

## Nancy Boysen heads consumer services

Nancy Boysen has joined the Insurance Division as manager of the Consumer Services Section.

Boysen most recently was a region manager for the Division of Child Support in the Oregon Department of Justice. Earlier in her career, she spent 12 years with the Oregon Department of Revenue, working as a tax auditor, as project manager for the state's electronic filing system, and as manager of the filing enforcement program.



Nancy Boysen

The Consumer Services Section includes the Consumer Advocacy, Agent Licensing, and Administrative Services units.

## Oregon's financial regulation program earns accreditation award for third time

The Oregon Insurance Division has been recognized for its financial regulation program by the National Association of Insurance Commissioners.

Oregon was one of 10 states to recently receive an accreditation award.

Accredited insurance departments are required to undergo a comprehensive review every five years by a team of independent auditors to ensure that they continue to meet the NAIC's standards.

The standards require insurance departments to have adequate authority and resources to regulate an insurer's financial affairs, and to demonstrate proficiency in carrying out that authority.

Oregon was initially accredited in 1993 and was re-accredited in 1998. **Russell Latham** is manager of the Insurance Division's Financial Regulation Section.

Forty-nine states and the District Columbia are accredited by the NAIC.

## Ario re-elected to NAIC secretary-treasurer post

Oregon Insurance Administrator **Joel Ario** has been re-elected as secretary-treasurer of the National Association of Insurance Commissioners.

Ario currently serves as the chair of the NAIC's Market Regulation and Consumer Affairs Committee. He has been a leading national voice for strengthening state market regulation programs by en-

hancing uniformity and collaboration while supporting state diversity in matters of local concern.

Ario has been Oregon's insurance administrator since May 2000. He also serves as president and board chair for the NAIC's affiliate, the National Insurance Producer Registry.

## Market Analysis Handbook helps target regulatory resources

Oregon is moving forward with implementing the Market Analysis Handbook, one of the key regulatory modernization initiatives recently adopted by members of the National Association of Insurance Commissioners.

"The handbook brings new rigor to the process of compiling and analyzing data to target our limited regulatory resources on the most important consumer problems," said Oregon Insurance Administrator **Joel Ario**. "It provides a framework for more effective collaboration among state insurance regulators to identify significant market conduct issues through use of common data, and it allows the entire process to occur sooner and more rapidly, providing for earlier intervention and limiting harm to consumers."

The initial version of the Market Analysis Handbook focuses on making the best use of existing information, primarily consumer complaint and financial data. Other types of information also can be useful, such as rate and form filings, other

company filings, routine and special requests for company data, and information from other state and federal regulators.

"This information can help us identify companies that we need to look at more closely," Ario said. "We can then consider the appropriate response, ranging from informal discussions with company officials to office-based reviews to on-site examinations and investigations."

**Patricia Neesham**, who was recently chosen as the Insurance Division's chief market analyst, said Oregon has already implemented many techniques recommended in the handbook. For example, companies with significant market activity in key lines have been identified and will be systematically reviewed.

Ario said state regulators will share all significant findings with the NAIC's Market Analysis Working Group (MAWG). The MAWG is the national forum for states to coordinate re-

## AGENT LICENSING

### Change to the producer appointment process clarified

By Margarita Nuñez

We have received a number of calls requesting clarification of the change to the appointment process that resulted from passage of Senate Bill 253 by the 2003 Legislature.

Appointments are still required for producers (agents and agencies). Although insurers no longer have to file appointments with the Insurance Division, they are required to provide us with a current list of contracted producers upon request. We use these lists for tax purposes and to notify producers when an insurer's certificate of authority is suspended or revoked.

The division anticipates requesting appointment lists at least annually. We intend to propose administrative rules that will identify the type of producer information insurers need to maintain and the format for transmitting the information to the division. Notice of this rule will be sent to those on the rulemaking list as well as to those individuals signed up with our e-mail notification service.

The e-mail notification service provides timely notice of proposed rulemakings, agent licensing issues, press releases and other information. There is no charge for this service. To sign up, please visit our Web site ([oregoninsurance.org](http://oregoninsurance.org)) and click on *E-Notify*.

