

As of 5/27/2009

## 160 - Office of Insurance Commissioner

### A001 Agency Administration

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**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

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

**Statewide Strategy:** Provide consumer protection

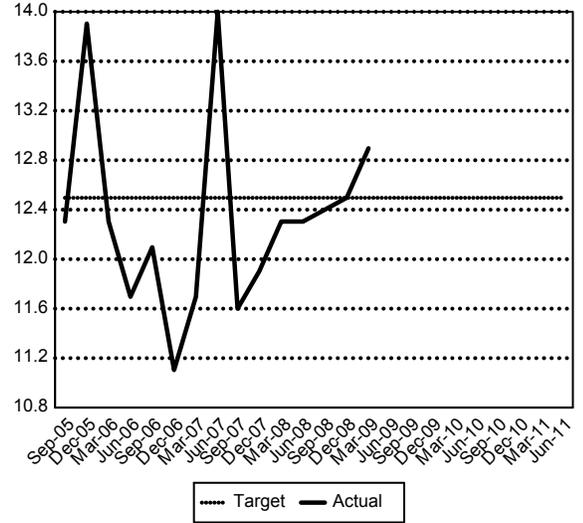
#### Expected Results

In addition to the financial and market conduct examinations completed, Company Supervision staff completes 540 detailed desk examinations of quarterly, annual, and supplemental financial statements; reviews 96 monthly statements filed by domestic insurers; performs cursory quarterly review of statements filed by almost 1,400 foreign insurers; and reviews intermediate quarterly statements filed by 270 financially distressed foreign insurers.

As of 5/27/2009

Percentage of the biennial examination plan completed in order to maintain the 5-year examination cycle of domestic insurers.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	12.5%		
	7th Qtr	12.5%	12.9%	0.4%
	6th Qtr	12.5%	12.5%	0%
	5th Qtr	12.5%	12.4%	(0.1)%
	4th Qtr	12.5%	12.3%	(0.2)%
	3rd Qtr	12.5%	12.3%	(0.2)%
	2nd Qtr	12.5%	11.9%	(0.6)%
	1st Qtr	12.5%	11.6%	(0.9)%
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: 3/31/2009



## A005 Investigations and Enforcement

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

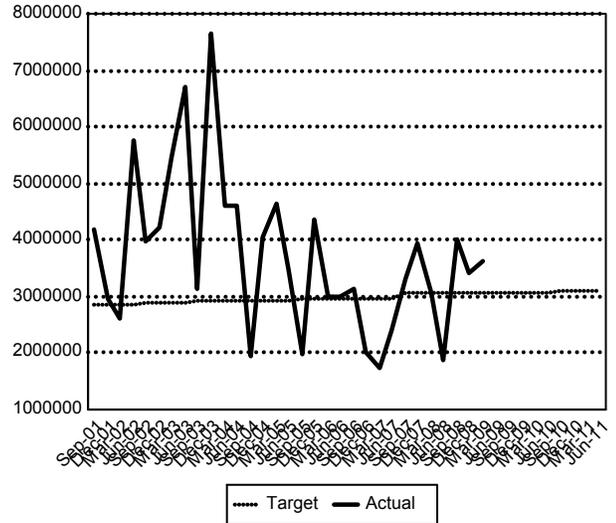
### Expected Results

As of 5/27/2009

Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	\$3,075,000		
	7th Qtr	\$3,075,000	\$3,608,869	\$533,869
	6th Qtr	\$3,075,000	\$3,417,820	\$342,820
	5th Qtr	\$3,075,000	\$4,013,768	\$938,768
	4th Qtr	\$3,075,000	\$1,867,649	\$(1,207,351)
	3rd Qtr	\$3,075,000	\$3,061,107	\$(13,893)
	2nd Qtr	\$3,075,000	\$3,930,239	\$855,239
	1st Qtr	\$3,075,000	\$3,310,218	\$235,218
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

