

## 160 - Office of Insurance Commissioner

### A001 Agency Administration

**Statewide Result Area:** Improve the economic vitality of businesses and individuals  
**Statewide Strategy:** Provide consumer protection

**Expected Results**

To provide executive and administrative services in support of the agency's mission in a professional, qualitative, and responsive manner which emphasizes efficiency and cost-effectiveness.

### A006 Monitoring Insurance Company Solvency

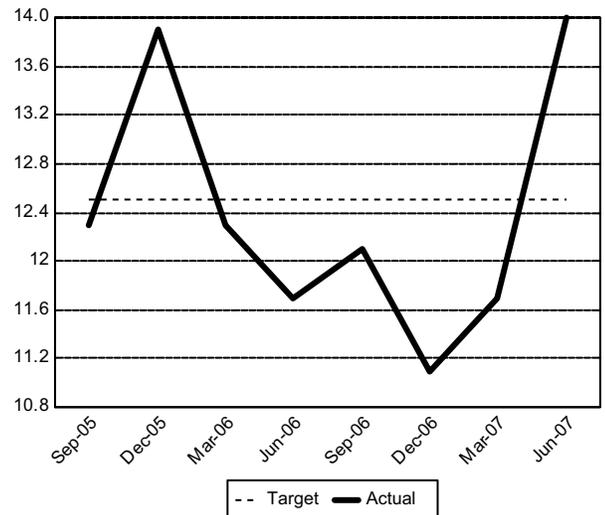
**Statewide Result Area:** Improve the economic vitality of businesses and individuals  
**Statewide Strategy:** Provide consumer protection

**Expected Results**

In addition to the financial and market conduct examinations completed, the Company Supervision staff also completes 540 detailed desk examinations of quarterly, annual, and supplemental financial statements, and reviews 96 monthly statements filed by domestic insurers; reviews cursory quarterly review of statements filed by almost 1,400 foreign insurers; and reviews intermediate quarterly statements filed by 270 financially distressed foreign insurers. This activity also contributes to the recovery for consumers measure listed with the Investigations and Enforcement activity.

Percentage of the biennial examination plan completed in order to maintain the 5-year cycle of domestic insurers.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	12.5%	14%	1.5%
	7th Qtr	12.5%	11.7%	(0.8)%
	6th Qtr	12.5%	11.1%	(1.4)%
	5th Qtr	12.5%	12.1%	(0.4)%
	4th Qtr	12.5%	11.7%	(0.8)%
	3rd Qtr	12.5%	12.3%	(0.2)%
	2nd Qtr	12.5%	13.9%	1.4%
	1st Qtr	12.5%	12.3%	(0.2)%

Date Measured: 6/30/2007



### A005 Investigations and Enforcement

**Statewide Result Area:** Improve the economic vitality of businesses and individuals

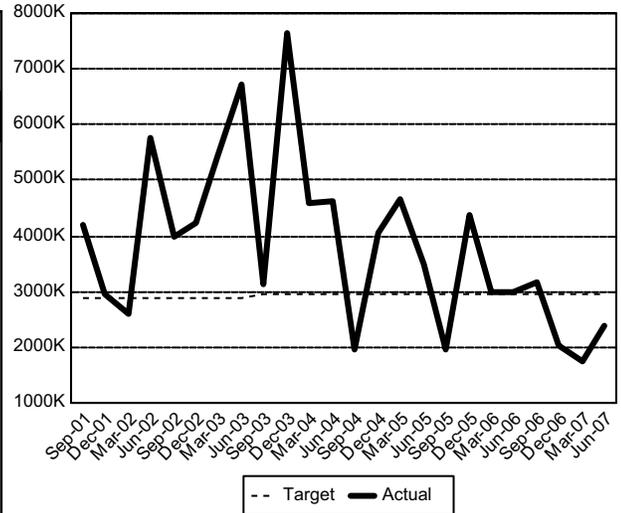
Statewide Strategy: Provide consumer protection