#### Unlicensed customer service representatives

What is an unlicensed customer service representative (CSR) allowed to do? This is a common question we receive from agency owners. Under the supervision and review of a licensed producer, an unlicensed CSR is allowed to do the following:

- disclose rates
- fill out an application for insurance
- accept or receive insurance premiums
- provide information to current policyholders on existing terms
- take requests for changes on in-force policies

- obtain information needed from insureds
- receive claim information from insureds and claimants
- make appointments
- transmit insurance policies to insureds

#### Reporting of administrative actions

Producers are required to report any administrative actions taken against them in another jurisdiction or by another governmental agency in Oregon. A report of the action must be filed with the Insurance Division within 30 days of the date of the final disposition of the matter. The report needs to include a copy of the administrative order or other relevant legal documents.

In addition, a producer needs to report any criminal prosecution taken in any jurisdiction within 30 days after the initial pretrial hearing date. The report needs to include a copy of the initial complaint filed, the order resulting from the hearing, and any other relevant legal documents.

As you can see on Page 6 of this issue of the *Regulator*, the division is taking enforcement actions against producers who fail to comply with reporting requirements.

#### License renewal requirements

If you have moved in the last year, please make sure you have notified us of all address changes. Renewals are mailed to the residence addresses we have on file. If the renewal is returned from the residence address, it is then mailed to the business address. Producers are required by law to notify us within 30 days of address changes.

Outdated addresses are the No. 1 reason that renewals are returned.

If you have not received your renewal notice within one month of your license expiration date, please contact the Agent Licensing Unit for a duplicate notice. Call 503-947-7981 or send e-mail to [web.insagent@state.or.us](mailto:web.insagent@state.or.us).

*Margarita Nuñez is manager of the Agent Licensing Unit.*

## MARKET ANALYSIS

Continued from Page 1

sults of their market analysis programs and market conduct examinations. States can explore, for example, whether they are targeting the same companies, nationally or regionally.

"The more states that follow the Market Analysis Handbook, the better MAWG will be able to function," Ario said, "and the more effective market oversight will become."

Factors used to select companies for further analysis include:

- complaint activity
- referrals from the MAWG, other states or other work units within the division

- significant changes in premium volume or market share
- significant changes or anomalies in reserves
- significant changes or anomalies in defense costs
- loss ratios unusually high or low relative to overall market
- major participants in noncompetitive or under-competitive market sectors

The Market Analysis Handbook is an evolving document, Ario said, and will be updated as more techniques are developed and refined by the states. In this way, regulators can become more effective at focusing examination and enforcement activities on the most serious consumer problems, while reducing the regulatory burden on insurers that are operating appropriately in the marketplace.

# INSURANCE ADMINISTRATOR'S COLUMN

## Financial regulation is one of our most important jobs

**R**egulating the financial condition of insurers is one of the most important jobs of state insurance departments. Consumers deserve to know that their insurance company is solvent and can pay claims on time and in full.

By granting Oregon re-accreditation, the NAIC recognizes that our financial regulation program continues to meet its stringent standards. (Please see story, Page 1). My congratulations to Manager **Russell Latham** and his staff for an outstanding job.

### Reorganization helps efficiency, effectiveness

The recent reorganization of the Insurance Division will help us more efficiently and effectively perform our three primary functions:

- Financial regulation
- Market regulation
- Consumer services

**Jann Goodpaster** will manage market regulation, which integrates our market compliance functions. **Nancy Boysen** will head our new Consumer Services Section, which includes the Consumer Advocacy, Agent Licensing, and Administrative Services units, and **Russell Latham** will continue as manager of financial regulation.

In addition to overseeing financial analysis and the many other responsibilities of his section, Russell also will serve as our chief financial examiner.



### Market Analysis Handbook is giant step forward

Efforts to reform market regulation took a giant step forward with completion of the NAIC's Market Analysis Handbook (Please see story, Page 1).

The handbook provides state insurance departments with uniform market analysis standards and procedures, which include integration of market analysis with other regulatory functions. It identifies data and information that is already available to regulators and catalogs specific ways the data can be used.

By compiling and analyzing market data, regulators can target their resources on the most important consumer problems, which can be addressed earlier and more rapidly. The handbook also provides a framework for more effective collaboration among states to identify significant market conduct issues through the use of common data.

### New feature highlights rate activity

Please check out our new rate change tables on Page 5 of the *Regulator*. These tables, featuring the Top 10 automobile and homeowner insurers in Oregon, are intended to help readers better understand what's happening in the marketplace. We plan to make the Top 10 a regular feature in each issue.