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

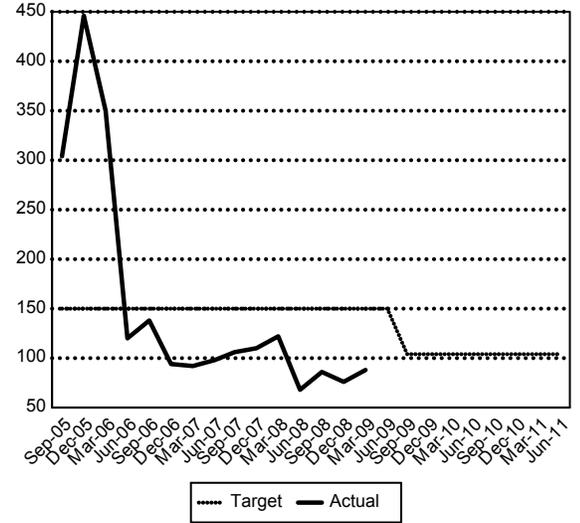
Date Measured: 3/31/2009



As of 5/27/2009

Number of investigations, compliance audits, and financial examinations of producers completed.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	150		
	7th Qtr	150	88	(62)
	6th Qtr	150	77	(73)
	5th Qtr	150	87	(63)
	4th Qtr	150	69	(81)
	3rd Qtr	150	122	(28)
	2nd Qtr	150	110	(40)
	1st Qtr	150	106	(44)
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: 3/31/2009



**A003 Consumer Information and Advocacy**

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

Statewide Strategy: **Provide consumer protection**

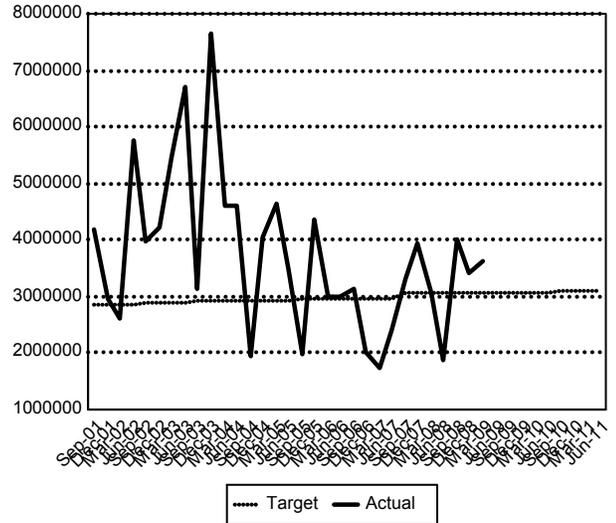
**Expected Results**

As of 5/27/2009

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2007-09	8th Qtr	\$3,075,000		
	7th Qtr	\$3,075,000	\$3,608,869	\$533,869
	6th Qtr	\$3,075,000	\$3,417,820	\$342,820
	5th Qtr	\$3,075,000	\$4,013,768	\$938,768
	4th Qtr	\$3,075,000	\$1,867,649	\$(1,207,351)
	3rd Qtr	\$3,075,000	\$3,061,107	\$(13,893)
	2nd Qtr	\$3,075,000	\$3,930,239	\$855,239
	1st Qtr	\$3,075,000	\$3,310,218	\$235,218
2005-07	8th Qtr	\$2,950,000	\$2,400,954	\$(549,046)
	7th Qtr	\$2,950,000	\$1,746,167	\$(1,203,833)
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	4th Qtr	\$2,950,000	\$2,999,676	\$49,676
	3rd Qtr	\$2,950,000	\$3,005,370	\$55,370
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	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

*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: 3/31/2009

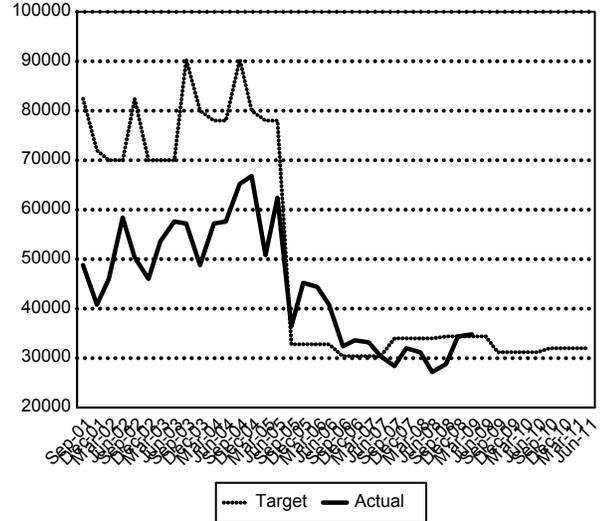


As of 5/27/2009

Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	34,250		
	7th Qtr	34,250	34,728	478
	6th Qtr	34,250	34,351	101
	5th Qtr	34,250	28,791	(5,459)
	4th Qtr	34,000	27,005	(6,995)
	3rd Qtr	34,000	31,241	(2,759)
	2nd Qtr	34,000	31,866	(2,134)
	1st Qtr	34,000	28,392	(5,608)
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)

