

NC DEPARTMENT OF INSURANCE NEWSLETTER

FEB 2024



COMMISSIONER'S CORNER



There's been a lot of talk lately about North Carolina's insurance rates and how they're set, especially since the insurance companies have asked for an average 42.2% increase in homeowners' insurance rates.

On January 3, 2024, the North Carolina Rate Bureau (the Rate Bureau) filed a request to increase premiums for homeowners, condominium owners, and residential renters (together, "homeowners") across the state. The Rate Bureau's proposed increases are for different percentages according to where a home is located. Your clients may have come to you with questions about the Rate Bureau's request, so I will explain the basic Rate Bureau laws in this column to clear up any misunderstandings.

North Carolina is unique in how it sets insurance rates for the most common types of consumer insurance, including homeowners' and automobile insurance policies. The state's General Assembly created the Rate Bureau to be separate from both the Commissioner of Insurance and the North Carolina Department of Insurance (NCDI). The Rate Bureau represents the interests of its members, which are the private insurers that write common personal lines in our state, such as homeowners' coverage. The Rate Bureau is not a part of the Department of Insurance. The responsibility of the Commissioner is to review whether the Rate Bureau's requests to raise rates are excessive, inadequate, or unfairly discriminatory.

When the Rate Bureau requests premium increases, I review the request along with actuaries, and other professionals who conduct a review of whether the increases are excessive, inadequate, or unfairly discriminatory according to highly complex mathematical data. If I found the requested rates were fair and reasonable, I would accept them, however; I have never accepted the Rate Bureau's initial requested homeowners' rates.

Some have advocated for change in the Rate Bureau system, suggesting that making such a change could result in lower insurance premiums for North Carolinians. For example, a majority of states permit homeowners and automobile insurers to file new rates with the insurance regulators and then begin charging those new rates immediately, without the regulators' prior approval.

...continued on page 2 >>

MIKE CAUSEY, INSURANCE COMMISSIONER

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I'm always looking for ways to make things better, to help North Carolina consumers get value for their insurance premium dollar. I just want to make sure any modifications to the way insurance rates are set accomplishes at least these two things:

- Provides a fair premium for North Carolina consumers.
- Provides a robust insurance market so North Carolina consumer have choices of insurance products.

I believe that our current Rate Bureau system achieves these goals and provides better protection for consumers than those states where insurers can simply file and use their new rates without prior approval. As set out in our state law, once the Department of Insurance receives the filing from the Rate Bureau, the process of reviewing the request and making an eventual decision on the filing begins.

The Department sends out a news release statewide announcing the Rate Bureau's filing and informing residents of how they can comment on the proposal. This allows consumers to email comments or send them through the Postal Service. In the case of homeowners' rate requests, there is also an in-person public hearing which, in recent years, has included a Webex option for consumers to participate virtually.

Within 50 days of the filing, the Commissioner must decide to either allow the Rate Bureau's proposed increases to take effect, or to reject them and set a hearing date on proposed rates. Thus far, I have rejected the Rate Bureau's homeowners' insurance rate increase filing every time.

In the meantime, my team of actuaries, lawyers, accountants, and other insurance experts pour over thousands of pages of data provided by the Rate Bureau to see what increases may be justified and what increases are not justified.

Once we get a clear understanding of the data, we can then enter negotiations with the Rate Bureau and work to settle on a rate that is significantly lower than the proposed increase. If no negotiation is possible, I will proceed with the scheduled hearing, where the Department's experts and attorneys argue before a hearing officer for rates lower than those the Rate Bureau has requested.

While I like to avoid protracted legal proceedings if I can, I won't hesitate to hold a hearing if that's necessary to make sure that consumers get a fair price.



