

# Alabama



**Mark Fowler**  
**Commissioner**  
**Southeast Zone**

**Term of Office:**

At the Pleasure of the Governor  
Appointed: July 1, 2022  
Reappointed: January 16, 2023

Mark Fowler was appointed as Alabama's Acting Commissioner by Gov. Kay Ivey on July 1, 2022. He was appointed Commissioner effective January 16, 2023.

As chief administrator for the Alabama Department of Insurance (DOI), Commissioner Fowler leads the DOI in fulfilling its mission to serve the people of Alabama by regulating the insurance industry, providing consumer protection, promoting market stability, and enforcing state fire safety standards and laws. During Mark's tenure as legislative liaison, the Department has been successful in enacting more than forty (40) bills plus assisting in the enactment of several industry sponsored bills that were supported by the Department. In his role as Commissioner of Insurance, he also serves as a member of the Alabama Securities Commission.

Commissioner Fowler joined the DOI in February 2013, previously serving as Deputy Commissioner/Chief of Staff. Before joining the DOI, he worked for 28 years in government and public affairs, as well as association management, both at the state and federal levels. Commissioner Fowler served 17 years as an association executive director in Alabama, working with industries such as chemical manufacturing, cable/broadband telecommunications, and agribusiness. He also worked for five years in the Washington, DC, area, first as a legislative assistant to the late Sen. Howell Heflin and then as a congressional liaison for Rockwell International, a major defense and aerospace company.

Aside from his professional career, Commissioner Fowler is a co-host of the Bluegrass Revival Jam, a bluegrass music event in Montgomery, AL. He also has served as a board member and treasurer of Legacy, Partners in Environmental Education, and as a board member of the Alabama Civil Justice Reform Committee. He is past president of the Auburn University Montgomery Alumni Association and former host of a weekly gospel music radio program.

Commissioner Fowler earned a master's degree in political science from Auburn University at Montgomery and a bachelor's degree in broadcast communications from Auburn University (Auburn, AL).

**Main**

Alabama Department of Insurance  
P.O. Box 303351  
Montgomery, AL 36130-3351  
United States

**Email Address**

[insdept@insurance.alabama.gov](mailto:insdept@insurance.alabama.gov)

**Phone Numbers**

Main: **(334) 269-3550**  
Accounting Division: **(334) 241-4107**  
Commissioner's Office: **(334) 241-4101**  
Financial Division: **(334) 241-4151**  
Fire Marshal's Office: **(334) 241-4166**  
Fraud Division: **(334) 241-4166**  
Information Technology Division: **(334) 241-4112**  
Legal Division: **(334) 241-4117**  
Consumer Services Division: **(334) 241-4141**  
Market Conduct Division: **(334) 241-4151**  
Producer Licensing: **(334) 241-4126**  
Rates and Forms Division: **(334) 241-4145**  
Receivership Division: **(334) 241-7560**  
Strengthen Alabama Homes: **(800) 433-3966**  
Toll-Free Number (In-State Only): **(800) 433-3966**

**Fax Numbers**

Main: **(334) 241-4192**  
Accounting: **(334) 241-4110**  
Examiners: **(334) 240-3194**  
Financial: **(334) 240-3194**  
IT Division: **(334) 241-4192**  
Legal: **(334) 240-7581**  
Fraud: **(334) 241-4158**  
Market Conduct Division: **(334) 240-3194**  
Producer Licensing: **(334) 240-3282**  
Consumer Services: **(334) 956-7932**  
Receivership Division: **(334) 240-7562**  
State Fire Marshal: **(334) 241-4158**  
Strengthen Alabama Homes: **(334) 956-7962**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <http://www.aldoi.gov>

**Make Checks Payable to:** Commissioner of Insurance

Antwionne Dunklin Producer Licensing Manager	<b>(334) 241-4126</b>
Jimmy Gunn Deputy Commissioner	<b>(334) 241-4196</b>
Jonathan West Chief Financial Officer	<b>(334) 241-4107</b>
Larry Chapman Deputy Commissioner	<b>(334) 241-4146</b>
Michelle Hendrix Personnel Manager	<b>(334) 240-4417</b>
Reyn Norman Senior General Counsel	<b>(334) 241-4119</b>
Rodney Zeigler Information Technology Manager	<b>(334) 241-4112</b>
Ryan Donaldson Chief of Receivership	<b>(334) 240-7561</b>
Scott F. Pilgreen State Fire Marshal	<b>(334) 241-4170</b>
Travis Taylor Acting Director, Office of Risk and Resilience	<b>(334) 240-7565</b>

**Contact Persons**

**Accounting Practices and Procedures**

Jonathan West Chief Financial Officer	<b>(334) 241-4107</b> <a href="mailto:Jonathan.west@insurance.alabama.gov">Jonathan.west@insurance.alabama.gov</a>
--	---

**Continuing Education - Agents**

Antwionne Dunklin Producer Licensing Manager	<b>(334) 241-4126</b> <a href="mailto:Antwionne.dunklin@insurance.alabama.gov">Antwionne.dunklin@insurance.alabama.gov</a>
---	---

**Department Counsel**

Reyn Norman Senior General Counsel	<b>(334) 241-4119</b> <a href="mailto:Reyn.Norman@insurance.alabama.gov">Reyn.Norman@insurance.alabama.gov</a>
---------------------------------------	---

**Deposits**

Ken Smithson  
Financial Analyst

(334) 241-4156  
John.Smithson@insurance.alabama.gov

**Examinations - Agent**

Antwionne Dunklin  
Producer Licensing Manager

(334) 241-4126  
Antwionne.dunklin@insurance.alabama.gov

**Fees - Agents**

Antwionne Dunklin  
Producer Licensing Manager

(334) 241-4126  
Antwionne.dunklin@insurance.alabama.gov

**Fees - Company Licensing**

Carla Donney  
Account Clerk

(334) 241-4180  
Carla.donney@insurance.alabama.gov

**Fire Investigations/Fire Code Enforcement**

Scott F. Pilgreen  
State Fire Marshal

(334) 241-4170  
Scott.Pilgreen@insurance.alabama.gov

Mark Drinkard  
Assistant State Fire Marshal

(334) 241-4171  
Mark.drinkard@insurance.alabama.gov

**Government Relations**

Heather Lowe  
Government Relations Manager

(334) 241-7577  
Heather.lowe@insurance.alabama.gov

**Human Resources**

Michelle Hendrix  
Personnel Manager

(334) 240-4417  
Michelle.Hendrix@insurance.alabama.gov

**Information Technology**

Rodney Zeigler  
Information Technology Manager

(334) 241-4112  
Rodney.zeigler@insurance.alabama.gov

**Insurance Fraud Unit - Investigators**

Corey Railey  
Assistant State Fire Marshal

(334) 241-4170  
Michael.Railey@insurance.alabama.gov

**InsurTech**

Erick Wright  
Insurance Rate Analyst

334-240-6523  
erick.wright@insurance.alabama.gov

**Legislation**

Heather Lowe  
Government Relations Manager

(334) 241-7577  
Heather.lowe@insurance.alabama.gov

**Office of Risk and Resilience**

Travis Taylor  
Acting Director, Office of Risk and Resilience

(334) 240-7565  
travis.taylor@insurance.alabama.gov

**Policy and Form Filing**

Yada Horace  
Rates and Forms Division Manager

(334) 241-4175  
Yada.horace@insurance.alabama.gov

**Policy, Form, and Rate Filings - Property & Casualty**

Charles Hale  
Actuary

(334) 241-4115  
Charles.hale@insurance.alabama.gov

**Premium Tax**

LaKisha Hardy  
Senior Accountant

(334) 241-4114  
LaKisha.Hardy@insurance.alabama.gov

**Producer Licensing**

Antwionne Dunklin  
Producer Licensing Manager

**(334) 241-4126**  
Antwionne.dunklin@insurance.alabama.gov

**Rate, Policy & Form Filing - Life & Health**

Sanjeev Chaudhuri  
Chief Actuary

**(334) 241-4198**  
Sanjeev.chaudhuri@insurance.alabama.gov

**Receivership**

Ryan Donaldson  
Chief of Receivership

**(334) 240-7561**  
Ryan.Donaldson@insurance.alabama.gov

**State Fire Marshal**

Scott F. Pilgreen  
State Fire Marshal

**(334) 241-4170**  
Scott.Pilgreen@insurance.alabama.gov

**Statistical Reporting**

Charles Hale  
Actuary

**(334) 241-4115**  
Charles.hale@insurance.alabama.gov

# Alaska



**Lori K. Wing-Heier**  
**Director**  
**Western Zone**

Lori K. Wing-Heier was appointed as Director of the Alaska Division of Insurance on Feb. 25, 2014, by then-Gov. Sean Parnell. She has served as the Director in three different administrations and was reappointed as Director in 2018 by Gov. Mike Dunleavy.

As Division Director, Wing-Heier oversees and enforces the Division's mission to strengthen competitive markets while protecting Alaskans.

Director Wing-Heier has more than 45 years of experience in the insurance and risk management industry, including experience working as a broker and corporate risk manager.

Director Wing-Heier attended North Central Michigan College (Petoskey, MI) and holds the Certified Insurance Counselor (CIC) and Certified Risk Manager (CRM) designations.

Director Wing-Heier has resided in Alaska since 1984. She and her family live in Anchorage, where the Insurance Director position is located. However, she relocates to Juneau for the legislative session each year. An avid fly fisherwoman, you will find her drifting the Kenia River in pursuit of record-setting rainbow trout during the late summer and early fall.

**Term of Office:**

At the Pleasure of the  
Commissioner of Commerce,  
Community, and Economic  
Development

Appointed: February 25, 2014

**Main**

Alaska Division of Insurance  
550 West 7th Avenue  
Suite 1560  
Anchorage, AK 99501-3567  
United States

**Juneau**

Alaska Division of Insurance  
P.O. 110805  
Juneau, AK 99811-0805  
United States

**Email Address**

insurance@alaska.gov

**Phone Numbers**

Anchorage (Main): **(907) 269-7900**  
Toll-Free Number: **(800) 467-8725**  
Juneau: **(907) 465-2515**

**Fax Numbers**

Anchorage (Main): **(907) 269-7910**  
Juneau: **(907) 465-3422**  
Licensing: **(907) 465-2816**  
Department Counsel: **(907) 276-8554**

**Office Hours:** 8:30 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://insurance.alaska.gov>

**Make Checks Payable to:** Alaska Division of Insurance

Heather Carpenter  
Deputy Director (Juneau) (907) 465-2518

Lori K. Wing-Heier  
Director (Anchorage) (907) 269-7900

Molly Nollette  
Chief Market Regulator (907) 465-5647

### Contact Persons

#### **Agent Licensing**

Kayla Erickson  
Program Coordinator (Juneau) (907) 465-2545  
Kayla.Erickson@alaska.gov

#### **Annual Statements/Audits/Premium Tax**

Rebecca Nesheim  
Tax Auditor (Juneau) (907) 465-2584  
Rebecca.Nesheim@alaska.gov

#### **Consumer Services**

Shauna Nickel  
Supervisor (Anchorage) (907) 269-7914  
Shauna.Nickel@alaska.gov

#### **Deposits/Trust Securities**

Kevin Richard  
Financial Examiner (Anchorage) (907) 269-7903  
Kevin.Richard@alaska.gov

#### **Division Counsel**

Susan Mitchell  
Attorney (Fairbanks) (907) 451-2855  
Susan.Mitchell@alaska.gov

Dan Wilkerson  
Attorney (Anchorage) (907) 269-5265  
Daniel.Wilkerson@alaska.gov

#### **Examinations - Agent**

Kayla Erickson  
Program Coordinator (Juneau) (907) 465-2545  
Kayla.Erickson@alaska.gov

#### **Examinations - Market Compliance Issues**

Chelsy Maller  
Insurance Specialist (Juneau) (907) 465-4607  
Chelsy.Maller@alaska.gov

#### **Financial Examinations**

David Phifer  
Chief Financial Examiner (Anchorage) (907) 269-7903  
David.Phifer@alaska.gov

#### **Health Insurance**

Jacob Lauten  
Health Coordinator (Juneau) (907) 465-2573  
Jacob.Lauten@alaska.gov

#### **Insurer Changes - Address, Articles, Bylaws**

Sonnet Reddoor  
(Juneau) (907) 269-7892  
Sonnet.Reddoor@alaska.gov

#### **Investigations**

Alex Romero  
Chief Investigator (Anchorage) (907) 269-7918  
Alex.Romero2@alaska.gov

#### **Merger of Companies**

Kevin Richard  
Financial Examiner (Anchorage) (907) 269-7903  
Kevin.Richard@alaska.gov

**NAIC Liaison**

Ira Blankenship  
Administrative Assistant (Anchorage)

**(907) 269-7892**  
Ira.Blankenship@alaska.gov

**Policy and Form Filing - Life & Health**

Sarah Bailey  
Supervisor (Juneau)

**(907) 465-4608**  
Sarah.Bailey@alaska.gov

**Policy and Form Filing - Property & Casualty**

Sian Ng-Ashcraft  
Insurance Specialist (Juneau)

**(907) 269-8114**  
Sian.Ng-Ashcraft@alaska.gov

**Receivership**

Jeffery Bethel  
Insurance Financial Examiner (Anchorage)

**(907) 269-7919**  
Jeffery.Bethel@alaska.gov

**Risk Retention/Purchasing Group**

Jeffery Bethel  
Insurance Financial Examiner (Anchorage)

**(907) 269-7919**  
Jeffery.Bethel@alaska.gov

**Statistical Reporting**

Kelli Patterson  
Administrative Officer (Juneau)

**(907) 465-2596**  
Kelli.Patterson@alaska.gov

**Workers' Compensation**

Chad Bennett  
Insurance Specialist (Juneau)

**(907) 269-7911**  
Chad.Bennett@alaska.gov

# Arizona



**Barbara D. Richardson**  
**Cabinet Executive Officer**  
**Western Zone**

Term of Office:  
At the Will of the Governor  
Appointed: March 6, 2023

Barbara D. Richardson joined the Arizona Department of Insurance and Financial Institutions (DIFI) as Cabinet Executive Officer (CEO) effective March 6, 2023.