Expected Results

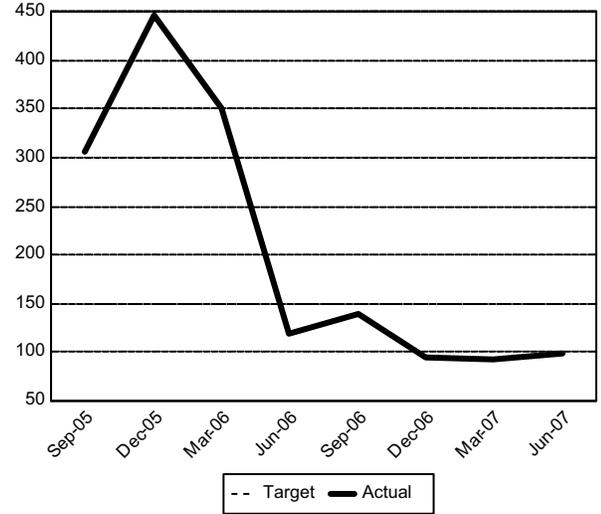
Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	\$2,950,000	\$2,400,954	\$(549,046)
	7th Qtr	\$2,950,000	\$1,746,167	\$(1,203,833)
	6th Qtr	\$2,950,000	\$2,028,758	\$(921,242)
	5th Qtr	\$2,950,000	\$3,151,356	\$201,356
	4th Qtr	\$2,950,000	\$2,999,676	\$49,676
	3rd Qtr	\$2,950,000	\$3,005,370	\$55,370
	2nd Qtr	\$2,950,000	\$4,372,107	\$1,422,107
	1st Qtr	\$2,950,000	\$1,963,574	\$(986,426)
2003-05	8th Qtr	\$2,941,750	\$3,496,707	\$554,957
	7th Qtr	\$2,941,750	\$4,657,261	\$1,715,511
	6th Qtr	\$2,941,750	\$4,045,784	\$1,104,034
	5th Qtr	\$2,941,750	\$1,946,208	\$(995,542)
	4th Qtr	\$2,941,750	\$4,615,963	\$1,674,213
	3rd Qtr	\$2,941,750	\$4,594,734	\$1,652,984
	2nd Qtr	\$2,941,750	\$7,639,718	\$4,697,968
	1st Qtr	\$2,941,750	\$3,125,267	\$183,517
2001-03	8th Qtr	\$2,873,000	\$6,708,122	\$3,835,122
	7th Qtr	\$2,873,000	\$5,452,332	\$2,579,332
	6th Qtr	\$2,873,000	\$4,221,030	\$1,348,030
	5th Qtr	\$2,873,000	\$3,986,357	\$1,113,357
	4th Qtr	\$2,870,000	\$5,758,789	\$2,888,789
	3rd Qtr	\$2,870,000	\$2,603,610	\$(266,390)
	2nd Qtr	\$2,870,000	\$2,956,663	\$86,663
	1st Qtr	\$2,870,000	\$4,195,231	\$1,325,231

*This performance measure is a combined performance measure for the Consumer Information and Advocacy (A003) activity and the Investigations and Enforcement (A005) activity.*

Date Measured: 6/30/2007



Number of investigations and financial examinations of insurance agents and brokers completed.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	150	98	(52)
	7th Qtr	150	92	(58)
	6th Qtr	150	95	(55)
	5th Qtr	150	139	(11)
	4th Qtr	150	119	(31)
	3rd Qtr	150	351	201
	2nd Qtr	150	446	296
	1st Qtr	150	305	155



Date Measured: 6/30/2007

### A003 Consumer Information and Advocacy

**Statewide Result Area:** Improve the economic vitality of businesses and individuals  
**Statewide Strategy:** Provide consumer protection

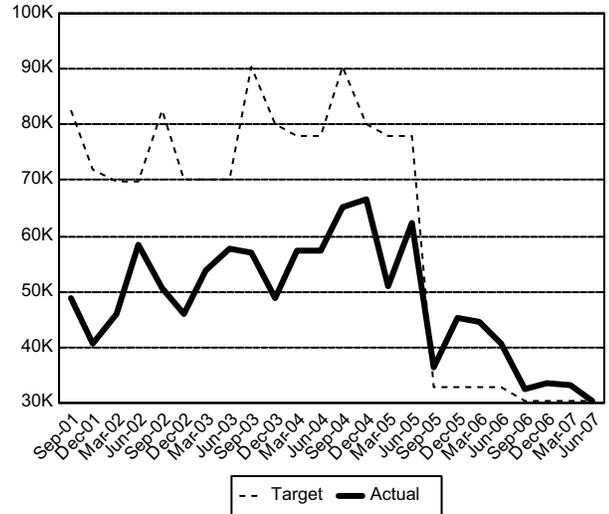
**Expected Results**

This activity also contributes to the recovery for consumers measure listed with the Investigations and Enforcement activity.

Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	30,500	30,302	(198)
	7th Qtr	30,500	33,105	2,605
	6th Qtr	30,500	33,685	3,185
	5th Qtr	30,500	32,473	1,973
	4th Qtr	32,963	40,749	7,786
	3rd Qtr	32,963	44,408	11,445
	2nd Qtr	32,963	45,334	12,371
	1st Qtr	32,963	36,407	3,444
2003-05	8th Qtr	78,050	62,389	(15,661)
	7th Qtr	78,050	50,885	(27,165)
	6th Qtr	80,050	66,764	(13,286)
	5th Qtr	90,550	65,161	(25,389)
	4th Qtr	78,050	57,404	(20,646)
	3rd Qtr	78,050	57,313	(20,737)
	2nd Qtr	80,050	48,871	(31,179)
	1st Qtr	90,550	57,050	(33,500)
2001-03	8th Qtr	70,050	57,737	(12,313)
	7th Qtr	70,050	53,632	(16,418)
	6th Qtr	70,050	46,072	(23,978)
	5th Qtr	82,550	50,493	(32,057)
	4th Qtr	69,975	58,556	(11,419)
	3rd Qtr	69,975	45,849	(24,126)
	2nd Qtr	71,975	40,827	(31,148)
	1st Qtr	82,475	48,929	(33,546)

*This performance measure is a combined performance measure for the Consumer Information and Advocacy (A003) activity and the Health Insurance Benefit Advisors (A004) activity.*

Date Measured: 6/30/2007



## A004 Health Insurance Benefit Advisors

**Statewide Result Area:** Improve the health of Washingtonians  
**Statewide Strategy:** Provide access to appropriate health care

### Expected Results

SHIBA HelpLine staff and volunteers receive and answer over 100,000 inquiries per year targeting low-income populations that are least likely to approach the OIC directly. This activity also contributes to the consumer inquiries measure listed with the Consumer Information and Advocacy activity.

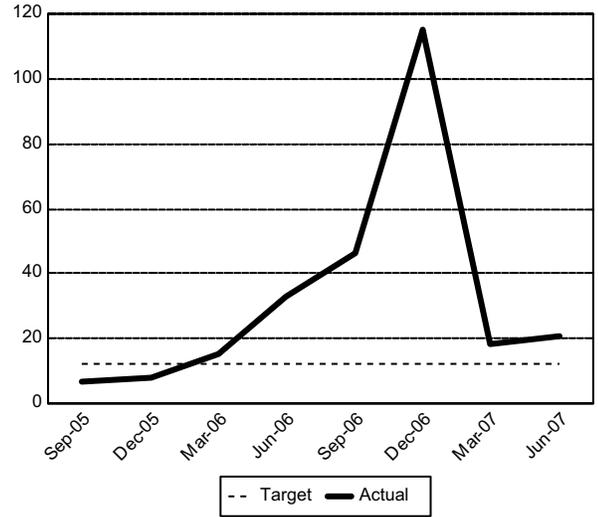
**A007 Policy and Enforcement**

**Statewide Result Area:** Improve the economic vitality of businesses and individuals  
**Statewide Strategy:** Provide consumer protection

**Expected Results**

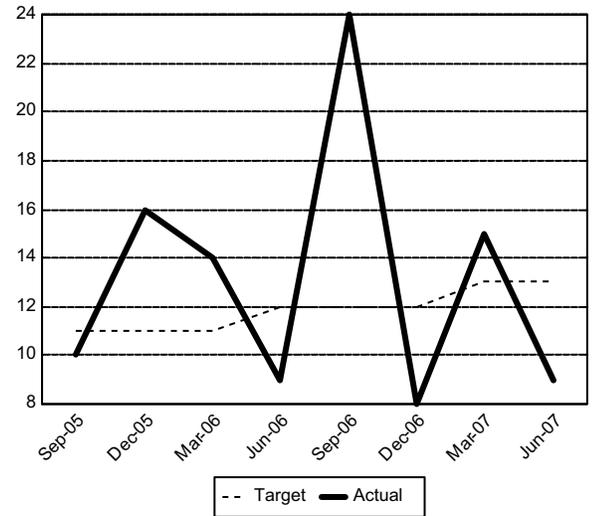
Number of enforcement actions and compliance plans issued against authorized insurers.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	12	21	9
	7th Qtr	12	18	6
	6th Qtr	12	115	103
	5th Qtr	12	46	34
	4th Qtr	12	33	21
	3rd Qtr	12	15	3
	2nd Qtr	12	8	(4)
	1st Qtr	12	7	(5)

