing insurers' corporate governance as outlined in the NAIC's *Corporate Governance Annual Disclosure Model Act* (#305) and the *Corporate Governance Annual Disclosure Model Regulation* (#306).