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**The mission of the Michigan Department of Insurance and Financial Services is to ensure that the insurance and financial services industries are safe, sound, and entitled to public confidence, while providing a business climate that promotes economic growth. In addition, the Department provides consumer protection, outreach, and financial literacy and education services to Michigan citizens**

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## Who DIFS Regulates



INSURANCE

WELFARE

Mortgage

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## Who DIFS Regulates



**Insurance**

- Insurance Companies
- HMOs
- Third Party Administrators
- Dental Insurers
- Nonprofit Dental Corporations
- Self-funded Multiple Employer Welfare Arrangements (MEWAs)

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## Who DIFS Regulates



**Financial Institutions**

- State Chartered Banks
- State Chartered Credit Unions

**Consumer Finance**

- Debt Management Companies
- Mortgage Companies
- Motor Vehicle Sales/Financing
- Deferred Presentation Companies ("Payday Loans")

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## NAIC Model Laws



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## A Brief History of DIFS

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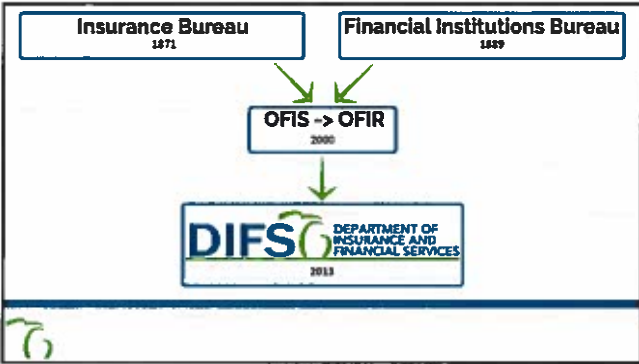
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**"It is an important function of state government to protect consumers of insurance and financial services products through public information and effective regulation."**

Executive Order 2013-1

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**155,000**  
jobs

7

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**\$10 billion**  
in payroll

7

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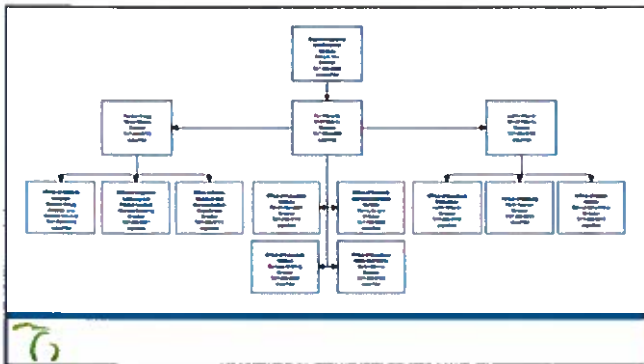
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### Key Legislative Contacts

Constituent Inquiries	Legislative Matters
Renee Campbell, Director Office of Consumer Services <a href="mailto:campbellR2@Michigan.gov">campbellR2@Michigan.gov</a> 517-284-8776	Karin Gyger, Manager Office of Policy, Research & Communication <a href="mailto:gygerK@Michigan.gov">gygerK@Michigan.gov</a> 517-284-8685
	Chad Arnold, Director Office of Policy, Research & Communication <a href="mailto:arnoldCA@Michigan.gov">arnoldCA@Michigan.gov</a> 517-284-8859



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### Office of Consumer Services

- Consumer assistance activities (complaint handling)
- Insurance Unit
- Consumer Finance Unit
- Call Center



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**82,500**  
Phone Calls Answered



21

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**5,100**  
complaints handled



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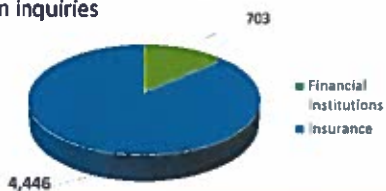
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**2018**

- 5,100 complaints
- 1,500 written inquiries



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**\$10 million**  
recovered for Michigan residents



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### What Types of Assistance Can DIFS Provide?

**Yes**

- Review complaints against persons and business entities regulated by DIFS
- Review policy language and applicable statutes

**No**

- Act as a court of law
- Act as an attorney or give legal advice
- Take action in contractual matters involving businesses
- Workers' Compensation, UIA, Medicaid, Treasury (Unclaimed Property), Policies/Properties in another state, Pensions



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## DIFS Can Help



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### Office of Insurance Evaluation

Responsible for monitoring the financial condition of risk-bearing insurance entities



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### Office of Insurance Evaluation (cont.)

