

Process Ch16§A11 – The regulated entity has developed and implemented written policies, standards and procedures for the management of insurance information.

Note: This process applicable for states that have adopted the NAIC Insurance Information and Privacy Protection Model Act referred to as the 1982 Model Act.
11. Please provide training manuals and bulletins that address the management of insurance information including handling, disclosing, storing or disposing of insurance information.
12. Please describe the regulated entity's standards and security to safeguard insurance information. Please describe the factors considered in developing these safeguards.
13. Please provide a copy of the contract used by the regulated entity to share information shared with a contractor of the regulated entity.
14. Please describe all contractual agreements between the regulated entity and other persons and indicate how they address privacy procedures and standards for the person with whom the regulated entity is contracting.
15. Please describe the process used by the regulated entity before disclosure of information held.
16. Describe how the regulated entity ensures proper authorization before disclosing insurance information.
17. Describe how the regulated entity handles, discloses, stores and disposes of insurance information.
18. Please provide the identity of any vendors holding and/or using personal information concerning insureds or prospective insureds of the regulated entity and their reasons for

Comment [BC(1): I believe this should read "process is applicable."

13. Provide a copy of the regulated entity's advertising materials and associated policy forms used during the Examination Period.
14. Describe the regulated entity's internet marketing efforts.
15. Provide a copy of the regulated entity's telemarketing scripts.
16. Describe methods of communication with producers. Is electronic media used to train, inform, communicate with producers?
17. Provide a copy of any buyer's guide in use by the regulated entity.
18. Please describe any use of social media by the regulated entity.

Process Ch16§C02 – Regulated entity internal producer training materials are in compliance with applicable statutes, rules and regulations.

Note: For purposes of this process, this includes, agent, broker, solicitor, surplus lines broker, general agent, managing general agent, etc.
11. Please describe the specialized product training provided to producers and the frequency of the training.
12. Please describe the regulated entity efforts to avoid producer misrepresentation.
13. Please provide all producer training material utilized by the regulated entity.

Comment [BC(2)]: I would suggest replacing "this" with "producer" or "the term producer."