CEO Richardson previously served as the Insurance Commissioner for Nevada from March 2016 to December 2022. Prior to her Nevada role, she worked for the New Hampshire Insurance Department as Director of Operations and Fraud for 12 years. She also has held positions at CNA Insurance, Kemper Financial, the Federal Reserve Bank in Chicago, and Putnam Securities.

CEO Richardson previously served on the NAIC's various committees, task forces, and working groups. She served as chair of the NAIC System for Electronic Rates & Forms Filing (SERFF) Advisory Board and as co-vice chair of the Climate and Resiliency (EX) Task Force.

CEO Richardson is a graduate of Vassar College. She earned a law degree from the University of New Hampshire School of Law and a master's degree in business administration (MBA) from Loyola University (Chicago, IL).

The Arizona DIFI oversees the secure operation of Arizona's state-chartered financial institutions. It ensures public confidence in financial institutions by protecting the interest of depositors, borrowers, shareholders, and consumers through the enforcement of state laws. The DIFI is responsible for administering state laws that regulate financial institutions, which include banks, credit unions, trust companies, and trust divisions

## Main

Arizona Department of Insurance and Financial Institutions  
100 North 15th Avenue  
Suite 261  
Phoenix, AZ 85007-2630  
United States

## Email Address

insurance.consumers@difi.az.gov

## Phone Numbers

Main: **(602) 364-3100**

## Fax Numbers

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://difi.az.gov>

**Make Checks Payable to:** Arizona Department of Insurance and Financial Institutions

Vacant  
Deputy Director of Insurance

Vacant  
Deputy Director of Financial Institutions

**602-771-2772**

## Contact Persons

### **Annual Statement Filings**

Cary Cook  
Chief Financial Compliance Officer, Financial Affairs Division

**(602) 364-3986**

### **Captive Insurer Licensing and Financial Reports**



Victoria Fimea  
Chief Captive Analyst

(602) 364-0267  
victoria.fimea@difi.az.gov

**Consumer Complaints and Inquires**

Noelani Rosato  
Supervisor, Market Regulation & Consumer Services Division

(602) 364-2499

**Department Counsel**

Attorney General  
Office

(602) 542-3702

**Deposits**

Cary Cook  
Chief Financial Compliance Officer, Financial Affairs Division

(602) 364-3986

**Examinations - Financial**

Kurt Regner  
Deputy Assistant Director, Financial Affairs Division

(602) 364-3963  
kurt.regner@difi.az.gov

David Lee  
Chief Financial Examiner - Analyst

602-364-3965  
david.lee@difi.az.gov

**Examinations - Market Conduct**

Maria Ailor  
Assistant Director, Market Regulation and Consumer Services  
Division

602-364-4922  
maria.ailor@difi.az.gov

**Examinations - Producer (Pre-license)**

Aqueelah Currie  
Supervisor, Licensing Section, Consumer Protection Division

(602) 364-4457

**Fees/Assessments**

Mary Jordan  
Supervisor, Business Services Section, Administrative Services  
Division

(602) 364-2459

**Financial Analysis**

David Lathrop  
Chief Financial Analyst, Financial Affairs Division

(602) 364-3996  
dave.lathrop@difi.az.gov

Kurt Regner  
Deputy Assistant Director, Financial Affairs Division

(602) 364-3963  
kurt.regner@difi.az.gov

**Fraud Unit**

Paul Hill  
Assistant Director, Fraud Investigations Division

(602) 364-2140

**Guaranty Funds**

Lori Nestor  
Executive Director, Guaranty Fund Office

(602) 364-3863

**Health Care Appeals**

Audrey Franklin  
Supervisor, Health Care Appeals Office

(602) 364-2399

**Insurer Licensing, Mergers/Acquisitions, Redomestications Withdrawals**

Cary Cook  
Chief Financial Compliance Officer, Financial Affairs Division

(602) 364-3986

**InsurTech**

Gioconda Espinosa  
Assistant Director, Product Filing & Compliance

gio.espinosa@difi.az.gov

Kurt Regner  
Deputy Assistant Director, Financial Affairs Division

(602) 364-3963  
kurt.regner@difi.az.gov

**Investigations, Enforcement**

Deian Ousounov  
Assistant Director, Innovation, Enforcement, and Regulatory Policy  
Division

(602) 364-2499

**Ombudsman; Constituent Affairs**

Catherine O'Neil  
Consumer Affairs Administrator

(602) 364-2485

**Policy, Form, Rate and Advertising Filings**

Gioconda Espinosa  
Assistant Director, Product Filing & Compliance

gio.espinosa@difi.az.gov

**Premium Taxes**

Loretta Moncibaez  
Lead Auditor, Insurance Tax Section, Administrative Services Division

(602) 364-3246

**Producer Licensing**

Aqueelah Currie  
Supervisor, Licensing Section, Consumer Protection Division

(602) 364-4457

**Public and Media Affairs**

James McGuffin  
Assistant Director/PIO

(602) 771-0178  
james.mcguffin@difi.az.gov

**Receivership**

Liane Kido  
Deputy Receiver

(602) 364-2143

**Statistical Reporting**

Gioconda Espinosa  
Assistant Director, Product Filing & Compliance

gio.espinosa@difi.az.gov

**Surplus Lines Insurer Qualification**

Erica Bowsher  
Insurance Analyst, Financial Affairs Division

(602) 364-3450

**Technology and Information Systems**

Bud Leiner  
Chief Information Officer, Information Technology Division

(602) 364-2983

# Arkansas



**Alan McClain**  
**Commissioner**  
**Secretary, Southeast Zone**

On April 3, 2020, Governor Asa Hutchinson appointed Alan McClain as Arkansas Insurance Commissioner. McClain began his career in state government in 1992 with the Arkansas Insurance Department after working with Sedgwick Insurance Group. He worked for the Arkansas Workers' Compensation Commission for 13 years and was the CEO of that Commission for almost nine years.

Most recently, McClain served as Commissioner of the Arkansas Rehabilitation Services (ARS). In this role, which he assumed in 2015, he administered the day-to-day operations of ARS, which administers the Federal Vocational Rehabilitation Act.

McClain has also served on the Arkansas Workforce Development Board and the Governor's Council on Developmental Disabilities. He is a past president of the International Association of Industrial Accident Boards & Commissions and the Council of State Administrators of Vocational Rehabilitation.

He holds an undergraduate degree from Hendrix College and a master's in Public Administration from the University of Arkansas at Little Rock.

Term of Office:

At the Pleasure of the Governor

Appointed: April 3, 2020

## Main

Arkansas Department of Commerce Arkansas Insurance Department  
1 Commerce Way  
Bldg 4  
Little Rock, AR 72202-2087  
United States

## Email Address

insurance.consumers@arkansas.gov

## Phone Numbers

Main: **(501) 371-2600**  
Toll-Free Number: **(800) 282-9134**  
Commissioner: **(501) 371-2620**  
Consumer: **(800) 852-5494**  
Fraud Only: **(866) 660-0888**  
Public Employee Claims: **(866) 278-8066**  
Seniors Only: **(800) 224-6330**

## Fax Numbers

Main: **(501) 371-2618**  
Consumer Services: **(501) 371-2749**  
Finance: **(501) 371-2747**  
Human Resources: **(501) 371-2817**  
Ins. Criminal Investigation: **(501) 371-2799**  
Legal: **(501) 371-2639**  
License: **(501) 683-2604**  
Liquidation: **(501) 371-2774**  
Public Employee Claims: **(501) 371-2724**  
Risk Management: **(501) 371-2842**

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://insurance.arkansas.gov/>

**Make Checks Payable to:** Arkansas Insurance Department

Carroll Astin Manager, SHIIP (Senior Health Insurance Information Program)	(501) 371-2785
Chantel Allbritton Regulatory Health Link	(501) 371-2755
Jimmy Harris Manager, Compliance (Life & Health and Property & Casualty)	(501) 671-1621
Letty Hardee Deputy Commissioner, Information Services	(501) 371-2664
Lindsay Harp Manager, Consumer Services	(501) 371-2640
Mary Davis Assistant Deputy Commissioner, Accounting	(501) 682-7678
Mel Anderson Deputy Commissioner Financial Regulation, Finance	(501) 371-2665
Michael Surguine Deputy Receiver, Liquidation Division	(501) 371-2776
Nathan Culp Director, Public Employee Claims	(501) 371-2708
Paul "Blue" Keller Director, Criminal Investigation Division	(501) 371-2790
Peggy Dunlap Insurance Licensing Manager, Agent Licensing	(501) 371-2760
Randy Robinson Director, Risk Management	(501) 371-2690
Russ Galbraith Chief Deputy Commissioner	(501) 371-2620
Tasha Pankey Manager, Human Resources	(501) 371-2815
Vacant Communications Director	

**Contact Persons**

**Agent Licensing**

Peggy Dunlap Insurance Licensing Manager, Agent Licensing	(501) 371-2760 peggy.dunlap@arkansas.gov
--	---

**Annual Statements**

Mel Anderson Deputy Commissioner Financial Regulation, Finance	(501) 371-2665 mel.anderson@arkansas.gov
---	---

**Company Licensing**

Mel Anderson Deputy Commissioner Financial Regulation, Finance	(501) 371-2665 mel.anderson@arkansas.gov
---	---

**Consumer Complaints and Inquires**

Lindsay Harp Manager, Consumer Services	(501) 371-2640 insurance.consumers@arkansas.gov
--	--

**Consumer Counseling Program for Seniors**

Carroll Astin  
Manager, SHIIP (Senior Health Insurance Information Program)

**(501) 371-2785**  
carroll.astin@arkansas.gov

**Department Counsel**

Booth Rand  
Legal

**(501) 371-2820**  
booth.rand@arkansas.gov

**Examinations - Agent**

Peggy Dunlap  
Insurance Licensing Manager, Agent Licensing

**(501) 371-2760**  
peggy.dunlap@arkansas.gov

**Examinations - Financial/Market Conduct**

Mel Anderson  
Deputy Commissioner Financial Regulation, Finance

**(501) 371-2665**  
mel.anderson@arkansas.gov

**Guaranty Funds**

Michael Surguine  
Deputy Receiver, Liquidation Division

**(501) 371-2776**  
michael.surguine@arkansas.gov

**Health Insurance Marketplace**

Chantel Allbritton  
Regulatory Health Link

**(501) 371-2755**  
chantel.allbritton@arkansas.gov

**InsurTech**

Russ Galbraith  
Chief Deputy Commissioner

**(501) 371-2620**  
russ.galbraith@arkansas.gov

**Life & Health and Property & Casualty Insurance**

Jimmy Harris  
Manager, Compliance (Life & Health and Property & Casualty)

**(501) 671-1621**  
Jimmy.Harris@arkansas.gov

**Market Conduct**

Crystal Phelps  
Market Analysis

**(501) 371-2841**  
crystal.phelps@arkansas.gov

**Media Relations/Public Information**

Vacant  
Communications Director

**Policy and Form Filing - Life & Health and Property & Casualty**

Jimmy Harris  
Manager, Compliance (Life & Health and Property & Casualty)

**(501) 671-1621**  
Jimmy.Harris@arkansas.gov

**Premium Tax**

Mary Davis  
Assistant Deputy Commissioner, Accounting

**(501) 682-7678**  
Mary.Davis@arkansas.gov

**Statistical Reporting**

Jimmy Harris  
Manager, Compliance (Life & Health and Property & Casualty)

**(501) 671-1621**  
Jimmy.Harris@arkansas.gov

# California



**Ricardo Lara**  
**Commissioner**  
**Western Zone**

Term of Office:  
Four Years

Elected:  
November 6, 2018  
Re-elected: November 8, 2022

## Main

California Department of Insurance  
300 Capitol Mall  
17th Floor  
Sacramento, CA 95814  
United States

## Phone Numbers

Main: **(916) 492-3500**  
Consumer Hotline: **(800) 927-4357**  
Licensing Hotline: **(800) 967-9331**  
Sacramento Office: **(916) 492-3500**  
Oakland Office: **(415) 538-4010**  
Los Angeles Office: **(213) 346-6464**

## Fax Numbers

Sacramento Office: **(916) 445-5280**  
Main: **(916) 445-5280**  
Oakland Office: **(510) 238-7829**  
Los Angeles Office: **(213) 897-9051**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <http://www.insurance.ca.gov/>

**Make Checks Payable to:** Premium taxes State Controller / Department fees California Department of Insurance

Ricardo Lara is California's eighth Insurance Commissioner since voters created the elected position in 1988. Lara previously served in the California Legislature, representing Assembly District 50 from 2010 to 2012 and Senate District 33 from 2012 to 2018.