Joel Ario  
Insurance Administrator

## KEY CONTACTS

### Oregon Insurance Division

#### Administration

Information ..... (503) 947-7980  
 Fax ..... (503) 378-4351  
 E-mail ..... dcbs.insmail@state.or.us

Administrator ..... Joel Ario  
 Deputy Administrator ... Carl Lundberg

#### Consumer Services

Information ..... (503) 947-7980  
 Manager ..... Nancy Boysen

- **Agent Licensing** ..... (503) 947-7981  
 Manager ..... Margarita Nuñez
- **Consumer Advocacy** (503) 947-7240  
 Manager ..... Larry Culbertson

#### Financial Regulation

Information ..... (503) 947-7982  
 Manager ..... Russell Latham

#### Market Regulation

Information ..... (503) 947-7983  
 Manager ..... Jann Goodpaster

- **Investigations** ..... (503) 947-7219  
 Manager ..... Cindy Jones
- **Market Analysis** ..... (503) 947-7205  
 Manager ..... Patricia Neesham
- **Rates & Forms**  
 Information ..... (503) 947-7983  
 Manager ..... Gayle Woods

#### Employment opportunities

Shelley Greiner ..... (503) 947-7222

#### Other agencies

##### Oregon Health Plan

(800) 359-9517

##### State Portability Option

Oregon Medical Insurance Pool  
 (Administered by Regence Blue Cross Blue Shield)  
 (800) 848-7280

##### COBRA/ERISA/HIPAA questions

U.S. Department of Labor  
 (866) 275-7922

##### Workers' Compensation Division

General information  
 (503) 947-7810

##### Oregon Government Directory Assistance

(503) 378-6500

## Bleiler sees many changes in 32-year public service career

When **Donna Bleiler** started with the Rates & Forms Section in 1987, she was surrounded by rows of cabinets jammed with paper filings.

Today, there's still plenty of paper, but more and more insurers are filing electronically through the System for Rate and Form Filing (SERFF). And paper filings are tracked by computer, not by index cards.

The increased use of technology is one change Bleiler has seen as she finishes a public service career that covered 32 years. She officially retired March 1 but will return to finish some projects on a temporary basis.

Another positive change is increased communication among different sections in the Insurance Division, as employees are more aware of how their jobs relate to the work other staff members perform.

Bleiler joined the Insurance Division in 1978 as a temporary employee hired to help establish a continuing education program for agents. She had worked six years as an administrative assistant for the Oregon State Library and stayed home raising her children for nine years.



**Donna Bleiler**

Bleiler moved to the Rates & Forms Section as a life insurance analyst in 1987, earning her Chartered Life Underwriter designation the following year. She became assistant manager of Rates & Forms in 1991. One of her first jobs was setting up a computerized system to track filings.

Bleiler also played a key role in creating certification statements for insurance products that spelled out Oregon's filing requirements. Later, she was a member of the NAIC committee that developed the Product Requirement Locator, which allows insurers to access state-by-state filing requirements.

As she looks back on her years with the Insurance Division, Bleiler is most proud of her refusal some years ago to approve a major life insurer's filing because its product was mostly backed by junk bonds. The insurer later became insolvent, but losses to Oregon consumers were limited because the company had little business in the state.

Bleiler says she has enjoyed solving problems in her job and will miss the interaction with other employees.

"I think I've enjoyed my job because I'm a public servant at heart," she says.

Bleiler's plans for retirement include traveling and spending time with her two sons and a daughter, son-in-law, and granddaughter.

## New law lowers medical malpractice rates for rural doctors

More than 1,000 rural physicians in Oregon will see lower rates for medical professional liability insurance thanks to a measure passed by the 2003 Legislature.

Under the program created by HB 3630, the State Accident Insurance Fund Corp. will reimburse insurers for part of

the cost of coverage for qualifying physicians for calendar years 2004-2007. SAIF will receive a credit against its Oregon workers' compensation premium assessment for these reimbursements.

Premiums for Oregon physicians have increased dramatically since 2001, with especially steep increases for high-risk

specialities such as obstetrics, trauma services, and neurological surgery. Governor Ted Kulongoski proposed HB 3630 to give immediate rate relief to rural doctors while a long-term solution is considered for a marketwide problem.

A six-member committee, created by HB 3630, will analyze Oregon's medical malpractice market and submit a report to Governor Kulongoski and the Legislature no later than Dec. 15, 2004.

