



State	Source	Date of Notice	Summary
AL	AL Teleworking Notice	3/16/2020	The employees of the AL DOI may be teleworking until April 6. Business of the Department will continue.
AK	Website	3/23/2020	DOI buildings are closed to outside visitors.
AR			
AZ	Bulletin 2020-04	4/16/2020	DOI is asking for informational filings of COVID-19 relief programs. DOI website indicated the Department is experiencing issues with its phone system but email is working properly.
CA	Industry Comment	3/25/2020	DOI staff working remotely.
CO			
CT	Website	3/23/2020	DOI staff working remotely.
DE			
DC	Website	3/23/2020	DOI staff working remotely.
FL			
GA			
HI		3/19/2020	Per examiner, Hawaii Insurance Division is closing its office until at least April 3.
ICC	Compact Notice	3/24/2020	Compact is not expecting any delays.
ID			At least certain staff members are working remotely.
IL	Website	3/23/2020	DOI staff working remotely.
IN			
IA			

KS	<u>Bulletin 2020-1</u>	3/17/2020	<p>"...the Kansas Insurance Department will implement alternative working arrangements for its employees. This may result in a delay in processing times for matters requiring Department approval."</p> <p>"The Department is currently working with a reduced staff through alternative working arrangements. All Department operations, except for those conducted by essential personnel, will be suspended at our location, 1300 SW Arrowhead, Topeka, Kansas, beginning March 23 until at least April 6. Those personnel equipped to work remotely will be doing so during that time period. The Department is not open to the public during this time."</p> <p>COVID-19 related filings will receive expedited review.</p>
KY			
LA			
ME	Phone Call	3/18/2020	DOI offices are closed to the public. Most employees working from home.
MD	Website	3/23/2020; 03/28/20	DOI buildings are closed to outside visitors. Maryland Insurance Administration remains fully operational with no interruption while staff teleworks during COVID-19 State of Emergency.
MA			
MI			
MN			
MS			
MO	SERFF Message	3/19/2020 3/20/20	<p>"...In order to promote social distancing and ensure the safety of our staff, many employees are now telecommuting."</p> <p>"As this is a new process and a new normal for most of us, we want to assure you that keeping business flowing as normal and ensuring speed to market is a high priority for us. In order to ensure work processes continue as normal, we encourage all communication with filing analysts be electronic. In the event a verbal communication is necessary, please provide advance notice using SERFF Note to Reviewer."</p>

MT	Telephone call	4/1/2020	DOI primarily working remotely.
NE			
NV	Website	3/23/2020	DOI buildings are closed to outside visitors.
NH	Press Release	3/26/2020	The Insurance Department's operations will continue as usual, and licensees and consumers can contact the Department staff for assistance. Approximately 80% of the Insurance Department's staff have been working remotely. Email communication is preferable at this time, but phone lines remain open.
NJ	Phone Call 4/14/20 DOI Email	4/14/2020	DOI is on limited staff working from home. DOI sent email advising that all open rate filing must be withdrawn unless it is providing a discount to all insureds.
NM	Website	3/23/2020	DOI staff are working remotely. Offices are closed to outsiders and no onsite visits are currently allowed.
NC			
NY	Website	3/23/2020	DOI staff working remotely.
ND	Website	3/23/2020	DOI buildings are closed to outside visitors. Majority of staff is working remote.
OH	Phone Call	3/18/2020	Most employees working from home per phone conversation with Angelea Dingus.
OK			DOI staff working remotely.
OR	Website	3/23/2020	DOI buildings are closed to outside visitors.
PA	SERFF Notification	3/20/2020	State Government workers directed to work from home. Asking insurer's to withdraw any non essential filings.
PR	Executive Order OE -2020-023	3/23/2020	Offices are closed until 3/30/20.
RI			
SC	Phone Call	3/23/2020	DOI staff working remotely. Reaching them by phone requires the receptionist to email the individual who will then return the call from their home. Emails directly with the analyst are easier.
SD	Website	4/2/2020	DOI staff is working remotely until further notice. If you need immediate assistance call 605/773-3563.
TN			
TX	Phone Call	3/19/2020	TX DOI working from home per conversation with Forms Division.
UT			
VI			