As Senator, Lara expanded protections for disaster survivors from losing their homes to insurance cancellation and nonrenewal. He wrote the nation's first climate insurance law, SB 30, to engage the insurance industry in the fight against climate-linked environmental disasters like wildfires and sea level rise. Lara is one of California's most effective environmental champions, working to improve health conditions and rein in air pollution.

Lara received the United Nations 2017 Climate and Clean Air Award with former Governor Edmund G. Brown Jr. and the California Air Resources Board for his work to reduce super pollutants.

Lara authored the Health4All Kids Act, which now covers 250,000 California children with full-scope health care regardless of their immigration status. He also authored laws that help prevent prescription drug abuse and crack down on patient brokering and fraud involving Californians recovering from substance abuse disorders.

Raised in East Los Angeles by immigrant parents, Lara made history in 2018 by becoming the first openly gay person elected to statewide office in California's history.

Lara earned a bachelor's degree in Journalism and Spanish with a minor in Chicano Studies from San Diego State University.

Julia Juarez Deputy Commissioner, Community Relations and Outreach	<b>(213) 346-6412</b>
Ken Allen Deputy Commissioner, Rate Regulation	<b>(213) 346-6783</b>
Laurie Menchaca Deputy Commissioner, Administration and Licensing Services	<b>(916) 492-3315</b>
Lucy Wang Deputy Commissioner and Special Counsel	<b>(415) 538-4377</b>
Michael Martinez Senior Deputy Commissioner and Legislative Director, Policy and Legislation	<b>(916) 492-3573</b>
Michael Soller Deputy Commissioner, Communications and Press Relations	<b>(916) 492-3542</b>
Mike Peterson Deputy Commissioner, Climate & Sustainability	<b>(916) 492-3673</b>
Teresa Campbell Deputy General Counsel, Regulatory and Legal Services	<b>(415) 538-4126</b>
Tony Cignarale Deputy Commissioner, Consumer Services and Market Conduct	<b>(213) 346-6360</b>
Vacant Chief Deputy Commissioner	
Vacant Deputy Commissioner, Enforcement	
Vacant Deputy Commissioner, Financial Surveillance	
Vacant Deputy Commissioner and General Counsel	<b>(415) 538-4379</b>

**Contact Persons**

**Accounting Practices and Procedures**

Kim Hudson Supervising Insurance Examiner	<b>(213) 346-6122</b> kim.hudson@insurance.ca.gov
--	--

**Actuarial Office**

Lan Brown Chief Health Actuary, Health Actuarial Office	<b>(213) 346-6136</b> lan.brown@insurance.ca.gov
--	---

Thomas Reedy Chief Systems Actuary	<b>(213) 346-6493</b> thomas.reedy@insurance.ca.gov
---------------------------------------	--

Ahmad Kamil Chief Life Actuary	<b>(213) 346-6147</b> ahmad.kamil@insurance.ca.gov
-----------------------------------	---

**Annual Statements**

Ngoc-Loan Nguyen Senior Insurance Examiner (Supervisor)	<b>(213) 346-6450</b> Ngoc-Loan.Nguyen@insurance.ca.gov
--	--

**California Organized Investment Network (COIN)**

Sukh Randhawa  
Senior Investment Officer

**(916) 492-3529**  
sukhbir.randhawa@insurance.ca.gov

**Cannabis Insurance**

Vacant  
Deputy Legislative Director, Policy and Legislation

**Climate and Sustainability**

Mike Peterson  
Deputy Commissioner, Climate & Sustainability

**(916) 492-3673**  
mike.peterson@insurance.ca.gov

**Communications**

Michael Soller  
Deputy Commissioner, Communications and Press Relations

**(916) 492-3542**  
michael.soller@insurance.ca.gov

**Conservation and Liquidation Office**

Joseph Holloway  
Chief Executive Office, Conservation and Liquidation Office

**(415) 676-5000**  
hollowayj@caclo.org

**Consumer Complaints and Inquires**

Consumer Hotline  
Toll-Free

**(800) 927-4357**

**Consumer Services**

Lucy Jabourian  
Division Chief, Consumer Services

**(213) 346-6899**  
lucy.jabourian@insurance.ca.gov

**Data Calls/Statistical Plans**

Luciano Gobbo  
Division Chief, Data Analytics and Reporting

**(213) 346-6308**  
luciano.gobbo@insurance.ca.gov

**Deposits and Fees**

Carolina Bravo  
Bureau Chief, Accounting Services

**(916) 492-3645**  
carolina.bravo@insurance.ca.gov

**Enforcement Branch**

Vacant  
Deputy Commissioner, Enforcement

Stephen Smith  
Chief, Enforcement Branch Headquarters

**(916) 854-5748**  
stephen.smith@insurance.ca.gov

**Financial Analysis**

Michelle Lo  
Division Chief, Financial Analysis

**(213) 346-6334**  
michelle.lo@insurance.ca.gov

**Financial Examinations - Insurer Financial Audits**

Laura Clements  
Division Chief, Field Examination

**(213) 346-6127**  
laura.clements@insurance.ca.gov

**Fraud Division**

Eric Charlick  
Division Chief, Fraud

**(559) 440-5922**  
eric.charlick@insurance.ca.gov

Shawn Conner  
Assistant Chief, Southern Region

**(858) 693-7108**  
shawn.connor@insurance.ca.gov

Kathleen Rooney  
Assistant Chief, Northern Region

**(916) 854-5728**  
kathleen.rooney@insurance.ca.gov

Victoria Martinez  
Assistant Chief, Grant Programs and Enforcement Training Unit

**(323) 278-5062**  
victoria.martinez@insurance.ca.gov



**Health Policy and Reform**

Lan Brown  
Chief Health Actuary, Health Actuarial Office

(213) 346-6136  
lan.brown@insurance.ca.gov

Stesha Hodges  
Asst. Chief Counsel, Health Equity and Access Office

(916) 492-3544  
stesha.hodges@insurance.ca.gov

Christopher Citko  
Assistant Chief Counsel, Health Policy Approval Bureau

(916) 492-3187  
christopher.citko@insurance.ca.gov

**Human Resources Management Division**

Vacant  
Division Chief, Human Resources Management

**Information Technology Division**

David Noronha  
Chief Information Officer

(916) 492-3294  
david.noronha@insurance.ca.gov

**InsurTech**

Lucy Jabourian  
Division Chief, Consumer Services

(213) 346-6899  
lucy.jabourian@insurance.ca.gov

**Investigation Division**

Lewis Deslauriers  
Division Chief, Investigations

(661) 253-7505  
lewis.deslauriers@insurance.ca.gov

**Legal - Company Licensing, Corporate Affairs Bureaus I and II**

Vacant  
Assistant Chief Counsel

Valerie Sarfaty  
Assistant Chief Counsel

(415) 538-4459  
valerie.sarfaty@insurance.ca.gov

**Legal - Enforcement Bureaus**

Michael Tancredi  
Assistant Chief Counsel, Auto (Los Angeles)

(213) 346-6637  
michael.tancredi@insurance.ca.gov

Vacant  
Assistant Chief Counsel (Oakland)

Tyler McKinney  
Assistant Chief Counsel (Sacramento), Enforcement Bureau

(916) 492-3521  
tyler.mckinney@insurance.ca.gov

**Legal - Policy and Form Filing (Life and Disability, Other than Health)**

Vacant  
Assistant Chief Counsel

(415) 538-4190

**Legal - Rate Enforcement**

Alec Stone  
Assistant Chief Counsel (Oakland)

(415) 538-4174  
alec.stone@insurance.ca.gov

**Legal Branch**

Vacant  
Deputy Commissioner and General Counsel

(415) 538-4379

Teresa Campbell  
Deputy General Counsel, Regulatory and Legal Services

(415) 538-4126  
teresa.campbell@insurance.ca.gov

**Legislation**

Michael Martinez  
Senior Deputy Commissioner and Legislative Director, Policy and Legislation

(916) 492-3573  
michael.martinez@insurance.ca.gov

**Life Insurance**

Vacant  
Assistant Chief Counsel

**(415) 538-4190**

Ahmad Kamil  
Chief Life Actuary

**(213) 346-6147**  
ahmad.kamil@insurance.ca.gov

**Long-Term Care**

Ahmad Kamil  
Chief Life Actuary

**(213) 346-6147**  
ahmad.kamil@insurance.ca.gov

Tyler McKinney  
Assistant Chief Counsel (Sacramento), Enforcement Bureau

**(916) 492-3521**  
tyler.mckinney@insurance.ca.gov

**Market Conduct - Claims Examinations and Rating and Underwriting Examinations**

Pam O'Connell  
Division Chief, Market Conduct

**(916) 492-3599**  
pam.oconnell@insurance.ca.gov

**NAIC Liaison**

Vacant  
NAIC Liaison

**(916) 492-3595**

Vacant  
Executive Office Operations Manager

Kathryn Taras  
Special Project Manager

**916-492-3675**  
Kathryn.Taras@insurance.ca.gov

**Office of Principle-Based Reserving**

Thomas Reedy  
Chief Systems Actuary

**(213) 346-6493**  
thomas.reedy@insurance.ca.gov

**Ombudsman Office**

Therese Gallagher  
Ombudsman

**(916) 492-3041**  
therese.gallagher@insurance.ca.gov

**Premium Tax - Annual Payments**

Carolina Bravo  
Bureau Chief, Accounting Services

**(916) 492-3645**  
carolina.bravo@insurance.ca.gov

**Premium Tax - Audits**

Laura Clements  
Division Chief, Field Examination

**(213) 346-6127**  
laura.clements@insurance.ca.gov

**Producer Licensing**

Charlene Ferguson  
Division Chief, Licensing Services

**(916) 492-3010**  
charlene.ferguson@insurance.ca.gov

Holly Kinney  
Bureau Chief, Curriculum and Officer Review

**(916) 492-3040**  
holly.kinney@insurance.ca.gov

Dianne Cooper  
Bureau Chief, Producer Licensing Bureau

**(916) 492-3036**  
dianne.cooper@insurance.ca.gov

Licensing Hotline  
Toll-Free

**(800) 967-9331**

**Property & Casualty – Rates and Forms**

Adam Gammell  
Division Chief, Rate Filing

**(213) 346-6706**  
adam.gammell@insurance.ca.gov

**Receivership**

Vacant  
Deputy Commissioner and General Counsel

**(415) 538-4379**

Joseph Holloway  
Chief Executive Office, Conservation and Liquidation Office

**(415) 676-5000**  
hollowayj@caclo.org

**Regulations**

Lucy Wang  
Deputy Commissioner and Special Counsel

**(415) 538-4377**  
lucy.wang@insurance.ca.gov

**Reinsurance**

Vacant  
Deputy Commissioner and General Counsel

**(415) 538-4379**

Monica Macaluso  
Attorney, Corporate Affairs Bureau II

**(415) 538-4118**  
monica.macaluso@insurance.ca.gov

**Risk Retention**

Dawn Withers  
Attorney, Corporate Affairs Bureau I

**(916) 492-3099**  
dawn.withers@insurance.ca.gov

**Senior Issues**

Tyler McKinney  
Assistant Chief Counsel (Sacramento), Enforcement Bureau

**(916) 492-3521**  
tyler.mckinney@insurance.ca.gov

Ahmad Kamil  
Chief Life Actuary

**(213) 346-6147**  
ahmad.kamil@insurance.ca.gov

**Statistical Reporting - Property & Casualty**

Roy Chan  
Bureau Chief, Rate Specialist

**(213) 346-6731**  
roy.chan@insurance.ca.gov

Luciano Gobbo  
Division Chief, Data Analytics and Reporting

**(213) 346-6308**  
luciano.gobbo@insurance.ca.gov

**Title Insurance**

Rafael Gutierrez  
Senior Staff Counsel, Corporate Affairs Bureau I

**(415) 538-4402**  
rafeal.gutierrez@insurance.ca.gov

**Workers' Compensation**

Mitra Sanandajifar  
Senior Casualty Actuary

**(213) 346-6686**  
Mitra.Sanandajifar@insurance.ca.gov

## Colorado



**Michael Conway**  
**Commissioner**  
**Chair, Western Zone**

**Term of Office:**

At the Pleasure of the Governor

Appointed: December 21, 2018

Confirmed: January 22, 2019

Michael Conway was appointed Commissioner of the Colorado Division of Insurance (DOI) by Governor Jared Polis on Dec. 21, 2018, and confirmed by the State Senate on Jan. 22, 2019. Prior to this, he was appointed Interim Commissioner of the DOI by Governor John Hickenlooper in January 2018.