The Professional Panel for Analysis of Medical Professional Liability Insurance, chaired by former Oregon Supreme Court Justice Jacob Tanzer, held its first meeting Jan. 29.

The committee will select a consulting firm to gather, analyze and evaluate data on the availability, costs and transaction of medical professional liability insurance in Oregon. The consultants will consider trends for premium and losses in the Oregon market as a whole and for individual physician specialities.

In addition, other factors affecting the competitiveness of the Oregon marketplace will be considered, as well as regulatory options for minimizing cyclical trends.

## COMPANY NEWS ON THE WEB

The following information about insurers is available on our Web site: [oregoninsurance.org](http://oregoninsurance.org). Click on *Company Information*.

### SUSPENSION

Statewide Insurance Co.  
Waukegan, IL  
Feb. 12, 2004

### FINANCIAL EXAMINATIONS

The following examinations were published Nov. 13, 2003, for the period ending Dec. 31, 2002:

- Liberty Northwest Insurance Corp.
- North Pacific Insurance Co.
- Oregon Automobile Insurance Co.

### MARKET CONDUCT EXAMINATIONS

- LifeWise Health Plan of Oregon, Inc.  
Published Nov. 28, 2003 • As of Dec. 31, 2000
- State Farm Fire and Casualty Co.  
Published Nov. 25, 2003 • As of March 31, 2001

### COMPANY CHANGES

Changes processed by the Insurance Division from Dec. 1, 2003, to Jan. 30, 2004, including new company authorizations, redomestications, name changes, inactive companies, class changes, and address changes.

## Recent rate activity for Top 10 personal automobile insurers in Oregon

Domicile, direct premium written as of December 2002<sup>2</sup>, market share, recent rate changes, effective dates

	<b>Company</b>	<b>Dom</b>	<b>Oregon premium</b>	<b>Market share</b>	<b>Rate change<sup>1</sup></b>	<b>New business</b>	<b>Renewal</b>
1	State Farm Mutual Auto Ins Co	IL	318,945,622	19.1%	11.6%	2/15/03	2/15/03
2	Farmers Ins Co Of OR	OR	225,373,314	13.5%	9.0%	2/03/03	2/03/03
3	Allstate Ins Co	IL	124,501,968	7.4%	2.2%	3/31/03	5/15/03
4	Safeco Ins Co of OR	OR	95,788,704	5.7%	0.0%	7/01/03	7/01/03
5	Mid-Century Ins Co	CA	47,209,145	2.8%	4.2%	2/01/03	2/01/03
6	Progressive Halcyon Ins Co	OH	40,533,321	2.4%	3.4%	7/18/03	7/18/03
7	American Family Mutual Ins Co	WI	40,080,590	2.4%	9.0%	7/05/03	7/05/03
8	American Std Ins Co Of WI	WI	34,407,783	2.1%	10.7%	7/15/03	7/15/03
9	State Farm Fire And Cas Co	IL	33,478,544	2.0%	20.2%	2/15/03	2/15/03
10	Country Mutual Ins Co	IL	31,792,320	1.9%	6.3%	6/01/03	6/01/03
<b>TOP 10</b>			992,111,311	59.4%	8.0%		
<b>TOTAL 197 companies</b>			1,671,470,705				

## Recent rate activity for Top 10 homeowner insurers in Oregon

Domicile, direct premium written as of December 2002<sup>3</sup>, market share, recent rate changes, effective dates

	<b>Company</b>	<b>Dom</b>	<b>Oregon premium</b>	<b>Market share</b>	<b>Rate change<sup>1</sup></b>	<b>New business</b>	<b>Renewal</b>
1	State Farm Fire and Cas Co	IL	101,675,097	25.5%	21.0%	4/02/03	5/15/03
2	Farmers Ins Co Of OR	OR	59,928,506	15.0%	4.3%	9/01/02	9/16/02
3	Allstate Ins Co	IL	35,153,681	8.8%	0.0%	3/27/03	3/27/03
4	Safeco Ins Co of OR	OR	32,177,435	8.1%	2.3%	7/24/03	8/27/03
5	Foremost Signature Ins Co	MI	12,299,557	3.1%	5.0%	6/01/03	6/01/03
6	Mutual of Enumclaw Ins Co	WA	11,839,982	2.0%	20.0%	7/01/03	7/01/03
7	American Family Mutual Ins Co	WI	11,422,137	2.9%	25.0%	2/01/04	2/01/04
8	Country Mutual Ins Co	IL	9,921,961	2.5%	5.3%	1/15/03	1/16/03
9	Allstate Indemnity Co	IL	8,275,344	2.1%	0.0%	3/27/03	3/27/03
10	Oregon Mutual Ins Co	OR	8,124,369	2.0%	0.0%	4/10/02	4/10/02
<b>TOP 10</b>			290,818,069	72.8%	11.8%		
<b>TOTAL 138 companies</b>			399,418,990				