SAVINGS AND RECOVERIES

\$90.5M from Consumer Complaints and Lost Life Insurance Policies

\$756K through Market Conduct Examination and Market Analysis

\$1.6M through Smart NC External Reviews and Appeals

\$26.5M Seniors' Health Insurance Information Program Cost Savings

\$10.5M Insurance Fraud Restitution and Recoveries



REGULATORY ACTIONS

| NC License/NPN# | Action | Date of Action |
|--|--|----------------|
| PRODUCERS | | |
| Curtasca L. Whiten License #: 19210049 | Order and Final Agency Decision Nonresident Accident & Health, Medicare Supplement/LTC | 5/23/2023 |
| Andrea Brnada License #: 19062641 | License Revocation Nonresident Property, Casualty | 6/28/2023 |
| Mistique Devine Cargo License #: 20330406 | Voluntary Surrender Nonresident Property, Casualty | 7/1/2023 |
| Tammy Poole License #: 2188094 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC | 7/5/2023 |
| Jose M Soto License #: 3694561 | Voluntary Settlement Agreement Nonresident Life, Accident & Health | 7/5/2023 |
| Tami Todd License #: 20346775 | Voluntary Surrender Nonresident Personal Lines | 7/10/2023 |
| Felicia Renee Cook License #: 1322840 | Voluntary Surrender Nonresident Property, Casualty | 7/13/2023 |
| Charles Udoh License #: 16762818 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 7/20/2023 |
| Isaiah Frection License #: 20227357 | Voluntary Settlement Agreement Nonresident Life | 7/21/2023 |
| Priscilla Barteck License : 9064528 | Voluntary Surrender Nonresident Life, Accident & Health | 7/24/2023 |
| Aaron Richardson License #: 467391 | Voluntary Surrender Nonresident Property, Casualty | 7/24/2023 |
| Paul A Amrein License #: 1473407 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 7/25/2023 |
| Derrick L. Rodgers License #: 6594848 | Voluntary Settlement Agreement Life, Accident & Health, Property, Casualty | 7/25/2023 |
| Michael Brandon Mobley License #: 6797695 | License Denial Nonresident Life, Accident & Health, Medicare Supplement/LTC | 7/26/2023 |
| Damius Saeed Fatemi License #: 18613370 | Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC | 7/27/2023 |
| Anssy Akhabue Okoebor License #: 738213 | License Denial Nonresident Life, Accident & Health, Medicare Supplement/LTC | 7/31/2023 |
| Paulette Simmons License #: 3824612 | Voluntary Surrender Nonresident Accident & Health, Property, Casualty, Medicare Supplement/LTC | 8/3/2023 |
| Martha Sanchez License #: 8504808 | Voluntary Surrender Life, Accident & Health, Property, Casualty | 8/7/2023 |

| NC License/NPN# | Action | Date of Action |
|---|---|----------------|
| Sharee D Johnson License #: 19236116 | Voluntary Surrender Nonresident Accident & Health, Property, Casualty, Medicare Supplement/LTC | 8/8/2023 |
| Alfred Moses License #: 5627366 | Voluntary Settlement Agreement Nonresident Life, Accident & Health | 8/8/2023 |
| Zachary Aidi License #: 19911455 | Voluntary Settlement Agreement Nonresident Life, Accident & Health | 8/10/2023 |
| Randy K Daniels License #: 6561950 | Voluntary Settlement Agreement Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC | 8/14/2023 |
| Larry Antoine Golden License #: 18585436 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 8/15/2023 |
| Kenneth Keagan Henson License #: 16945428 | Voluntary Surrender Nonresident Life, Property, Casualty | 8/16/2023 |
| Natalie Parker License #: 19717209 | Voluntary Settlement Agreement Nonresident Life, Accident & Health | 8/17/2023 |
| Philippa S Bawa License #: 3315638 | Voluntary Surrender Nonresident Property, Casualty | 8/18/2023 |
| Joseph M Tenuta License #: 19303132 | License Revocation Nonresident Accident & Health, Medicare Supplement/LTC | 8/21/2023 |
| Pamela Brown License #: 19153321 | Voluntary Surrender Nonresident Personal Lines | 8/21/2023 |
| Donesha Jashira Blount License #: 20667433 | Voluntary Surrender Accident & Health, Medicare Supplement/LTC | 8/25/2023 |
| Michelle Renee Bastian License #: 8141163 | Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC | 8/29/2023 |
| Connie F Gablehouse License #: 6605254 | Voluntary Surrender Life, Accident & Health, Property, Casualty | 8/30/2023 |
| Nevina Trice Lencredot License #: 20491654 | Voluntary Surrender Nonresident Property, Casualty | 9/5/2023 |
| Courtney Cherelle Wilson License #: 20005015 | Voluntary Surrender Personal Lines | 9/7/2023 |
| Corey Tremayne Paulk License #: 18334970 | Voluntary Settlement Agreement Property, Casualty, Personal Lines, Surety Bail Bondsman | 9/8/2023 |
| Christian Bingo License #: 19206827 | License Revocation Nonresident Life, Accident & Health | 9/8/2023 |
| Juan Michael Gil License #: 767470 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 9/9/2023 |
| Briana Kitt License #: 20531082 | Voluntary Surrender Nonresident Life | 9/10/2023 |
| William Thomas Boykin Jr License #: 20493260 | Voluntary Surrender Nonresident Life, Accident & Health | 9/13/2023 |
| Alan F Hoffmann License #: 2442728 | Voluntary Surrender Nonresident Life, Accident & Health | 9/13/2023 |