As Commissioner, Conway serves as the chief executive of the DOI and oversees the regulation of Colorado's insurance industry. His role brings together consumers, the insurance industry and other stakeholders to create an inclusive, firm and fair regulatory approach to all lines of insurance such as auto, health, homeowners, life, property and casualty, title and workers' compensation.

Conway served as the DOI Deputy Commissioner for Consumer and Compliance Services since March 2016. He was instrumental in developing and guiding the DOI's strategies regarding health insurance during what was a tumultuous time for that industry. He advised the previous Commissioner and the Governor's staff regarding the possible implications of federal changes to the regulation of health insurance in Colorado. His duties also entailed appearing before state legislative committees to advocate for the DOI's positions regarding insurance and its regulation. He cultivated relationships with consumer groups and insurance industry to create a regulatory environment that helped Colorado consumers but was a fair, level playing field for the industry. He also worked within the DOI to establish objectives that provided for better protection of insurance consumers.

From 2010 to 2016, Conway was an assistant Attorney General for the Colorado State Attorney General's Office, where he represented the DOI in all facets of regulation of the insurance industry including mergers and acquisitions of insurance companies, insurer rehabilitation/liquidation, and producer and company licensure litigation. While in the Attorney General's Office, he worked with the Colorado Attorney General Pro Bono Family Law Clinic, advising clients on matters of divorce and child custody. He also worked as an attorney for Colorado Legal Services, advocating for indigent clients regarding housing rights, homelessness prevention, evictions and subsidized housing.

With the exception of three years spent in Miami for law school, Conway has called Colorado home for nearly 20 years since moving to attend the University of Colorado at Boulder.

### Main

Department of Regulatory Agencies Division of Insurance  
1560 Broadway  
Suite 850  
Denver, CO 80202  
United States

### Email Address

[dora\\_insurance@state.co.us](mailto:dora_insurance@state.co.us)

### Phone Numbers

Main: **(303) 894-7499**

Consumer Assistance: **(303) 894-7490**

Toll-Free Number (In-State Only): **(800) 930-3745**

Producer Licensing: **(800) 275-8247**

### Fax Numbers

Main: **(303) 894-7455**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://doi.colorado.gov>

**Make Checks Payable to:** Colorado Division of Insurance

Cody Goodrich Executive Assistant	(303) 894-7425
Debra Judy Deputy—Legislative & Regulatory Affairs	(303) 894-2066
Jason Lapham Deputy, Property/Casualty	303-869-3412
Kate Harris Chief Deputy Commissioner	(303) 894-2429
Kyla Hoskins Deputy—Affordability Programs	(303) 894-7416
Rolf Kaumann Chief Deputy—Finance	(303) 894-7532
Vincent Plymell Assistant Commissioner / Communications	(303) 894-2261

### Contact Persons

#### **Accident & Health Insurance**

Matt Mortier Director, Life & Health Consumer Services	(303) 894-7581 matt.mortier@state.co.us
---	--

#### **Actuary - Life & Health (All ACA)**

Susan Stieg Actuary	(303) 894-2190 susan.stieg@state.co.us
------------------------	---

#### **Actuary - Life & Health (All Non-ACA Lines)**

Sean Brady Actuary	(303) 894-7484 sean.brady@state.co.us
-----------------------	--

#### **Actuary - Property & Casualty**

Mitchell Bronson Statistical Analyst	(303) 894-2192 mitchell.bronson@state.co.us
---	--

#### **Annual Statements**

Keith Warburton Director, Financial Services	(303) 894-7537 keith.warburton@state.co.us
---	---

#### **Chief Actuary**

Eric Unger Chief Actuary	(303) 894-7492 eric.unger@state.co.us
-----------------------------	--

#### **Company Licensing**

Cindy Hathaway Director, Corporate Affairs	(303) 894-7544 cindy.hathaway@state.co.us
---	--

#### **Consumer Complaints - Life & Health**

Matt Mortier Director, Life & Health Consumer Services	(303) 894-7581 matt.mortier@state.co.us
---	--

#### **Consumer Complaints - Property & Casualty**

Bobbie Baca Director, Property & Casualty Consumer Services	(303) 894-7783 bobbie.baca@state.co.us
--	---

#### **Consumer Counseling Program for Seniors**

Brandon Davis Director, SHIP/SMP Program	(303) 894-7552 brandon.d.davis@state.co.us
---	---

**Department Counsel**

Karl Kaesemeyer  
First Attorney General

(303) 866-6000  
karl.kaesemeyer@state.co.us

**Deposits - Premium Taxes**

Cindy Hathaway  
Director, Corporate Affairs

(303) 894-7544  
cindy.hathaway@state.co.us

**Examinations - Financial**

Carol Matthews  
Chief Financial Examiner

(303) 894-2236  
carol.matthews@state.co.us

**Examinations - Producer**

Pearson VUE

(800) 275-8247

**Fees - Company**

Cindy Hathaway  
Director, Corporate Affairs

(303) 894-7544  
cindy.hathaway@state.co.us

**InsurTech**

Bobbie Baca  
Director, Property & Casualty Consumer Services

(303) 894-7783  
bobbie.baca@state.co.us

**Investigations**

Steven Giampaolo  
Director, Producer Licensing and Enforcement

(303) 894-2241  
steven.giampaolo@state.co.us

**Market Regulation**

Tracy Garceau  
Director, Market Regulation

(303) 894-7803  
tracy.garceau@state.co.us

**Media Contact**

Vincent Plymell  
Assistant Commissioner / Communications

(303) 894-2261  
vincent.plymell@state.co.us

**Premium Tax**

Cindy Hathaway  
Director, Corporate Affairs

(303) 894-7544  
cindy.hathaway@state.co.us

**Producer Continuing Education**

Pearson VUE

(800) 275-8247

**Producer Licensing**

Steven Giampaolo  
Director, Producer Licensing and Enforcement

(303) 894-2241  
steven.giampaolo@state.co.us

**Property & Casualty Insurance**

Bobbie Baca  
Director, Property & Casualty Consumer Services

(303) 894-7783  
bobbie.baca@state.co.us

**Rate, Policy & Form Filing - Life & Health**

Sydney Sloan  
Director, Life & Health Rates & Forms

(303) 894-7540  
sydney.sloan@state.co.us

**Rate, Policy & Form Filing - Property & Casualty**

David Martinez  
Director, Property, Casualty & Title Rates & Forms

(303) 894-2262  
davidj.martinez@state.co.us

**Service of Process**

Christine Gonzales-Ferrer  
Compliance Assistant

(303) 894-2157  
christine.gonzales-ferrer@state.co.us

**Statistical Reporting**

Kelly Schultz  
Senior Market Analyst

**(303) 894-7481**  
kelly.schultz@state.co.us

# Connecticut



**Andrew N. Mais**  
**Commissioner**  
**NAIC President**  
**Northeast Zone**

**Term of Office:**

At the Pleasure of the Governor  
Appointed: March 4, 2019  
Reappointed: December 29,  
2022

Andrew N. Mais was nominated by Governor Ned Lamont to be Connecticut's 33rd Insurance Commissioner on March 4, 2019.

Mais was elected as NAIC President and serves on the Executive (EX) Committee. Additionally, he serves on the NAIC's Internal Administration (EX1) Subcommittee, the Audit Committee, the Government Relations (EX) Leadership Council, the Property and Casualty Insurance (C) Committee, the Financial Regulation Standards and Accreditation (F) Committee, and the International Insurance Relations (G) Committee. He is also a member of the NAIC's Special (EX) Committee on Race and Insurance, which is charged with conducting research and analyzing issues of diversity and inclusion within the insurance sector.

Mais also serves on the International Association of Insurance Supervisors (IAIS) Macroeprudential and Executive Committees. The IAIS is the international standard-setting body responsible for developing and assisting in the supervision of the insurance sector.

Mais has led discussions in several forums on race, diversity, and inclusion at the state level and within the insurance industry and in insurance practices. He has also joined the efforts led by Governor Ned Lamont and Lt. Gov. Susan Bysiewicz to address social inequities in Connecticut, including the Council on Women and Girls and cultural competency initiatives.

Mais previously was a member of Deloitte's Center for Financial Services, providing industry-leading thought leadership and insight on U.S. and international regulatory affairs.

Prior to that, he was a Director at the New York State Insurance Department. There he served four governors as part of the Department's senior leadership team through numerous events, including the financial crisis of 2008 and major state and federal changes in health insurance regulations and laws.

Even outside the government, Mais has dedicated much of his life to public service. He most recently served as chair of the Council on Ethics for the town of Wilton, CT, where he lives. Other recent service includes the Maritime Aquarium of Norwalk; the American Red Cross; the Board of Finance of the Town of Wilton; and the Rotary Club of Wilton.

**Main**

Connecticut Insurance Department  
P.O. Box 816  
Hartford, CT 06142-0816  
United States

**Email Address**

cid.admin@ct.gov

**Phone Numbers**

Main: **(860) 297-3800**  
Toll-Free (In-State Only): **(800) 203-3447**

**Fax Numbers**

Main: **(860) 566-7410**

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday, except state holidays

**Website:** <https://portal.ct.gov/cid>

**Make Checks Payable to:** Connecticut State Treasurer

Jared Kosky  
Deputy Commissioner

**(860) 297-3998**



## Contact Persons

### **Accident and Health Insurance**

Paul Lombardo  
Director, Life and Health Division

**(860) 297-3891**  
Paul.Lombardo@ct.gov

### **Agent Investigation**

Amy Stegall  
Manager, Fraud, Investigations and Compliance Unit

**(860) 297-3933**

### **Agent Licensing**

Licensing Unit  
Individual & Business Entities

cid.licensing@ct.gov

### **Captive Division**

Fenhua Liu  
Program Manager, Captive Division

**(860) 297-3935**

### **Company Licensing**

Company Licensing

**860-297-3814**  
cid.financial@ct.gov

### **Consumer Complaints and Inquires**

Gerard O'Sullivan  
Director, Consumer Affairs Division

**(860) 297-3889**

### **Examinations - Financial**

William Arfanis  
Assistant Deputy Commissioner of Financial Exams

**(860) 297-3923**  
william.arfanis@ct.gov

### **Examinations - Market Conduct**

Kurt Swan  
Director, Market Conduct/Fraud Investigations and Licensing

**(860) 297-3972**

### **Fees - Agents**

Kurt Swan  
Director, Market Conduct/Fraud Investigations and Licensing

**(860) 297-3972**

### **Financial Analysis**

Jack Broccoli  
Assistant Deputy Commissioner of Financial Analysis and Licensing

**(860) 297-3968**  
Jack.Broccoli@CT.gov

### **Fraud**

Amy Stegall  
Manager, Fraud, Investigations and Compliance Unit

**(860) 297-3933**

### **InsurTech**

George Bradner

**860-297-3866**  
george.bradner@ct.gov

### **Life Insurance**

Paul Lombardo  
Director, Life and Health Division

**(860) 297-3891**  
Paul.Lombardo@ct.gov

### **Policy and Form Filing - Life & Health**

Paul Lombardo  
Director, Life and Health Division

**(860) 297-3891**  
Paul.Lombardo@ct.gov

### **Policy and Form Filing - Property & Casualty**

George Bradner  
Director, Property and Casualty Division

**(860) 297-3866**

### **Property & Casualty - Commercial Lines**

George Bradner  
Director, Property and Casualty Division

**(860) 297-3866**

**Property & Casualty - Personal Lines**

George Bradner  
Director, Property and Casualty Division

**(860) 297-3866**

**Receivership and Guaranty Funds**

Jared Kosky  
Deputy Commissioner

**(860) 297-3998**  
[jared.kosky@ct.gov](mailto:jared.kosky@ct.gov)

# Delaware



**Trinidad Navarro**  
**Commissioner**  
**Chair, Northeast Zone**

Term of Office:  
Four Years

Elected:  
November 8, 2016  
Re-elected: November 3, 2020

Trinidad Navarro was elected in 2016 as the State of Delaware's 26th Insurance Commissioner. He was re-elected in 2020. In this role, he works to ensure insurance affordability and availability for residents as well as the accountability of insurance companies. As Commissioner, he leads the office charged with protecting, educating, and advocating for Delaware residents.