VT	Phone Call	3/23/2020	Most employees working from home. DOI maintains a limited required staff.
VA	<u>VA State Bureau of Insurance</u>	3/19/2020	VA Bureau of Insurance website displays header stating, "COVID-19 UPDATE: In response to the rapidly evolving national health emergency, the SCC is directing all business with the Commission to be handled through electronic filing systems, email, or by telephone. The COVID-19 epidemic has reduced on-site staffing. For public health concerns, in-person visits to SCC offices are temporarily suspended unless by advance appointment. If you must make filings or other deliveries, drop offs are permitted. The processing of such may be delayed."
WA	Phone Call	3/18/2020	WA DOI working remotely per conversation with chief market conduct examiner.
WV	Website	3/23/2020	DOI staff working remotely and expect some limitations and delays.
WI	DOI Email of 3/20/20	3/20/2020	<p><u>No Filings will be Deemed Approved</u></p> <p>OCI has several required regulatory filings that are deemed approved by OCI if the filing is not disapproved within a certain time period. For example, extraordinary dividend requests are deemed approved if OCI does not disapprove the request within 30 days in accordance with Wis. Stat. § 617.225. OCI is receiving a high number of inquiries related to the COVID-19 virus and cannot ensure that any filing will be reviewed in the time period specified by statute. Further, because OCI staff is working remotely, OCI cannot guarantee that any filing that is submitted through the mail will be received in a timely manner.</p> <p>For this reason, during the pendency of the public health emergency related to COVID-19, all filings that are deemed approved if OCI does not disapprove the filing within a certain period of time are hereby disapproved. This disapproval is preliminary and OCI will continue to review the filing to determine if a final disapproval or approval is warranted. OCI will review those filings in as timely a manner as possible and will endeavor to provide a final determination within the statutory time frame.</p> <p><u>Extraordinary Dividends</u></p> <p>For insurers who are intending to file a request for an extraordinary dividend, please conduct a review of that dividend and the insurer's capital requirements to determine if that request is appropriate in light of the expected economic impact of the COVID-19 pandemic. Extraordinary dividends that were calculated and approved prior to the COVID-19 pandemic may be rejected by OCI and returned to the company for further analysis.</p>

WI cont.			<p><u>Electronic Filings and Electronic Signatures</u> Insurers are once again encouraged to file required forms electronically. In addition, OCI reminds insurers that OCI will accept electronic signatures that comply with Wis. Stat. ch. 137. OCI also encourages insurers to consider utilizing electronic signatures in their business operations.</p> <p>On-site Examinations Several insurers have inquired regarding whether OCI will continue to conduct on-site examinations during the COVID-19 pandemic. OCI will fully comply with any government directives regarding public gatherings. OCI will not conduct any on-site examination work that is contrary to the spirit of any public health directive. To facilitate this, insurers should be aware that OCI may need to request more information in electronic form. OCI also acknowledges that company response times may be slower as more company employees work from home.</p> <p><u>Regulatory Filing Deadlines</u> As a reminder from our last bulletin, if your company believes that it will not be able to meet a filing deadline required by law or OCI order, please contact OCI to discuss alternative arrangements. If the issue involves the Market Regulation Division, please contact Rebecca Rebholz at Rebecca.Rebholz@wisconsin.gov. If the issue involves the Financial Division, please contact Amy Malm at Amy.Malm@wisconsin.gov.</p> <p>Any questions concerning this bulletin may be directed to Olivia Hwang, Director of Public Affairs, at Olivia.Hwang@wisconsin.gov.</p>
WY	DOI Letter	3/23/2020	<p>The Department announced that the majority of staff will be working remotely from home by order of the Governor. The Department recommended email communication as not all staff members have access to the phone system.</p> <p>Electronic signature will be allowed on licensing docs during this time.</p>