NAIC Efforts to Ensure State and Insurance Company Disaster Preparedness

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Successful Disaster Response:
A Public-Private Partnership
Consumer Assistance Call Centers

After a disaster, the NAIC can help establish call centers to provide consumer assistance

• Regulators from other states volunteer to staff the call centers
• Ensure consumers have access to information and resources
• Faster recovery time for citizens who experience losses
• Can assist States in licensing out-of-state adjusters when necessary
Data Collection & Communication

The NAIC coordinates data collection efforts

• Assist states with aggregating data collected after disasters
• Facilitate communication and information-sharing with the federal government
• Provide information on disaster assistance options for State Insurance Departments to share with the public
The NAIC continues to develop consumer resources specific to preparing for disasters:

- My Home Scrap Book App
- Consumer alerts
- Tips on disaster preparedness
Post-Disaster: Lessons Learned

The NAIC provides opportunities for state insurance regulators to come together following a disaster:

- Identify areas of public policy or regulation that may need improvement
- Share best practices
- Catastrophe Response Working Group
- State Disaster Response Plan
- Implications of Increasing Catastrophe Volatility on Insurers and Consumers Symposium
Additional NAIC Committee Activity

• The Post Catastrophe Regulatory Guidance Subgroup
  – Seeks to provide added certainty to insurers and regulators in advance of a major disaster
  – Conducted a survey in order to educate insurers on what to expect after a catastrophe and how they should comply

• Climate Change and Global Warming Working Group
Interaction with Congress

The NAIC has taken an active role in working with Congress

• Provide technical feedback on various proposals
• Endorse legislation
  – The Disaster Savings Account Act (H.R. 2230)
  – The Flood Insurance Market Parity and Modernization Act (S. 1679/H.R. 2801)