The Department offers free Medicare counseling services and works on the Health Insurance Marketplace, provides arbitration services to residents, and fights and prevents fraud. The Department also works to ensure insurance companies are financially sound, licenses more than 220,000 individuals in related professions, proposes the state's workers' compensation rates, helps more than a thousand companies create safer workplaces to lower their insurance rates by over \$7 million, and so much more.

During the Commissioner's term in office, the Department has made great strides. He has increased department diversity and internal promotions. In 2017, the Commissioner worked with the General Assembly to pass House Substitute 1 to House Bill 80, a signature piece of legislation that ends discrimination in auto insurance policies. The law ensures that neither race, age, gender, economic status, nor other personal characteristics impact the cost of auto policies.

In 2020, the office reduced Health Insurance Marketplace rates for the second time in the state's history, leading to a 5% increase in enrollment, and returned \$21.5 million in premiums to individuals and small businesses. The department completed two of the state's first Mental Health Parity examinations, assessing \$597,000 in penalties. Businesses saved \$4 million in workers' compensation premiums due to a double digit decrease in rates, and another decrease was approved for 2021.

A lifelong Delawarean, Commissioner Navarro has an extensive record of public service. He served for 20 years with the New Castle County Police and was elected New Castle County Sheriff in 2010. While a police officer, he received the department's distinguished Medal of Valor.

Commissioner Navarro serves as chair of the NAIC's Northeast Zone and member of the Executive (EX) Committee; chair of the Antifraud (D) Task Force; and vice chair of the Market Regulation and Consumer Affairs (D) Committee.

Additionally, Commissioner Navarro serves on many state boards such as the Delaware Health Care Commission, the State Employees Benefits Committee (SEBC), the Plans Management Board, the Council on Health Promotion and Disease Prevention, and the Primary Care Reform Collaborative.

Commissioner Navarro has two daughters, Kylie and Hannah, and one son, Jordan. He resides in Bear, DE with his wife Melissa and youngest daughter Hannah.

## Main

Delaware Department of Insurance  
1351 W. North Street  
Suite 101  
Dover, DE 19904  
United States

## Email Address

consumer@delaware.gov

## Phone Numbers

Main: **(302) 674-7300**  
Toll-Free (In-State Only): **(800) 282-8611**

## Fax Numbers

Main: (302) 739-5280

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://insurance.delaware.gov/>

**Make Checks Payable to:** Department of Insurance

Christina Haas Senior Advisor	(302) 674-7303
Gerald Pepper Director, Insurance Fraud Prevention	(302) 674-7352
Jessica Willey Deputy Attorney General (DAG)	(302) 674-7387
Joseph Maddox Controller	(302) 674-7382
Kathleen 'Kitty' Makowski Deputy Attorney General (DAG)	(302) 674-7326
Michael A. Capasso Deputy Attorney General (DAG)	(302) 674-7381
Nicole Brittingham Director, Bureau of Examination, Rehabilitation and Guaranty (BERG)	(302) 674-7335
Stephen C. Taylor Director, Bureau of Captive & Financial Insurance Products	(302) 577-5258
Stuart Snyder Chief of Staff	(302) 674-7312
Susan Jennette Director, Insurance Consumer Protection Enforcement	(302) 674-7319
Tanisha Merced Deputy Insurance Commissioner	(302) 674-7391
Tiffany Kent Executive Assistant to Deputy Commissioner	(302) 674-7306
Victoria 'Dee' Jones Executive Assistant to Commissioner	(302) 674-7305

## Contact Persons

### **Annual Statements**

Nicole Brittingham Director, Bureau of Examination, Rehabilitation and Guaranty (BERG)	(302) 674-7335 <a href="mailto:nicole.brittingham@delaware.gov">nicole.brittingham@delaware.gov</a>
---	--

### **Company Licensing**

Sherry Wilson BERG Office Manager	(302) 674-6246 <a href="mailto:sherry.wilson@delaware.gov">sherry.wilson@delaware.gov</a>
--------------------------------------	--

### **Department Counsel**

Michael A. Capasso Deputy Attorney General (DAG)	(302) 674-7381 <a href="mailto:michael.capasso@delaware.gov">michael.capasso@delaware.gov</a>
Kathleen 'Kitty' Makowski Deputy Attorney General (DAG)	(302) 674-7326 <a href="mailto:kathleen.makowski@delaware.gov">kathleen.makowski@delaware.gov</a>

Jessica Willey  
Deputy Attorney General (DAG)

**(302) 674-7387**  
jessica.willey@delaware.gov

**Email by Division**

Delaware Medical Assistance Bureau  
Email DMAB@delaware.gov

Fraud Prevention  
Email fraud@delaware.gov

Workplace Safety  
Email safety@delaware.gov

Producer Licensing  
Email licensing@delaware.gov

Bureau of Examination, Rehabilitation and Guaranty (BERG)  
Email berg@delaware.gov

Consumer Services  
Email consumer@delaware.gov

**Examinations - Financial**

Nicole Brittingham  
Director, Bureau of Examination, Rehabilitation and Guaranty (BERG) **(302) 674-7335**  
nicole.brittingham@delaware.gov

**Examinations - Market Conduct**

Robin David  
Supervisor, Market Conduct and Producer Licensing **(302) 674-7348**  
robin.david@delaware.gov

**Fees - Companies**

Sherry Wilson  
BERG Office Manager **(302) 674-6246**  
sherry.wilson@delaware.gov

**Fees - Producers**

Robin David  
Supervisor, Market Conduct and Producer Licensing **(302) 674-7348**  
robin.david@delaware.gov

**Information Systems**

Tim Li  
Director, Information Technology **(302) 647-7332**  
tim.li@delaware.gov

**InsurTech**

Nicole Brittingham  
Director, Bureau of Examination, Rehabilitation and Guaranty (BERG) **(302) 674-7335**  
nicole.brittingham@delaware.gov

**Media Relations/Public Information**

Christina Haas  
Senior Advisor **(302) 674-7303**  
christina.haas@delaware.gov

**NAIC Liaison**

Christina Haas  
Senior Advisor **(302) 674-7303**  
christina.haas@delaware.gov

**Policy and Form Filing**

Jan Brunory  
Life and Health Rating Analyst **(302) 674-7374**  
janet.brunory@delaware.gov

Ann Lyon  
Property and Casualty Rating Analyst **(302) 674-7372**  
ann.lyon@delaware.gov

Jennifer Stinson  
Property and Casualty Rating Analyst **(302) 674-7385**  
jennifer.stinson@delaware.gov

**Premium Tax**

Jeannine N. Neal  
Fiscal Analyst, Premium Taxes

**(302) 674-7339**  
jeannine.neal@delaware.gov

**Producer Licensing**

Robin David  
Supervisor, Market Conduct and Producer Licensing

**(302) 674-7348**  
robin.david@delaware.gov

**Statistical Reporting**

Nicole Brittingham  
Director, Bureau of Examination, Rehabilitation and Guaranty (BERG)

**(302) 674-7335**  
nicole.brittingham@delaware.gov

# District of Columbia



**Karima M. Woods**  
**Commissioner**  
**Northeast Zone**

Term of Office:

At the Pleasure of the Mayor

Appointed: January 21, 2020

Confirmed: July 28, 2020

Karima M. Woods was appointed Acting Commissioner of the District of Columbia Department of Insurance, Securities and Banking on January 21, 2020. The Council of the District of Columbia confirmed Woods as Commissioner on July 28, 2020.

Woods previously served as the Director of Business Development and Strategy in the Office of the Deputy Mayor for Planning and Economic Development (DMPED), where she provided strategic leadership, stakeholder engagement and global outreach to the business community. Woods has held several positions within DMPED, including Deputy Director of Business Development and International Business Manager, where she helped to shape signature business development initiatives, attract foreign direct investment and establish new business relationships with international markets. Her leadership has led to the successful execution of the Mayor's economic strategy and helped to drive the District's business attraction and retention efforts across key business sectors. Her work has also contributed to several policy outcomes, including increased investment in underrepresented entrepreneurs to address the human, social and financial capital that entrepreneurs need to grow and expand. Woods has served on several boards and commissions, including the Mayor's Innovation Technology Inclusion Council, Washington DC Economic Partnership, Destination DC, and the Greater Washington Board of Trade Council on Economic Development Officials.

Woods holds an M.B.A. from George Washington University and B.A. in law and society from the University of California at Santa Barbara. Woods is married and lives with her husband and two daughters in Washington, DC.

## Main

District of Columbia Department of Insurance, Securities and Banking  
1050 First Street NE  
Suite 801  
Washington, DC 20002  
United States

## Email Address

[disb@dc.gov](mailto:disb@dc.gov)

## Phone Numbers

Main: **(202) 727-8000**

## Fax Numbers

**Office Hours:** 8:15 a.m. - 4:45 p.m., Monday-Friday

**Website:** <https://disb.dc.gov/>

**Make Checks Payable to:** D.C. Treasurer

Alicia M. Wade Executive Assistant to Commissioner	(202) 442-7760
Dana Sheppard Deputy Commissioner - Market Operations	(202) 442-7820
Dolly Turner Chief of Staff	(202) 545-7492
Lilah Blackstone Acting General Counsel	(202) 442-7750
Nicole West Policy Advisor	(202) 442-4239
Philip Barlow Associate Commissioner - Insurance	(202) 442-7823
Sharon Shipp Deputy Commissioner - Market Compliance	(202) 442-7810



## Contact Persons

### **Actuarial Analysis**

Roberto Nkojo  
Manager, Actuarial Analysis Branch

**(202) 442-7757**  
robert.nkojo@dc.gov

Vacant  
Supervisory Health Actuary

### **Communication and Public Affairs**

Paul Drehoff  
Public Information Officer

**(202) 442-7856**  
paul.drehoff@dc.gov

### **Company and Agent Licensing**

Sheila Johnson-Parker  
Insurance Licensing Manager

**(202) 442-7795**  
sheila.parker@dc.gov

### **Company Examinations - Financial**

N. Kevin Brown  
Chief Financial Examiner

**(202) 442-7785**  
nathaniel.brown@dc.gov

Sean O'Donnell  
Acting Associate Commissioner - Risk Finance

**(202) 442-8153**  
sean.odonnell@dc.gov

### **Compliance**

Philip Edmonds  
Director, Compliance & Analysis Division

**(202) 733-7913**  
philip.edmonds@dc.gov

### **Consumer Complaints**

Jeysha Rhodes

**(202) 442-7849**  
jeysha.rhodes1@dc.gov

### **Enforcement and Investigation Bureau**

Brian Bressman  
Director, Enforcement and Investigation Bureau

**(202) 442-8790**  
brian.bressman@dc.gov

### **Financial Statement Filing and Analysis**

N. Kevin Brown  
Chief Financial Examiner

**(202) 442-7785**  
nathaniel.brown@dc.gov

### **Information Systems**

Shankar Vaidyanathan  
Chief Information Officer

**(202) 442-8154**  
shankar.vaidyanathan@dc.gov

### **InsurTech**

Tamara Zeidan  
Director, Office of Innovation

**(202) 442-7753**  
tamara.zeidan@dc.gov

### **Policy and Administration**

Katrice Purdie  
Chief of Policy and Administration

**(202) 442-7773**  
katrice.purdie@dc.gov

### **Policy and Form Filing**

Howard Liebers  
Insurance Examiner Manager

**(202) 442-8571**  
howard.liebers@dc.gov

### **Premium Tax**

Sam Merlo  
Financial Analyst

**(202) 442-7833**  
sam.merlo@dc.gov

# Florida



**Michael Yaworsky**  
**Commissioner**  
**Southeast Zone**

Term of Office:  
At the Pleasure of the Financial  
Services Commission  
Appointed: February 13, 2023  
Confirmed: March 13, 2023

## Mailing Address

Florida Office of Insurance Regulation  
The Larson Building  
200 E. Gaines Street, Rm 101A  
Tallahassee, FL 32399-0305  
United States

## Email Address

InsuranceCommissioner@floir.com

## Phone Numbers

Main: **(850) 413-5914**  
Main: **(850) 413-3089**  
Division of Consumer Services: **(850) 413-3089**  
Division of Agent and Agency Services: **(850) 413-3137**  
Consumer Services (In-State): **(877) 693-5236**  
Consumer Services (Out-of-State): **(850) 413-3089**

## Fax Numbers

Main: **(850) 488-3334**  
Main: **(850) 413-2950**

**Office Hours:** 8:00 a.m.–5:00 p.m., Monday–Friday

**Website:** <https://www.floir.com/>

**Make Checks Payable to:** Office of Insurance Regulation

Michael Yaworsky was appointed as Florida's Insurance Commissioner by the Financial Services Commission, effective March 13, 2023, after serving as Interim Commissioner for one month.