Date Measured: 6/30/2007



Number of investigations of suspected illegal insurance entities completed.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	13	9	(4)
	7th Qtr	13	15	2
	6th Qtr	12	8	(4)
	5th Qtr	12	24	12
	4th Qtr	12	9	(3)
	3rd Qtr	11	14	3
	2nd Qtr	11	16	5
	1st Qtr	11	10	(1)

Date Measured: 6/30/2007

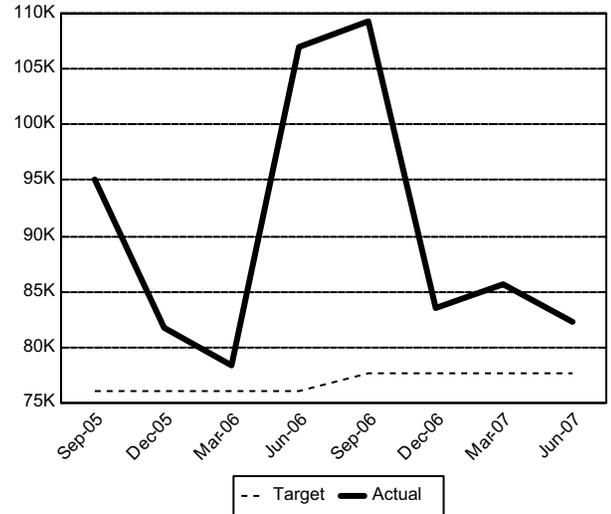


**A002 Agents and Brokers Licensing and Education**

**Statewide Result Area:** Improve the economic vitality of businesses and individuals  
**Statewide Strategy:** Provide consumer protection

**Expected Results**

Number of licenses and appointments issued for insurance agents and brokers licenses.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	77,628	82,221	4,593
	7th Qtr	77,628	85,573	7,945
	6th Qtr	77,628	83,560	5,932
	5th Qtr	77,628	109,372	31,744
	4th Qtr	76,106	106,986	30,880
	3rd Qtr	76,106	78,315	2,209
	2nd Qtr	76,106	81,680	5,574
	1st Qtr	76,106	95,084	18,978



Date Measured: 6/30/2007

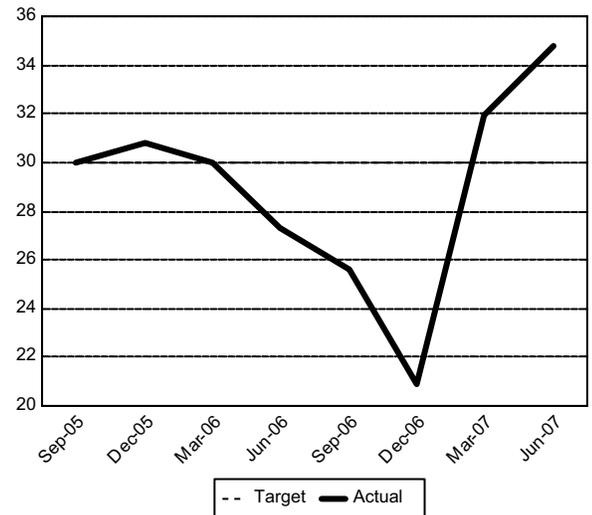
## A008 Regulation of Insurance Rates and Forms

**Statewide Result Area:** Improve the economic vitality of businesses and individuals  
**Statewide Strategy:** Provide consumer protection

### Expected Results

Rates and Forms staff reviews approximately 8,500 rate filings and 10,000 form filings per year.

Average number of days required to finalize the filing review process for insurance rate and form filings.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	30	34.8	4.8
	7th Qtr	30	31.9	1.9
	6th Qtr	30	20.9	(9.1)
	5th Qtr	30	25.6	(4.4)
	4th Qtr	30	27.3	(2.7)
	3rd Qtr	30	30	0
	2nd Qtr	30	30.8	0.8
	1st Qtr	30	30.03	0.03



Date Measured: 6/30/2007