*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: 3/31/2009



## A004 Health Insurance Benefit Advisors

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

### Expected Results

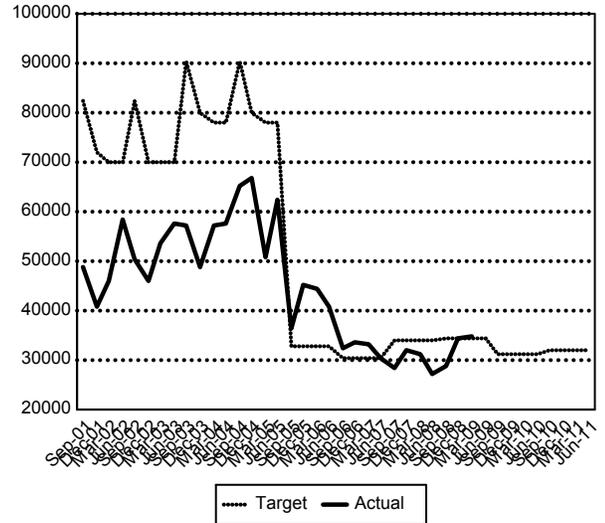
SHIBA HelpLine staff and volunteers receive and answer over 100,000 inquiries per year targeting low-income populations that are least likely to approach the OIC directly.

As of 5/27/2009

Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	34,250		
	7th Qtr	34,250	34,728	478
	6th Qtr	34,250	34,351	101
	5th Qtr	34,250	28,791	(5,459)
	4th Qtr	34,000	27,005	(6,995)
	3rd Qtr	34,000	31,241	(2,759)
	2nd Qtr	34,000	31,866	(2,134)
	1st Qtr	34,000	28,392	(5,608)
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)

*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: 3/31/2009



**A007 Policy and Enforcement**

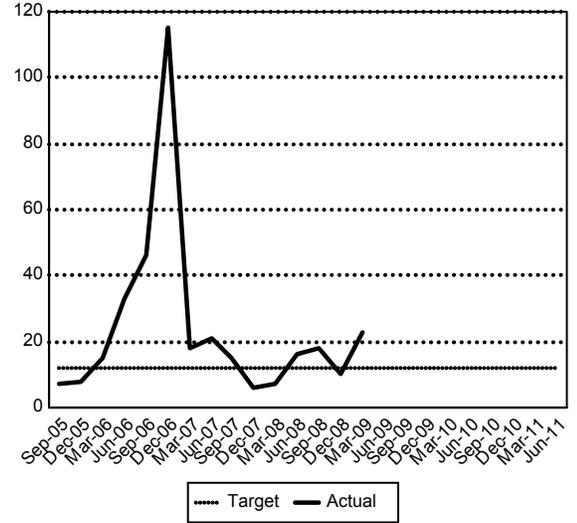
Statewide Result Area: **Improve the economic vitality of businesses and individuals**  
 Statewide Strategy: **Provide consumer protection**

**Expected Results**

As of 5/27/2009

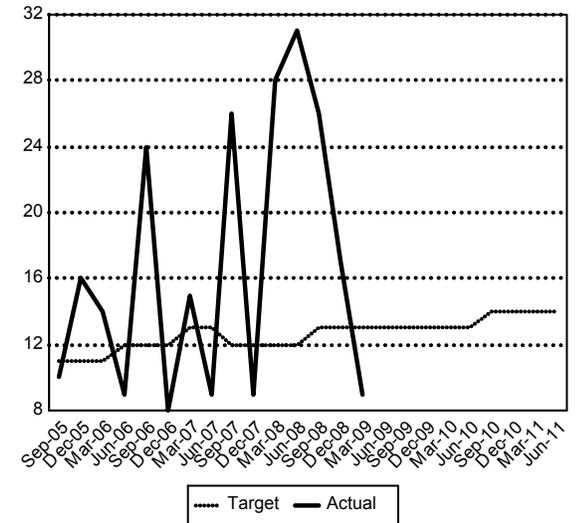
Number of enforcement actions and compliance plans issued against authorized insurers.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	12		
	7th Qtr	12	23	11
	6th Qtr	12	10	(2)
	5th Qtr	12	18	6
	4th Qtr	12	16	4
	3rd Qtr	12	7	(5)
	2nd Qtr	12	6	(6)
	1st Qtr	12	15	3
2005-07	8th Qtr	12	21	9
	7th 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: 3/31/2009