The Insurance Commissioner is considered the agency head for purposes of final agency action for all areas within the regulatory authority delegated to the Florida Office of Insurance Regulation (OIR).

Prior to his nomination, Commissioner Yaworsky served as vice chairman of the Florida Gaming Control Commission and as the OIR's chief of staff from 2017 to 2021. As the OIR's chief of staff, he assisted in overseeing one of the largest insurance markets in the world by serving as a policy advisor to the Commissioner and managing agency fiscal matters and administrative operations. Prior to joining the OIR, he served as legal counsel for the Georgia Office of Insurance and Safety Fire Commissioner.

Commissioner Yaworsky serves on the board of directors for Family Promise of the Big Bend, a nonprofit organization dedicated to helping families experiencing homelessness and low-income families achieve sustainable independence through a community-based response.

Commissioner Yaworsky earned a Juris Doctor (J.D.) from Samford University's Cumberland School of Law (Homewood, AL) and a bachelor's degree in social science from Florida State University.

The OIR is the lead regulatory agency overseeing Florida's insurance industry—one of the largest, most complex insurance industries in the world. It is housed within the Department of Financial Services (DFS) for administrative, personnel, and technology support.

## Main

Florida Department of Financial Services  
J. Edwin Larson Building  
200 E. Gaines Street  
Tallahassee, FL 32399-0301  
United States

Alex May IV Director, Property & Casualty Market Regulation	(850) 413-5085
Alexis Bakofsky Chief of Staff	(850) 413-5000
Anoush Brangaccio Senior Policy Advisor	(850) 413-4116
Carolyn Morgan Director, Life & Health Financial Oversight	(850) 413-5233
James Dunn Director, Life & Health Product Review	(850) 413-5136
Jane Nelson Director, Property & Casualty Financial Oversight	(850) 413-3825
Joe Hart General Counsel	(850) 413-2623
Kevin Jacobs Deputy Chief of Staff / Legislative Affairs Director	(850) 413-5011
Rebecca Smid Director, Market Research & Technology	(850) 413-5021
Samantha Bequer Communications Director	(850) 413-5128
Samantha Heyn Director, Life & Health Market Regulation	(850) 413-2628
Sheryl Parker Deputy Commissioner, Market Regulation	(850) 413-5086
Vacant Deputy Commissioner, Life & Health	
Vacant Inspector General	
Virginia Christy Deputy Commissioner, Property & Casualty	(850) 413-5019

**Contact Persons**

**Agent Services**

Division of Agent & Agency Services <a href="https://myfloridacfo.com/Division/Agents/">https://myfloridacfo.com/Division/Agents/</a>	(850) 413-3137
--	----------------

**Consumer Services**

Division of Consumer Services <a href="https://myfloridacfo.com/Division/Consumers/contactus.htm">https://myfloridacfo.com/Division/Consumers/contactus.htm</a>	(850) 413-3089 <a href="mailto:consumer.Services@myfloridacfo.com">consumer.Services@myfloridacfo.com</a>
--	--

# Florida



**Jimmy Patronis**  
**Chief Financial Officer**  
**Southeast Zone**

Term of Office:  
Four Years

Elected:  
November 6, 2018  
Re-elected: November 8, 2022  
Appointed: June 30, 2017

## Mailing Address

Florida Office of Insurance Regulation  
The Larson Building  
200 E. Gaines Street, Rm 101A  
Tallahassee, FL 32399-0305  
United States

## Email Address

Consumer.Services@myfloridacfo.com

## Phone Numbers

Main: **(850) 413-5914**  
Main: **(850) 413-3089**  
Division of Consumer Services: **(850) 413-3089**  
Division of Agent and Agency Services: **(850) 413-3137**  
Consumer Services (In-State): **(877) 693-5236**  
Consumer Services (Out-of-State): **(850) 413-3089**

## Fax Numbers

Main: **(850) 488-3334**  
Main: **(850) 413-2950**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.myfloridacfo.com/>

**Make Checks Payable to:** Florida Department of Financial Services

Jimmy Patronis is a native Floridian born and raised in Panama City. He earned his associate degree in restaurant management from Gulf Coast Community College and a bachelor's degree in political science from Florida State University. He is a partner in a family-owned seafood restaurant called Captain Anderson's, which celebrated its 50th anniversary in 2017.

His public service career began as an intern in the FL Senate and the United Kingdom's House of Commons. After graduation, Governor Lawton Chiles appointed him to the FL Elections Commission, and he was reappointed by Governor Jeb Bush. He served in the FL House of Representatives from 2006 to 2014, representing his hometown region in the FL Panhandle. He was appointed to serve on FL's Public Service Commission, as well as the Constitution Revision Commission, which meets once every 20 years to propose changes to the state constitution.

Recognized for outstanding leadership in his hometown of Panama City and throughout FL, he is committed to active civic engagement and business development. He has chaired the Greater Panama City Beach Chamber of Commerce's Economic Development Council, served on the board of the Bay County Economic Development Alliance, the Salvation Army Advisory Board, the Bay County Chapter of the FL Restaurant and Lodging Association, and national president for the FL Vocational Industrial Clubs of America. He is a former trustee of the Gulf Coast Medical Center, and former director of the Bay Medical Center's Foundation and Gulf Coast Community College Foundation Board. He was instrumental in the establishment of the Northwest FL Beaches International Airport in Panama City and has served as chairman and a board member of Bay County-Panama City International Airport and Industrial District.

Patronis and his wife, Katie, are proud parents to Jimmy Theo III and John Michael and are lifelong members of the Saint John's Greek Orthodox Church.

## Main

Florida Department of Financial Services  
J. Edwin Larson Building  
200 E. Gaines Street  
Tallahassee, FL 32399-0301  
United States

Austin Stowers Director, Legislative Affairs	(850) 413-5939
Frank Collins Deputy CFO, Consumer Protection & Communication	(850) 413-2624
Julie Jones Deputy CFO, Law Enforcement	(850) 413-2829
Michael Dobson General Counsel	(850) 413-4912
Peter Penrod Chief of Staff	(850) 413-4900
Robert Tornillo Senior Cabinet Aide	(850) 413-2821
Scott Fennell Deputy CFO, Operations	(850) 413-2908
Susan Miller Deputy Chief of Staff	(850) 413-2980
Tanya Cooper Director, Cabinet Affairs	(850) 413-2824
Tasha Carter Insurance Consumer Advocate	(850) 413-2868

#### **Contact Persons**

##### **Consumer Services**

Sean Fisher Assistant Director	(850) 413-5784 sean.fisher@myfloridacfo.com
Brandi Wilson Bureau Chief, Consumer Assistance	(850) 413-5841 brandi.wilson@myfloridacfo.com
Tasha Carter Insurance Consumer Advocate	(850) 413-2868 Tasha.Carter@myfloridacfo.com
Greg Thomas Director	(850) 413-5401 greg.thomas@myfloridacfo.com

##### **Fees**

Alexandra Weimorts Bureau Chief, Financial Services	(850) 413-2092 alexandra.weimorts@myfloridacfo.com
--	---

##### **Funeral, Cemetery, and Consumer Services**

Mary Schwantes Director	(850) 413-4984 mary.schwantes@myfloridacfo.com
Ellen Simon Assistant Director	(850) 413-4985 Ellen.Simon@myfloridacfo.com

##### **Insurance Agent and Agency Services**

Ray Wenger Bureau Chief, Investigations	(850) 413-5605 ray.wenger@myfloridacfo.com
--	---

David Jones  
Bureau Chief, Licensing

(850) 413-5460  
david.jones@myfloridacfo.com

Matt Tamplin  
Assistant Director, Insurance Agent and Agency Services

(850) 413-5496  
matt.tamplin@myfloridacfo.com

Greg Thomas  
Director

(850) 413-5401  
greg.thomas@myfloridacfo.com

#### **Investigative and Forensic Services**

Carl Chasteen  
Bureau Chief, Forensic Services

(850) 539-2705  
carl.chasteen@myfloridacfo.com

Thomas Bosco  
Bureau Chief, Fire, Arson, & Explosives Investigations

(850) 413-3909  
Thomas.Bosco@myfloridacfo.com

Col. Simon Blank  
Director

(850) 413-4001  
simon.blank@myfloridacfo.com

Ernie Stoll  
Director, Public Assistance Fraud

(850) 413-1958  
ernie.stoll@myfloridacfo.com

Lt. Col. Evangelina Brooks  
Assistant Director

(850) 413-4020  
evangelina.brooks@myfloridacfo.com

Chris Welch  
Bureau Chief, Workers' Compensation Fraud

(850) 413-4053  
Chris.Welch@myfloridacfo.com

#### **Licensing Examinations - Agents**

Matt Tamplin  
Assistant Director, Insurance Agent and Agency Services

(850) 413-5496  
matt.tamplin@myfloridacfo.com

#### **Media Relations/Public Information**

Devin Galetta  
Director, Communications

(850) 413-2870  
Devin.Galetta@myfloridacfo.com

#### **Risk Management**

Kelly Fitton  
Bureau Chief, State Employee WC claims

(850) 413-4801  
Kelly.Fitton@myfloridacfo.com

Molly Merry  
Director

(850) 413-4701  
molly.merry@myfloridacfo.com

Jeff Cagle  
Bureau Chief, Risk Financing & Loss Prevention

(850) 413-4704  
Jeff.Cagle@myfloridacfo.com

Kelly Hagenbeck  
Bureau Chief, State Liability & Property Claims

(850) 413-4851  
Kelly.Hagenbeck@myfloridacfo.com

#### **Treasury Deposits**

Kenneth Lee  
Bureau Chief, Collateral Management

(850) 413-3383  
kenneth.lee@myfloridacfo.com

#### **Workers' Compensation**

Pam Macon  
Bureau Chief, Compliance

(850) 413-1708  
pam.macon@myfloridacfo.com

Charlene Miller  
Bureau Chief, Monitoring & Audit

(850) 413-1738  
charlene.miller@myfloridacfo.com

Lisel Laslie  
Bureau Chief, Employee Asst. & Ombudsman Office

(850) 413-1737  
lisel.laslie@myfloridacfo.com

Tanner Holloman  
Director

**(850) 413-1622**  
taner.holloman@myfloridacfo.com

Leah Gardner  
Bureau Chief, Financial Accountability

**(850) 413-1705**  
Leah.Gardner@myfloridacfo.com

Andrew Sabolic  
Assistant Director

**(850) 413-1628**  
andrew.sabolic@myfloridacfo.com

# Georgia



**John F. King**  
**Commissioner**  
**Southeast Zone**

Term of Office:  
Four Years

Elected:  
November 8, 2022

John F. King was sworn in as Georgia's Insurance and Safety Fire Commissioner by Governor Brian Kemp on July 1, 2019, becoming the first Hispanic statewide official in state history. He was elected to a full four-year term on November 8, 2022.

Before becoming Commissioner, King spent his career in law enforcement, beginning as an Atlanta police officer in 1985 and culminating as Chief of Police for the City of Doraville. While at the Atlanta Police Department, he worked various assignments including Red Dog, Organized Crime/Intelligence, and received the Chief's Blue Star in 1987 for being injured in the line of duty as a result of a criminal attack with a firearm. His career also includes assignments to both FBI and DEA as a Task Force Agent.

A native of Mexico, King made a meaningful impact by building bridges among Doraville's diverse populations and implementing youth education and crime-prevention programs in his role as Chief of Police. Recognizing the international composition of Doraville's community, King made it a priority to hire bilingual police officers, place multiple languages on police cars, and ensure effective translators and public defenders were employed at the City Courthouse. Commissioner King's initiatives include Anti-Gang education programs for elementary school students and parents. He worked with the Hispanic Chamber of Commerce to establish an education program for prospective small business entrepreneurs and worked with state, county, and local leaders to implement a safety and speed reduction program targeted to Buford Highway to reduce the number of pedestrian fatalities. Commissioner King is also a member of Leadership DeKalb.