1 Indicates overall rate change. Individual policyholders may experience rate changes higher or lower than the average.

2 Auto premiums include motorcycle, light trucks, recreational vehicles, and motor homes.

3 Homeowner premiums include renters, condos, manufactured homes, and coverages such as boats, golf carts, and jewelry.

## ENFORCEMENT ACTIONS

Enforcement actions against insurance companies and producers are summarized below. Copies are available on the Insurance Division's Web site: [oregoninsurance.org](http://oregoninsurance.org). Click on *Administrative Orders*.

### Insurers

**American Memorial Life Insurance Co.**  
Rapid City, SD

*Violations:* Terminated agents without sufficient notice. Failed to respond to an inquiry from the DCBS director.

*Penalty:* \$4,700 fine

*Date of order:* Dec. 17, 2003

**Beneficial Life Insurance Co.**  
Salt Lake City, UT

*Violation:* Terminated agents without sufficient notice.

*Penalty:* \$3,400 fine

*Date of order:* Nov. 25, 2003

**Cooperative for Assistance and Relief Everywhere, Inc.**

Atlanta, GA

*Violation:* Issued charitable gift annuities in Oregon without a license.

*Penalty:* \$1,000 fine

*Date of order:* Dec. 23, 2003

**Fortis Insurance Co.**  
Milwaukee, WI

*Violation:* Used unauthorized methods to determine the health status of applicants.

*Penalty:* \$20,000 fine

*Date of order:* Nov. 25, 2003

**Transamerica Life Insurance Co.**  
Cedar Rapids, IA

*Violation:* Terminated agents without sufficient notice.

*Penalty:* \$4,500 fine

*Date of order:* Dec. 18, 2003

**Wycliffe Bible Translators, Inc.**  
Orlando, FL

*Violation:* Issued charitable gift annuities in Oregon without a license.

*Penalty:* \$1,000 fine

*Date of order:* Dec. 26, 2003

### Producers

**John D. Bellamy**  
Milwaukie, OR

*Violation:* Made false statements on or relative to insurance applications.

*Penalty:* Oregon resident agent license

suspended from Dec. 1, 2003, to May 31, 2004; \$1,000 fine

*Date of order:* Dec. 9, 2003

**Henri J. Brown and Henri J. Brown**  
**Insurance Agency**  
Tualatin, OR

*Violations:* Acted in an incompetent and untrustworthy manner. Made a misrepresentation on an insurance application. Failed to timely deposit premium in a premium trust account.

*Penalty:* Oregon resident agent and agency licenses revoked

*Date of order:* Dec. 11, 2003

**Jayne E. Coughlin**  
Eugene, OR

*Violation:* Made false statements on insurance applications.

*Penalty:* Coughlin agreed to surrender her Oregon resident agent license and not to apply for any other insurance license in Oregon.

*Date of order:* Feb. 3, 2004

**Brian A. Ellsworth**  
Spokane, WA

*Violation:* Failed to report an enforcement action by another state insurance regulator.

*Penalty:* Ellsworth surrendered his Oregon nonresident agent license and agreed not to apply for any new insurance license.

*Date of order:* Dec. 17, 2003

**Robert J. Johnson and Robert J. Johnson dba Bob Johnson Insurance Agency**

Hood River, OR

*Violations:* Johnson withheld insurance premium. He also failed to respond to an inquiry from the DCBS director. Johnson Insurance failed to report and correct violations by an agent.

*Penalty:* Oregon resident agent and agency licenses revoked

*Date of order:* Dec. 16, 2003

**John R. Lackey dba Lackey Insurance Agency**

La Grande, OR

*Violation:* Withheld insurance premium.