Number of investigations of suspected illegal insurance entities completed.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	13		
	7th Qtr	13	9	(4)
	6th Qtr	13	17	4
	5th Qtr	13	26	13
	4th Qtr	12	31	19
	3rd Qtr	12	28	16
	2nd Qtr	12	9	(3)
	1st Qtr	12	26	14
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: 3/31/2009



As of 5/27/2009

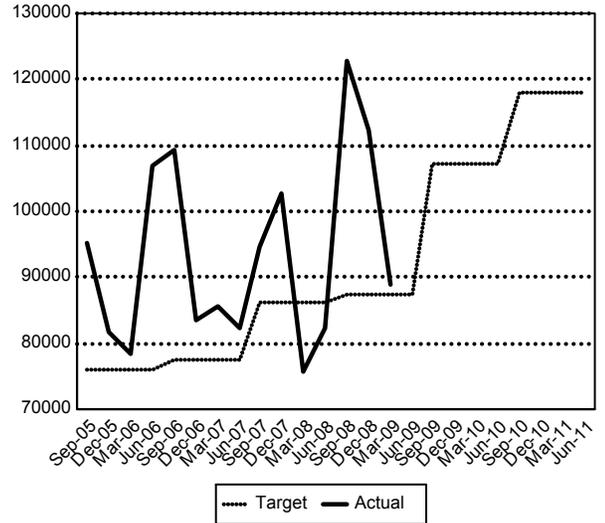
## A002 Agents and Brokers Licensing and Education

**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 producers.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	87,500		
	7th Qtr	87,500	89,048	1,548
	6th Qtr	87,500	112,373	24,873
	5th Qtr	87,500	122,782	35,282
	4th Qtr	86,250	82,435	(3,815)
	3rd Qtr	86,250	75,651	(10,599)
	2nd Qtr	86,250	102,842	16,592
	1st Qtr	86,250	94,605	8,355
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: 3/31/2009



## A008 Regulation of Insurance Rates and Forms

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

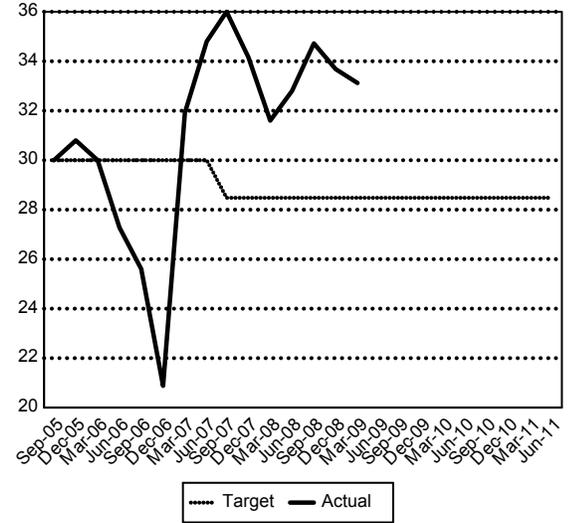
### Expected Results

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

As of 5/27/2009

Average number of days required to finalize the filing review process for insurance rate and form filings.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	28.5		
	7th Qtr	28.5	33.1	4.6
	6th Qtr	28.5	33.7	5.2
	5th Qtr	28.5	34.7	6.2
	4th Qtr	28.5	32.8	4.3
	3rd Qtr	28.5	31.6	3.1
	2nd Qtr	28.5	34.13	5.63
	1st Qtr	28.5	36	7.5
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: 3/31/2009



**ZZZX Other Statewide Adjustments**

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