- Processing of applications for licensure
- Performing on-site financial examinations
- Ongoing financial monitoring
- Working with insurers to correct negative trends
- Licensing, monitoring, and examining captive insurers



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### Office of Insurance Licensing and Market Conduct



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### Licensing:

- Individual and agency insurance producers (agents)
- Solicitors
- Counselors
- Adjusters
- Premium finance companies
- Foreign risk retention groups
- Purchasing groups
- Reinsurance intermediaries
- Third party administrators



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**319,557**  
licensees

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Licensee Type	Number
Resident Producer	61,892
Non Resident Producer	2,192,881
Resident Surplus Lines Producer	329
Non Resident Surplus Lines Producer	1,672
Resident Extra Resident Producer	8,026
Business Extra Non Resident Producer	41,485
Business Extra Resident Surplus Lines Producer	131
Business Extra Non Resident Surplus Lines Producer	888
Resident Adjuster for the Insured	191
Non Resident Adjuster for the Insured	753
Resident Insurance Adjuster (Independent)	2,012
Non Resident Insurance Adjuster (Independent)	16,329
Agents Non Resident Insurance Adjuster	32
Resident Claims	924
Non Resident Claims	44
Resident Actuary	1,031
Non Resident Actuary	8
Third Party Administrators	431
Excess Risk Business Groups	198
Psychological Counsel	244
Reinsurance Intermediaries	19
Program Support Operations	52
GA Insurers	1,862
GA Insurers	92
<b>TOTAL LICENSEES</b>	<b>319,557</b>

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**Market Conduct:**

- Perform market conduct examinations of insurers
- Audit insurance agencies/agents
- Monitor surplus lines tax filings and payments
- Investigate complaints against persons and business entities regulated by DIFS

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**Office of Rates and Forms**

Reviews insurance policy forms and rates for compliance with state and federal statutory requirements




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**Two areas:**

**Life and Health**



**Property and Casualty**




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**Property and Casualty**

**Personal Lines:**

- Homeowners
- Automobile
- Umbrella

**Commercial Lines:**

- Workers' Compensation
- Automobile
- Commercial Multi-Peril
- Property-General Liability




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**Life and Health**



**Health**

- Individual
- Small Group
- Large Group

**Life and Annuities**

**Applicable Regulations**

- Insurance Code
- Affordable Care Act
- Mental Health Parity & Addiction Equity Act

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**4,874**  
filings reviewed

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**Only a Limited Role in the Review of:**

- Medicaid HMOs
- Medicare Advantage
- Self-Insured Plans (DOL)



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### Office of Rates and Forms (cont.)

- Two-way communication
- Sends out frequent communications & guidance
  - Bulletins
  - State Messages via SERFF
  - Emails
- Meets on regular basis with industries and associations

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### Other Initiatives of Note



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### Disaster Preparedness



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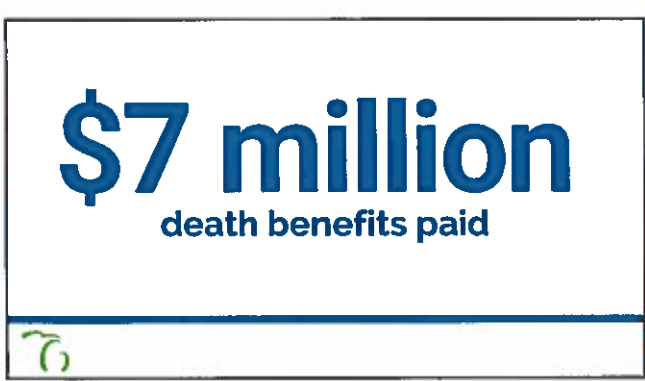
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www.michigan.gov/DIFS

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**DIFS** Department of Insurance and Financial Services

**Learn About Insurance Fraud**

**Need to talk to DIFS now? Call us toll free at 1-877-999-6442**

**Consumer**

- How to file a Complaint
- How to Buy Supplemental Policies
- Shopping for Insurance Rates
- Purchasing Auto Insurance
- Public Assist
- How to Buy Loans
- Health Insurance Information
- OTIS Customer Selection Program
- How to Cancel Insurance

**Industry**

- Insurance
- Consumer Finance and Mortgage
- Credit Unions
- Banking
- Licensing
- Reinsurance

**Quick Links**

- About DIFS
- With the Regulator
- Registration at DIFS
- Doing Business with DIFS
- DIFS Blog/Press
- Business Hours & Regulations
- Related Links
- Press Releases/Announcements
- Request Form for Prescription Drugs
- Search All Pages

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Toll-free  
**877-999-6442**

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**Find us on Social Media**



@MIDIFS @MIDIFS @MichiganDIFS Michigan Department of Insurance and Financial Services



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