| NC License/NPN# | Action | Date of Action |
|--|---|-----------------------|
| Justin Terrell Harris License #: 18979255 | License Revocation Nonresident Life, Accident & Health | 9/14/2023 |
| Kelly B Vassey License #: 17317393 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 9/14/2023 |
| Victor Charles Washington License #: 9036899 | License Revocation Nonresident Life, Accident & Health | 9/15/2023 |
| Theddeus Styles License #: 18854952 | License Revocation Nonresident Accident & Health, Medicare Supplement/LTC | 9/18/2023 |
| Jesus Alvidrez License #: 15705510 | Voluntary Settlement Agreement | 9/19/2023 |
| Mohammed Saadam Lopez-Munguia License #: 19157613 | Voluntary Settlement Agreement Life, Accident & Health, Property, Casualty | 9/21/2023 |
| Javon J Dawson License #: 18810879 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 9/22/2023 |
| Nyreneisabella Rodriguez License #: 20229706 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC | 9/22/2023 |
| Karen Marie Henry License #: 16777279 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC | 9/26/2023 |
| Howard Deontrai Williams License #: 18157227 | Voluntary Surrender Life, Accident & Health, Property, Casualty | 9/29/2023 |
| Nathanael R Gardner License #: 16732157 | License Revocation Nonresident Property, Casualty | 10/5/2023 |
| Booker T Lee License #: 9135653 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC | 10/5/2023 |
| Danielle L Rodgers License #: 18497190 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 10/9/2023 |
| Kasib Shabazz License #: 18559249 | License Denial Personal Lines | 10/9/2023 |
| Adam Haggart License #: 18669935 | Voluntary Settlement Agreement Nonresident Property, Casualty | 10/10/2023 |
| Dante John Paone License #: 9251458 | License Revocation Nonresident Accident & Health, Medicare Supplement/LTC | 10/10/2023 |
| Joni Lee Royall License #: 18822031 | Voluntary Surrender Property, Casualty | 10/11/2023 |
| Qiunan Chang License #: 19412187 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 10/13/2023 |
| Annie L Burton License #: 18753171 | Voluntary Settlement Agreement Life, Accident & Health, Property, Casualty | 10/16/2023 |
| Keith Ronaldo Hylor License #: 3559713 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 10/16/2023 |
| Rshad Yarbrough License #: 20639646 | License Denial Life | 10/16/2023 |

| NC License/NPN# | Action | Date of Action |
|--|--|-----------------------|
| Byron Anthony Johnson License #: 17617630 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Property, Casualty | 10/17/2023 |
| Tamika C Sewell License #: 18521838 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 10/18/2023 |
| Margot Leyva Mungia License #: 20130031 | Voluntary Settlement Agreement Nonresident Accident & Health | 10/19/2023 |
| Karl Angelo Rodriguez License #: 17145634 | Voluntary Surrender Nonresident Life | 10/20/2023 |
| James Elder License #: 17184783 | Voluntary Surrender Nonresident Life, Accident & Health | 10/24/2023 |
| Morgan K Cooper License #: 19214264 | Voluntary Surrender Life | 10/25/2023 |
| Alessandro Marsh License #: 18865780 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 10/25/2023 |
| Jason Todd Young License #: 19659805 | Voluntary Settlement Agreement Nonresident Personal Lines | 10/26/2023 |
| Tayana Nicole Conrad License #: 16768974 | Voluntary Settlement Agreement Property, Casualty | 10/26/2023 |
| Frederick Robert Muller License #: 17556545 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 10/27/2023 |
| Amanda Shea Dean License #: 20118470 | Voluntary Surrender Nonresident Life, Accident & Health | 10/30/2023 |
| Margaret Ruth Echols License #: 20113963 | Voluntary Surrender Nonresident Life, Accident & Health, Property, Casualty | 10/30/2023 |
| Daniel J Lauletta License #: 363899 | Voluntary Surrender Nonresident Life, Accident & Health, Variable Life & Variable Annuity | 11/1/2023 |
| Matthew Trahan License #: 17663954 | License Revocation Nonresident Life, Accident & Health, Medicare Supplement/LTC | 11/1/2023 |
| Zackary Price License #: 20162477 | License Revocation Life | 11/3/2023 |
| Matthew Rogers License #: 19404320 | Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC | 11/7/2023 |
| Anthony Steven Huerta License #: 15690060 | Voluntary Surrender Nonresident Property, Casualty | 11/9/2023 |
| Ernestine Ragsdale License #: 20382147 | Voluntary Surrender Nonresident Property, Casualty | 11/9/2023 |
| Cleveland Alan Jackson License #: 18939340 | License Revocation Life, Accident & Health | 11/15/2023 |
| Edward A Logan License #: 6615495 | Voluntary Settlement Agreement Life, Accident & Health, Medicare Supplement/LTC | 11/15/2023 |
| Shakkora Jordan-Clay License #: 20772862 | Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC | 11/21/2023 |