*Penalty:* \$1,000 fine

*Date of order:* Feb. 5, 2004

**Larry D. Laurence**

Point Richmond, CA

*Violation:* Failed to report enforcement actions by other state insurance regulators and timely respond to an inquiry from the DCBS director.

*Penalty:* \$700 fine

*Date of order:* Dec. 17, 2003

**Dale D. Mills**

Meridian, ID

*Violations:* Was not licensed in his resident state. Was subject to and failed to report enforcement action by another state insurance regulator. Failed to respond to an inquiry from the DCBS director.

*Penalty:* Oregon nonresident agent license revoked

*Date of order:* Jan. 30, 2004

**Chad S. Rutherford**

Phoenix, AZ

*Violations:* Was subject to and failed to report enforcement actions by other state insurance regulators. Failed to respond to an inquiry from the DCBS director and to report an address change.

*Penalty:* Oregon nonresident agent license revoked

*Date of order:* Feb. 2, 2004

**Donald G. Schuster**

Salem, OR

*Violation:* Engaged in dishonest conduct outside of the insurance business.

*Penalty:* Oregon resident agent license revoked

*Date of order:* Dec. 17, 2003

**Kathryn E. Shanks**

Salem, OR

*Violation:* Engaged in dishonest conduct outside of the insurance business.

*Penalty:* Oregon resident agent license revoked

*Date of order:* Dec. 16, 2003

**Kenneth W. Weathers**

Salem, OR

*Violation:* Failed to timely respond to an inquiry from the DCBS director.

*Penalty:* \$1,000 fine

*Date of order:* Nov. 18, 2003

**Bethany L. Williams**

Spotsylvania, VA

*Violations:* Was subject to and failed to report enforcement actions by other state insurance regulators.

**Please see ENFORCEMENT, Page 7**

## RULES & BULLETINS

Administrative rules and bulletins recently adopted or amended by the Insurance Division are summarized below. Rules and bulletins are available on our Web site: [oregoninsurance.org](http://oregoninsurance.org).

Interested parties can subscribe to the division's electronic notification service for rulemaking notices, bulletins and other information. To subscribe, please visit our Web site and click on *E-Notify*.

To request a printed copy of a rule or bulletin, please contact **Sue Munson**, administrative rules coordinator:

**Phone:** (503) 947-7272

**Mail:** Administrative Rules Coordinator  
Oregon Insurance Division  
PO Box 14480  
Salem, OR 97309-0405

**E-mail:** [paulinesue.munson@state.or.us](mailto:paulinesue.munson@state.or.us)

Be sure to include the rule ID number or bulletin INS number with your request. There is no charge.

### Administrative rules

**(ID 05-2003) (temporary) — Insurer Recoupment of Assessments by the Oregon Insurance Guaranty Association: OAR 836-031-0855**

Implements legislation enacted in 2003 (section 2, chapter 568, Oregon Laws 2003), which requires that when insurers that belong to the Oregon Insurance Guaranty Association (OIGA) are assessed by the OIGA in order to settle claims against an insolvent insurer, each member insurer must recover the assessment through a recoupment assessment imposed on net direct written premiums.

*Adopted:* Nov. 26, 2003

*Effective:* Nov. 26, 2003, through May 15, 2004

**ID 06-2003 — Annual Statement Blanks and Instructions: OAR 836-011-0000**

Adopts the blanks and instructions established by the NAIC for annual statements and supplements for reporting years 2003 and 2004.

*Adopted:* Dec. 1, 2003

*Effective:* Dec. 3, 2003

**ID 07-2003 — Uniform Workers' Compensation Statistical Plan and Actuarial Tables: OAR 836-042-0045**

Amends the rule that prescribes a uni-

form statistical plan for workers' compensation insurance as required by ORS 737.225(4), in order to adopt the updated Jan. 1, 2004, edition of actuarial pension tables.

*Adopted:* Nov. 26, 2003

*Effective:* Jan. 1, 2004

**ID 08-2003 — Insurance Agent Fees and Charges: OAR 836-009-0007, 836-009-0008 and 836-071-0180**

Permanently adopts temporary rules reducing fees for vendor-provided license examination services to reflect actual costs.

*Adopted:* Dec. 10, 2003

*Effective:* Dec. 19, 2003

**ID 09-2003 — Mortality Tables for Determining Nonforfeiture and Reserve Values: OAR 836-031-0755, 836-031-0760 836-051-0101 and 836-051-0106**

Amends existing rules governing minimum nonforfeiture standards in order to replace tables currently in use (1980 Standard Ordinary Mortality Tables) with the 2001 CSO Mortality Table as established in the NAIC model regulation.