In addition to his former roles in the Atlanta and Doraville Police Departments, King retired as a Major General in the U.S. Army following his final assignment to NORAD and U.S. Northern Command. King was the former Commander of the 48th Infantry Brigade Combat Team and has deployed to Bosnia-Herzegovina, Iraq, Afghanistan, and Africa. He served as the Military Advisor to the Deputy Minister of Interior for Security for Afghanistan, who oversaw an agency of over 96,000 police officers.

While serving on Active Duty and the National Guard, King earned numerous awards for his achievements. King received the Combat Action Badge for his service in Iraq and the Combat Infantry Badge for service in Afghanistan. Other awards and decorations include Legion of Merit, Bronze Star (2) Award, Meritorious Service Medal, Joint Meritorious Unit Award, Afghanistan Campaign Medal, Iraq Campaign Medal, El Salvador Gold Medal for Achievement, and the Afghanistan Barial 2<sup>nd</sup> Degree Medal.

King received his Bachelor's of Arts degree in criminal justice and public administration from Brenau University and a Master's Degree in Strategic Studies from the U.S. Army War College. He graduated from Harvard University Senior Executives in National Security and Syracuse University National Security Decision Making Course. Commissioner King was a graduate of class #229 in the FBI National Academy in Quantico, VA, and also a graduate of the Georgia International Law Enforcement Exchange program to Israel (GILEE).

Commissioner King is also fluent in Spanish.

## Main

Office of Insurance and Safety Fire Commissioner Two Martin Luther  
King, Jr. Drive, SE  
West Tower  
Suite 704  
Atlanta, GA 30334  
United States

## Email Address

consumer@oci.ga.gov



### Phone Numbers

Main: **(404) 656-2070**

Toll-Free: **(800) 656-2298**

### Fax Numbers

Main: **(404) 657-8542**

**Office Hours:** 8:00 a.m.-6:00 p.m., Monday-Friday

**Website:** <https://oci.georgia.gov/>

**Make Checks Payable to:** Commissioner of Insurance

Clark Groce Chief Information Officer	<b>(470) 218-7534</b>
Craig Landolt State Fire Marshal, Safety Fire Division	<b>(470) 270-6499</b>
Derek Lyman Director, Criminal Investigations	<b>(404) 656-2070</b>
Jeremy Betts Executive Counsel	<b>(470) 715-3277</b>
Jo Anne Oni Director, Consumer Services Division	<b>(404) 656-2070</b>
Martin R. Sullivan, Jr. Chief of Staff	<b>(404) 651-8588</b>
Melanie Frechette Agent & Agency Licensing	<b>(470) 747-9873</b>
Steve Manders Deputy Commissioner for Insurance, Insurance Product Review	<b>(404) 656-2070</b>
Tony Pritchett Deputy Commissioner of Safety Fire	<b>(404) 655-2189</b>

### Contact Persons

#### **Accident and Health Insurance**

Steve Manders Deputy Commissioner for Insurance, Insurance Product Review	<b>(404) 656-2070</b> smanders@oci.ga.gov
--	--

#### **Administrative Procedure**

Jeremy Betts Executive Counsel	<b>(470) 715-3277</b> jbetts@oci.ga.gov
-----------------------------------	--

#### **Agent Licensing**

Melanie Frechette Agent & Agency Licensing	<b>(470) 747-9873</b> mfrechette@oci.ga.gov
---	--

#### **Annual Statements - Property & Casualty**

Scott Sanders Director, Insurance and Financial Oversight	<b>(404) 656-2070</b> ssanders@oci.ga.gov
--	--

#### **Company Licensing - Life & Health**

Scott Sanders Director, Insurance and Financial Oversight	<b>(404) 656-2070</b> ssanders@oci.ga.gov
--	--

**Company Licensing - Property & Casualty**

Scott Sanders  
Director, Insurance and Financial Oversight

**(404) 656-2070**  
ssanders@oci.ga.gov

**Computer Services**

Clark Groce  
Chief Information Officer

**(470) 218-7534**  
cgroce@oci.ga.gov

**Consumer Complaints and Inquires**

Jo Anne Oni  
Director, Consumer Services Division

**(404) 656-2070**  
joni@oci.ga.gov

**Deposits - Life & Health**

Patricia Coppel  
Insurance and Financial Oversight

**(404) 656-2413**  
pcoppel@oci.ga.gov

**Deposits - Property & Casualty**

Patricia Coppel  
Insurance and Financial Oversight

**(404) 656-2413**  
pcoppel@oci.ga.gov

**Examinations - Agent**

Melanie Frechette  
Agent & Agency Licensing

**(470) 747-9873**  
mfrechette@oci.ga.gov

**Examinations - Financial**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Examinations - Market Conduct (Property & Casualty, Life & Health)**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Fees - Life & Health**

Scott Sanders  
Director, Insurance and Financial Oversight

**(404) 656-2070**  
ssanders@oci.ga.gov

**Fees - Property & Casualty**

Scott Sanders  
Director, Insurance and Financial Oversight

**(404) 656-2070**  
ssanders@oci.ga.gov

**Fraud Division**

Derek Lyman  
Director, Criminal Investigations

**(404) 656-2070**  
dlyman@oci.ga.gov

**InsurTech**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Legislative Liaison**

Ethan Stiles  
Director of Communications and Legislative Affairs

**(404) 232-1388**  
estiles@oci.ga.gov

**Life Insurance**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Media Inquiries**

Ethan Stiles  
Director of Communications and Legislative Affairs

**(404) 232-1388**  
estiles@oci.ga.gov

**NAIC Liaison**

Martin R. Sullivan, Jr.  
Chief of Staff

**(404) 651-8588**  
msullivan@oci.ga.gov

**Policy and Form Filing - Life & Health**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Policy and Form Filing - Property & Casualty**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Premium Tax**

Mandy Snipes  
Director, Premium Tax Division

**(404) 656-7553**  
msnipes@oci.ga.gov

**Property & Casualty - Commercial Lines**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Property & Casualty - Personal Lines**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Receivership**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

**Statistical Reporting**

Steve Manders  
Deputy Commissioner for Insurance, Insurance Product Review

**(404) 656-2070**  
smanders@oci.ga.gov

# Hawaii



**Gordon I. Ito**  
**Commissioner**  
**Western Zone**

Term of Office:

At the Pleasure of the Governor  
Appointed: December 16, 2022

## Main

Department of Commerce and Consumer Affairs (DCCA) Insurance  
Division  
P.O. Box 3614  
Honolulu, HI 96811-3614  
United States

## Email Address

insurance@dcca.hawaii.gov

## Phone Numbers

Main: **(808) 586-2790**

## Fax Numbers

Main: **(808) 587-2806**

**Office Hours:** 7:45 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://cca.hawaii.gov/ins/>

**Make Checks Payable to:** Department of Commerce and Consumer Affairs, State of Hawaii

Gordon I. Ito  
Commissioner

**(808) 586-2790**

Vacant  
General Counsel

## Contact Persons

### **Annual Statements**

John Pang  
Insurance Examiner

**(808) 586-7379**

## **Captives**

Hawaii Governor Josh Green, M.D., appointed Gordon I. Ito as Insurance Commissioner effective December 16, 2022.

He was previously appointed Insurance Commissioner by Governor Linda Lingle (July 2010), Governor Neil Abercrombie (January 2011) and Governor David Ige (January 2015).

Ito served as NAIC secretary-treasurer in 2018. He was a recipient of the Robert Dineen award in 2020.

Ito was chair of the NAIC Western Zone from 2013 to 2015; he also served as chair of the International Regulatory Cooperation (G) Working Group and the Information Systems Task Force (EX1).

Prior to his appointment, Ito served as chief deputy insurance commissioner from 2000 to 2010 and from 2019 to 2022. He was supervising attorney of the Insurance Division from 1993 to 2000.

Ito earned a bachelor's degree in business administration from the University of Hawaii and a law degree from the University of Hawaii's William S. Richardson School of Law.

Patrick Lo Captive Insurance Examiner	(808) 587-6739 pplo@dcca.hawaii.gov
Andrew Kurata Captive Administrator	(808) 586-0981
<b>Company Licensing</b> Andy Chow Company Licensing Supervisor	(808) 586-3874 achow@dcca.hawaii.gov
<b>Consumer Complaints and Inquires</b> Samuel Thomsen Chief Investigator	(808) 586-2790
<b>Deposits</b> Andy Chow Company Licensing Supervisor	(808) 586-3874 achow@dcca.hawaii.gov
<b>Examinations - Agency</b> Andy Chow Company Licensing Supervisor	(808) 586-3874 achow@dcca.hawaii.gov
<b>Examinations - Financial</b> Patrick Lo Captive Insurance Examiner	(808) 587-6739 pplo@dcca.hawaii.gov
<b>Fees</b> Emily Rakieten Insurance Licensing Assistant	(808) 586-2788
<b>Health Insurance</b> Arlene Ige Program Administrator	(808) 586-2804
<b>Insurance Fraud</b> Colleen Chun Administrator, Insurance Fraud Investigation Unit	(808) 586-2796
<b>InsurTech</b> Jerry Bump Insurance Program Specialist	(808) 586-0985 jbump@dcca.hawaii.gov
<b>Life Insurance</b> Kathleen Nakasone Rate and Policy Analysis Manager	(808) 586-2809
<b>NAIC Liaison</b> Vacant General Counsel	
<b>Policy and Form Filing - Life, Accident &amp; Sickness, Property &amp; Casualty</b> Kathleen Nakasone Rate and Policy Analysis Manager	(808) 586-2809
<b>Premium Tax</b> Gale Miyazaki Insurance Examiner	(808) 587-6741
<b>Producer Licensing</b> Emily Rakieten Insurance Licensing Assistant	(808) 586-2788
<b>Property &amp; Casualty - Commercial Lines and Personal Lines</b>	

Kathleen Nakasone  
Rate and Policy Analysis Manager

(808) 586-2809

**Statistical Reporting**

Kathleen Nakasone  
Rate and Policy Analysis Manager

(808) 586-2809

# Idaho



**Dean L. Cameron**  
**Director**  
**NAIC Past President**  
**Western Zone**

Term of Office:  
Four years (subject to earlier  
removal by the Governor)  
Appointed: June 15, 2015  
Reappointed: March 19, 2019

## Main

Idaho Department of Insurance  
P.O. Box 83720  
Boise, ID 83720-0043  
United States

## Email Address

consumeraffairs@doi.idaho.gov

## Phone Numbers

Main: **(208) 334-4250**  
Toll-Free (In-State Only): **(800) 721-3272**

## Fax Numbers

Main: **(208) 334-4398**  
Accounting: **(666) 555-5555**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://doi.idaho.gov/>

**Make Checks Payable to:** Idaho Department of Insurance

Dean L. Cameron was appointed Director of the Idaho Department of Insurance by Governor C.L. "Butch" Otter. He took office on June 15, 2015.

Cameron became licensed in life and health while attending college. Later, he passed his Series 6 and Series 63 exams and also obtained his property/casualty (P/C) license. Cameron is a third-generation agent.

At the time of his appointment as Director, Cameron was serving his 13th term as senator for District 27 as the most senior member of the Idaho Senate. He was serving his 8th term as the chairman of the Senate Finance Committee, which meets jointly with the House Appropriations Committee to set the budget for the state of Idaho.

He was the co-chair of a task force on health care and has sponsored nearly 20 pieces of health care legislation in his 24 years of service in the Idaho Senate.

Cameron was also former chairman of the Senate Commerce and Human Resources Committee, which handles all banking, business and insurance issues. He was the senior member of that committee until his resignation.

He earned an associate degree in arts and science at Ricks College in Rexburg, ID (now BYU-Idaho), majoring in political science.

Cameron was born in Burley, ID, and served a church mission to Portugal. Cameron and his wife, Linda, have three married children and seven grandchildren.