| NC License/NPN# | Action | Date of Action |
|--|---|-----------------------|
| Dyana Maria Jimenez License #: 19168716 | Voluntary Settlement Agreement Nonresident Life, Accident & Health | 11/28/2023 |
| Clarence Major License #: 16669484 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Personal Lines | 11/28/2023 |
| Dianna Stepheni Cannon License #: 17945663 | Voluntary Surrender Nonresident Accident & Health, Medicare Supplement/LTC | 11/29/2023 |
| Paige Lauren McDermott License #: 19923709 | Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC | 11/29/2023 |
| Daniel Scala License #: 18378722 | License Revocation Nonresident Accident & Health, Medicare Supplement/LTC | 11/30/2023 |
| Amcora Nicole Hensley License #: 18661660 | Voluntary Settlement Agreement Nonresident Accident & Health, Property, Casualty, Medicare Supplement/LTC | 12/4/2023 |
| John Carlos Banks License #: 17551532 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Property, Casualty | 12/5/2023 |
| Kerron Wilson License #: 17724262 | Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC | 12/5/2023 |
| Fredric Matthew Biallas License #: 7682145 | Voluntary Settlement Agreement Nonresident Live, Accident & Health | 12/7/2023 |
| Charley McGuire Goldun License #: 17983110 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC | 12/7/2023 |
| Orlando Tate License #: 7897183 | Voluntary Settlement Agreement Life, Accident & Health, Medicare Supplement/LTC | 12/7/2023 |
| Jeffrey M Webster License #: 6567634 | Voluntary Settlement Agreement Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC | 12/7/2023 |
| Matthew Bachner License #: 18388821 | Voluntary Surrender Life, Accident & Health | 12/8/2023 |
| Jose Avalo License #: 16872706 | Voluntary Settlement Agreement Nonresident Life, Accident & Health, Personal Lines, Medicare Supplement/LTC | 12/9/2023 |
| Dylan R Brewer License #: 19563999 | Voluntary Surrender Life | 12/11/2023 |
| Chad D Lockhart License #: 17299951 | Voluntary Surrender Life, Accident & Health | 12/11/2023 |
| John Donelson Powers License #: 13827721 | Voluntary Settlement Agreement Nonresident Life., Accident & Health, Property, Casualty | 12/18/2023 |
| Michael Lewis License : 19866947 | Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC | 12/18/2023 |
| Oscar Martinez Zaldivar License #: 20690797 | Voluntary Settlement Agreement Nonresident Accident & Health | 12/18/2023 |
| Karen Zahn License #: 19107671 | Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC | 12/21/2023 |

| NC License/NPN# | Action | Date of Action |
|---|---|----------------|
| Ryan D Ammarell License #: 8037689 | License Revocation Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC | 12/22/2023 |
| April Nicole Mintz License #: 17292482 | Voluntary Surrender Property, Casualty | 12/26/2023 |

BUSINESS ENTITIES

| | | |
|--|---|-----------|
| First Allied Securities, Inc. License #: 766511 | Voluntary Surrender Nonresident Corporation | 7/12/2023 |
| Elite One Ins Agency Inc License #: 8648202 | Voluntary Surrender Corporation | 8/30/23 |
| Insight Securities Inc License #: 1905852 | Voluntary Settlement Agreement Nonresident Corporation | 9/26/23 |
| The DW Agency, Inc. License #: 19762361 | Voluntary Surrender Corporation | 9/29/23 |
| Rogue Risk LLC License #: 19411436 | Voluntary Settlement Agreement Nonresident Corporation | 10/9/23 |
| Madison Avenue Securities License#: 8825688 | Voluntary Settlement Agreement Nonresident Corporation | 11/9/23 |

ADJUSTERS

| | | |
|---|---|----------|
| Tecumseh Xavier Graham Jr License #: 8660284 | Voluntary Settlement Agreement Nonresident Adjuster | 6/23/23 |
| Lori Lee Bradshaw License #: 8694036 | Voluntary Settlement Agreement Nonresident Public Adjuster | 7/27/23 |
| Jacob Jeremy Sachs License#: 2448594 | Voluntary Settlement Agreement Nonresident Public Adjuster | 8/1/23 |
| Antonio Wilson License #: 18656067 | Voluntary Settlement Agreement Nonresident Adjuster | 12/22/23 |

COLLECTION AGENCIES

| | | |
|--|---|-----------|
| Schuerger II Co, LTD dba Schuerger II Co., LLC License: 119506646 | Voluntary Settlement Agreement Foreign Collection Agency | 8/21/2023 |
| Turnstile Capital Management, LLC License #: 514591745 | Voluntary Settlement Agreement Foreign Collection Agency | 8/21/2023 |
| Orions Management Group, LLC License #: 119507264 | Voluntary Settlement Agreement Foreign Collection Agency | 8/25/23 |
| NCSPlus Incorporated License #: 119503846 | Voluntary Settlement Agreement Foreign Collection Agency | 9/21/23 |
| Innovate Loan Servicing Corporation License #: 119506296 | Voluntary Settlement Agreement Foreign Collection Agency | 10/12/23 |