*Adopted:* Dec. 18, 2003

*Effective:* Jan. 1, 2004

**ID 01-2004 — Oregon Practitioner Credentialing and Recredentialing Applications: OAR 836-052-0700**

Amends an existing rule to incorporate recommendations by the Advisory Committee on Physician Credentialing Information in the Office for Oregon Health Plan Policy and Research.

*Adopted:* Jan. 29, 2004

*Effective:* Feb. 3, 2004

### Bulletins

**INS 2003-8 — Jan. 29, 2004**

Summarizes key provisions of credit scoring legislation (SB 260) approved in 2003. This bulletin supersedes the original Bulletin 2003-8, dated Nov. 10, 2003.

**INS 2003-9 — Dec. 23, 2003**

Explains procedures health insurers and health care service contractors must follow when reporting information to the DCBS director as required by HB 2987 and HB 343.

## ENFORCEMENT

### Continued from Page 6

*Penalty:* Williams agreed not to renew her expired Oregon nonresident agent license and not to apply for any other insurance license in Oregon.

*Date of order:* Dec. 17, 2003

**Ramona J. Willis**  
Bloomfield, CT

*Violations:* Was not licensed in her resident state. Was subject to and failed to report enforcement action by another state insurance regulator.

*Penalty:* Oregon nonresident agent license revoked

*Date of order:* Feb. 3, 2004

### Other enforcement actions

The following each were fined \$200 in 2003 for failing to report or timely report an enforcement action by another state insurance regulator:

- **Michael H. Dwyer**  
San Mateo, CA
- **Robert C. Elster, Jr. and Apollo General Insurance Agency, Inc.**  
Sonoma, CA
- **Investors Brokerage Services Insurance Agency, Inc.**  
Schaumburg, IL
- **Charles R. Landback and Anchor Marine Underwriters, Inc.**  
Issaquah, WA
- **Life Quotes, Inc.**  
Evergreen, CO
- **Richard A. Lorig**  
Cameron Park, CA
- **Daryl C. Trawick**  
Mobile, AL

The following each were fined \$600 in 2003 for failing to report enforcement actions by another state insurance regulator:

- **Hawthorn Financial Corp. dba Burnham, Colman, Kaelin & Walker**  
St. Joseph, MO
- **Charles E. Lucius**  
Topeka, KS



**L. Littlehales**

## Littlehales named employee of the month

**Lewis Littlehales**, a senior policy advisor for the Oregon Insurance Division, was named November 2003 employee of the month for the Department of Consumer & Business Services. The Insurance Division is part of DCBS.

Since joining the division in 1987, Littlehales has drafted most of the division's legislation and administrative rules. He also tracks legislation when Oregon lawmakers are in session.

Littlehales is a facilitator for the Insurance Division's life insurance policy team and serves as a department-wide resource on

insurance law.

"Lew is extremely conscientious and knowledgeable," says Oregon Insurance Administrator **Joel Ario**. "He knows the Insurance Code and administrative rules front-to-back, and is always ready to assist staff and stakeholders with interpreting issues."

## PERSONNEL

**David Daulton** was promoted to supervising insurance examiner in the Financial Regulation Section. He had been an insurance examiner.

**Christina Jaramillo** was promoted to field officer in the Senior Health Insurance Benefits Assistance (SHIBA) program. She had been a SHIBA assistant.

**Carla Wagner** was promoted to administrative specialist in the Investiga-

tions Unit. She had been a receptionist/licensing technician in Agent Licensing.

New Insurance Division employees:

- **Denise Adrian**, administrative assistant, Enforcement Unit
- **Terri Bang**, licensing technician, Agent Licensing
- **Nancy Boysen**, manager, Consumer Services Section (See story, Page 1)

## Analyst in Rates & Forms earns MHP designation

**Darlene Rodea**, a rates and forms analyst with the Insurance Division, earned the Managed Healthcare Professional (MHP) designation from the Health In-

surance Association of America in November of 2003. She has been with the Insurance Division since October of 2000.

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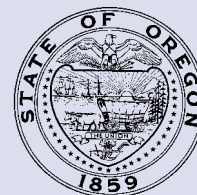
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