

# Premium News

A NEWSLETTER FROM THE TENNESSEE DEPARTMENT OF COMMERCE & INSURANCE



Department of  
Commerce &  
Insurance

Insurance Division

JULY 2023

## REGULATOR SPOTLIGHT



Hello, and thank you for reading the July edition of *Premium News*!

My name is Stephanie Cope and I serve as the Director of Policy Analysis. I have worked at TDCI for two years, originally serving as Senior Policy Advisor.

I am excited by the opportunity to engage with the community and our stakeholders on important issues about the insurance landscape in Tennessee. My goal is to continue maintaining the balance of protecting consumers while allowing companies to succeed in the Tennessee market.

Every day, the Policy Analysis team protects consumers by ensuring insurers remain in compliance with our laws and regulations. We also get to positively impact insurers by maintaining our role as a balanced regulator, where we are careful not to impede the ingenuity of American companies.

Our team has over 130 years of experience in the Tennessee insurance market! We are one of the leanest and most efficient, filing review teams in the nation. We pride ourselves on our thorough, yet expeditious, review of complex filings. If you are interested in meeting our team, please do not hesitate to reach out at [stephanie.cope@tn.gov](mailto:stephanie.cope@tn.gov).

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## WHAT'S NEW AT TDCI

### \$7.4M Returned to Tennesseans

Just halfway through the year, TDCI has already helped return \$7.4 million to Tennesseans through our mediation and restitution work – making the Department on trend to pass last year's record-breaking \$11.49 million.

"The monies returned to Tennesseans by our

Consumer Insurance Services team is proof that our dedicated, hardworking team is focused on assisting consumers who may feel frustrated or overwhelmed when dealing with insurance-related issues," said TDCI Assistant Commissioner Bill Huddleston. "Filing a complaint is always an option for consumers who may feel as if an insurance claim has been unjustly denied, or if they have questions or concerns about their insurance policies."

Read the press release below for more information.



[\\$7.4M Returned to Tennesseans](#)

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## Happy Retirement

Director of Agent Licensing Kim Biggs retired in June after 38 years working at the Department. Kim spent her career in the Agent Licensing section and served as Director for eight years. She led the transition from paper to electronic license filings, navigated the section through challenges surfaced during the pandemic, and helped her team through a massive influx of applications from prospective insurance agents. During Kim's leadership, Tennessee's insurance-related licenses hit record high numbers.

Commissioner Carter Lawrence, Assistant Commissioner Bill Huddleston, and other TDCI staff and friends came together for a retirement party to celebrate Kim and her accomplishments. We wish Kim a happy retirement and we are sure she will enjoy spending time with her family and many more trips to Disney World!

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## Elder Abuse Awareness Day

TDCI joined other state agencies on Elder Abuse Awareness Day, June 15, to fight elder abuse and highlight the importance of learning the red flags that might indicate fraud or elder financial abuse.

"The lives and livelihoods of Tennessee's seniors should be protected from bad actors and scammers who mean to do them harm," said Commissioner Carter Lawrence. "I am proud to join Governor Lee in order to help highlight the importance of protecting the dignity and financial independence of Tennessee's elder population. Any Tennessee senior, loved one, or caregiver who has questions when it comes to their investments or insurance policies should contact our team so that we may provide assistance."



## Capitol Hill

TDCI Commissioner Carter Lawrence, Deputy Commissioner Toby Compton, and Assistant Commissioner Bill Huddleston joined other state insurance regulators on Capitol Hill to participate in the National Association of Insurance Commissioners (NAIC)'s 2023 Commissioner DC Fly-In. This annual event offers state insurance regulators the opportunity to meet with their members of Congress, discuss efforts to assist constituents, and advocate for state and NAIC priorities.

## NAIC UPDATE

### NAIC Hosts IAIS Global Seminar

The National Association of Insurance Commissioners (NAIC) hosted the 2023 International Association of Insurance Supervisors (IAIS) Global Seminar in Seattle this June, bringing insurance supervisors from the U.S. and around the world together.

NAIC Members brought their insight and experience to discussions focused on the challenges and opportunities facing insurance supervisors, consumers, and the industry.

Read more in this [article](#).

IAIS Global Seminar

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## INFORMATION FOR YOUR CLIENTS

The Insurance Division has a multitude of materials, including brochures, booklets, magnets and more for consumers to learn additional information about insurance and the Department. If your agency is interested in receiving free materials to offer to your clients, contact Education and Outreach Specialist Jennifer Ramcharan at [jennifer.ramcharan@tn.gov](mailto:jennifer.ramcharan@tn.gov).

TDCI Consumer Education

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## MEET AND GREET

Would your agency or company like to have a Meet and Greet with the Insurance Division? Contact Education and Outreach Specialist Jennifer Ramcharan at [jennifer.ramcharan@tn.gov](mailto:jennifer.ramcharan@tn.gov).

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## SPREAD THE NEWS

*Premium News* is the Insurance Division's quarterly newsletter for insurance professionals in Tennessee. If you know someone who would like to be on our email list, please direct them to sign up by clicking [here](#).



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