Dean L. Cameron (208) 334-4206  
Director of Insurance

Eric Fletcher (208) 334-4230  
Bureau Chief, Company Activities - Chief Examiner, Examinations,  
Analysis, Producer Licensing

Randy Pipal (208) 334-4340  
Bureau Chief, Consumer Services - SHIBA, Investigations, Consumer  
Affairs

Shannon Hohl (208) 334-4315  
Market Oversight Bureau Chief

Weston Trexler (208) 334-4214  
Deputy Director

### **Contact Persons**

#### **Annual Statements**

Amber Re (208) 334-4337  
Examiner Financial Analysis, Supervisor amber.re@doi.idaho.gov

#### **Company Licensing**

Michele Munoz (208) 334-4311  
Technical Records Specialist michele.munoz@doi.idaho.gov

#### **Consumer Complaints and Inquires**

Amy Lambrecht (208) 334-4322  
Supervisor, Consumer Affairs amy.lambrecht@doi.idaho.gov

#### **Consumer Counseling Program for Seniors**

Colleen Clark (208) 334-4242  
Supervisor, Sr. Health Insurance Benefit Advisor (SHIBA) colleen.clark@doi.idaho.gov

#### **Department Counsel**

John Keenan (208) 334-4283  
Lead Deputy Attorney General john.keenan@doi.idaho.gov

#### **Deposits**

Michele Munoz (208) 334-4311  
Technical Records Specialist michele.munoz@doi.idaho.gov

#### **Examinations - Financial**

James Anderson (208) 334-4338  
Deputy Chief Examiner james.anderson@doi.idaho.gov

#### **Examinations - Market Conduct**

Shannon Hohl 208-334-4315  
Market Oversight Bureau Chief shannon.hohl@doi.idaho.gov

#### **Financial Analysis**

Amber Re (208) 334-4337  
Examiner Financial Analysis, Supervisor amber.re@doi.idaho.gov

#### **InsurTech**

Weston Trexler (208) 334-4214  
Deputy Director weston.trexler@doi.idaho.gov

#### **NAIC Liaison**

Kristina Wietstock (208) 334-4217  
Assistant to Director kristina.wietstock@doi.idaho.gov



**Policy and Form Filing - Life & Health**

Shannon Hohl  
Market Oversight Bureau Chief

**(208) 334-4315**  
shannon.hohl@doi.idaho.gov

**Policy and Form Filing - Property & Casualty**

Shannon Hohl  
Market Oversight Bureau Chief

**(208) 334-4315**  
shannon.hohl@doi.idaho.gov

**Premium Tax**

Lynn Shelton  
Premium Tax Specialist

**(208) 334-4281**  
lynn.shelton@doi.idaho.gov

**Producer Licensing and Continuing Education**

Lori Thomason  
Supervisor

**(208) 334-4343**  
lori.thomason@doi.idaho.gov

**Title Insurance**

Matt LeLong  
Senior Examiner

**(208) 334-4321**  
matt.lelong@doi.idaho.gov

# Illinois



**Ann Gillespie**  
**Acting Director**  
**Midwest Zone**

Term of Office:  
At the Pleasure of the Governor  
Appointed: April 15, 2024

Ann Gillespie was appointed as Acting Director of the Illinois Department of Insurance (DOI) in April 2024 by Gov. JB Pritzker.

As a former Illinois state senator, Acting Director Gillespie sponsored legislation for the new state-based marketplace (SBM), also known as the Illinois Health Benefits Exchange, which Gov. Pritzker signed into law in 2023. The SBM will operate within the Illinois DOI, enrolling Illinoisans in federal Affordable Care Act (ACA) marketplace health plans beginning Nov. 1, 2025. Additionally, she served as chair of the Senate Appropriations Committee for Health and Human Services and chair of the Medicaid Working Group. She also was a member of the Senate Insurance Committee.

Prior to joining the Illinois General Assembly in 2019, Acting Commissioner Gillespie practiced health care law, served as chair of the Illinois HMO Guaranty Association, and consulted with state insurance departments managing health maintenance organizations (HMOs) in receivership.

Acting Director Gillespie is a Six Sigma Black Belt with expertise leading teams in health insurance operations process improvement. She has held several leadership roles in the health care industry, including at CVS/Caremark. She was vice president, member communications operations, heading member communication strategy and operations for commercial and Medicare lines of business. Prior to that, she was vice president, operations member experience, leading the pharmacy benefit manager (PBM) enterprise team.

Acting Director Gillespie earned a Juris Doctor (J.D.) from DePaul University College of Law (Chicago, IL) and a bachelor's degree from the University of Illinois at Urbana-Champaign.

## Main

Illinois Department of Insurance  
320 W. Washington St.  
4th Floor  
Springfield, IL 62767-0001  
United States

## Phone Numbers

Springfield Main : **(217) 782-4515**  
Springfield TDD: **(217) 524-4872**  
Office of Consumer Health Insurance: **(877) 527-9431**  
Chicago Main: **(312) 814-2420**  
Conservations, Liquid. & Receivership: **(312) 836-9500**

## Fax Numbers

Springfield Office: **(217) 782-5020**  
Chicago Office: **(312) 814-5416**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <http://insurance.illinois.gov>

**Make Checks Payable to:** Director of Insurance

Andi VanderKolk Legislative Liaison	(312) 814-5420
Beth Sill Executive Assistant to the Director - Chicago Office	(217) 558-4022
CJ Metcalf Deputy Director of Innovation and Emerging Issues	(217) 558-0853
Daniel Frey Legislative Affairs	(312) 814-8221
Jeff Varga Deputy Director, Life and Annuity Products Division	(217) 785-5987
Julie Rachford Deputy Director, Property and Casualty Products	(217) 782-4572
Justin Hammersmith Deputy Director, Investigations	(312) 814-1767
KC Stralka Chief of Staff	(312) 814-2117
Patrice Dziire Deputy Director, Consumer Education & Protection	(312) 814-1835
Rob Havens Chief Financial Officer	(217) 782-8638
Ryan Gillespie Chief Deputy Director of Product Lines	(217) 558-2746
Shannon Whalen Chief Deputy Director of Financial Solvency	(217) 558-2757
Stephen Underwood Chief Information Officer	(217) 782-7544
Vacant Deputy Director of Health Products	
Vacant	(312) 814-8195

**Contact Persons**

**Annual Statements - All Companies**

Marcy Savage Deputy Director, Corporate Regulatory Section	(217) 524-0016 Marcy.Savage@illinois.gov
---	---

**Annual Statements - Life, Accident & Health/HMO**

Ben Berry Acting Unit Supervisor	(217) 557-0407 Ben.Berry@illinois.gov
-------------------------------------	--

**Annual Statements - Property & Casualty**

Vacant  
Analysis Supervisor

**Company Licensing - Health Maintenance Organization (HMO)/Life, Accident & Health**

Amy Stuart Unit Supervisor	(217) 782-9694 amy.stuart@illinois.gov
-------------------------------	---

**Company Licensing - Property & Casualty**

Marcy Savage  
Deputy Director, Corporate Regulatory Section

**(217) 524-0016**  
Marcy.Savage@illinois.gov

**Company Licensing - Surplus Lines, Captive, Risk Retention and Purchasing Groups**

Marcy Savage  
Deputy Director, Corporate Regulatory Section

**(217) 524-0016**  
Marcy.Savage@illinois.gov

**Conservation, Rehabilitations - Liquidations**

Kevin Baldwin  
Office of Special Deputy Receiver

**(312) 836-9529**  
kbaldwin@osdchi.com

**Department Counsel**

Joanna Coll  
Chief General Counsel

**(217) 720-7910**  
joanna.coll@illinois.gov

**Deposits**

Lindsey Merriman  
Accountant Supervisor, Tax & Audit

**217-782-9760**  
Lindsey.F.Merriman@illinois.gov

**Examinations - Financial (Life, Accident & Health/Property & Casualty)**

Cindy Andersen  
Chief Examiner

**(312) 814-2423**  
cindy.andersen@illinois.gov

**Examinations - Financial (Property & Casualty)**

Cindy Andersen  
Chief Examiner

**(312) 814-2423**  
cindy.andersen@illinois.gov

**Examinations - Market Conduct (Life, Accident & Health/Property & Casualty)**

Erica Weyhenmeyer  
Chief Market Conduct Examiner

**(217) 782-1790**  
erica.weyhenmeyer@illinois.gov

**Examinations - Producer (Agent)**

Sara Stanberry  
Assistant Deputy Director - Licensing, Education and Testing

**(217) 782-5415**  
Sara.Stanberry@illinois.gov

**Fees - Companies (Life, Accident & Health/Property & Casualty)**

Marcy Savage  
Deputy Director, Corporate Regulatory Section

**(217) 524-0016**  
Marcy.Savage@illinois.gov

**Fraud - Insurance Company**

Justin Hammersmith  
Deputy Director, Investigations

**(312) 814-1767**  
Justin.Hammersmith@illinois.gov

**Guaranty Funds - Inquiries**

Marcy Savage  
Deputy Director, Corporate Regulatory Section

**(217) 524-0016**  
Marcy.Savage@illinois.gov

**InsurTech**

CJ Metcalf  
Deputy Director of Innovation and Emerging Issues

**(217) 558-0853**  
cj.metcalf@illinois.gov

**Media Relations/Public Information**

Caron Brookens  
Public Information Officer

**(312) 814-8206**  
Caron.Brookens@illinois.gov

**Multiple Employer Welfare Arrangements**

Marcy Savage  
Deputy Director, Corporate Regulatory Section

**(217) 524-0016**  
Marcy.Savage@illinois.gov

**NAIC Liaison**

Lucy Earhart  
NAIC Liaison

**(217) 782-4395**  
lucy.earhart@illinois.gov

**National Health Care/Policy and Form Filing - Health and HMOs**

Vacant  
Deputy Director of Health Products

**Policy and Form Filing - Life & Annuities**

Jeff Varga  
Deputy Director, Life and Annuity Products Division

**(217) 785-5987**  
Jeff.Varga@illinois.gov

**Policy and Form Filing - Property & Casualty**

Julie Rachford  
Deputy Director, Property and Casualty Products

**(217) 782-4572**  
Julie.Rachford@illinois.gov

**Premium Tax/Training**

Kathy Staggs  
Assistant Deputy Director

**(217) 782-0055**  
kathleen.staggs@illinois.gov

**Producer (Agent) Licensing**

Sara Stanberry  
Assistant Deputy Director - Licensing, Education and Testing

**(217) 782-5415**  
Sara.Stanberry@illinois.gov

**Property & Casualty - Commercial Lines and Property Lines**

Julie Rachford  
Deputy Director, Property and Casualty Products

**(217) 782-4572**  
Julie.Rachford@illinois.gov

**Taxes**

Kathy Staggs  
Assistant Deputy Director

**(217) 782-0055**  
kathleen.staggs@illinois.gov

**Unlicensed Entities**

Marcy Savage  
Deputy Director, Corporate Regulatory Section

**(217) 524-0016**  
Marcy.Savage@illinois.gov

**Workers' Compensation Fraud**

Justin Hammersmith  
Deputy Director, Investigations

**(312) 814-1767**  
Justin.Hammersmith@illinois.gov

# Indiana



**Amy L. Beard**  
**Commissioner**  
**Midwest Zone**

Term of Office:

At the Pleasure of the Governor

Appointed: June 2, 2021

## Main

Indiana Department of Insurance  
311 West Washington Street  
Suite 103  
Indianapolis, IN 46204-2787  
United States

## Email Address

[doi@idoi.in.gov](mailto:doi@idoi.in.gov)

## Phone Numbers

Main: **(317) 232-2385**

## Fax Numbers

Main: **(317) 232-5251**

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://www.in.gov/idoi/>

**Make Checks Payable to:** Indiana Department of Insurance

Amy L. Beard began her service as Indiana Insurance Commissioner in June 2021.

Beard has spent much of her career in public service. She previously served as a healthcare consultant and administrative law judge before joining the Indiana Department of Insurance as an attorney with the legal division. She later became Chief Deputy Commissioner and General Counsel for the Department. Beard advised the IDOI on all major insurance regulatory matters including acquisitions and mergers of domestic insurance companies, healthcare reform, regulatory practices, insurance policy form and rate filings, insurance company compliance, and insurance holding company filings of material transactions.

Beard was previously appointed by the Governor of Indiana as an advisory member of the Legal and Insurance Advisory Council to the Indiana Executive Council on Cybersecurity. Beard has worked with the National Association of Insurance Commissioners (NAIC) and the Interstate Insurance Product Regulation Commission (IIPRC), and previously served as a member on the IIPRC Regulatory Counsel Committee. She holds the designation of Associate Professional in Insurance Regulation (APIR).

Beard earned Bachelor of Arts degrees in economics and Spanish with a minor in international studies at the University of Southern Indiana and earned her law degree from the Indiana University Robert H. McKinney School of Law.

Barb Lohman CFO	(317) 232-2405
Dawn Bopp Executive Assistant	(317) 232-3520
Holly Williams Lambert Chief of Staff	(317) 232-2404
Jenifer Groth Deputy Commissioner of Communications and Personnel	(317) 234-8582
Meggan Brumbaugh General Counsel	(317) 234-6476
Roy Eft Chief Financial Examiner	(317) 232-1991

### **Contact Persons**

#### **Agency Services**

Steven Embree Deputy Commissioner	(317) 234-5881
Kristi Ware License Support Coordinator	(317) 232-0688
Kelsea Johnson License Renewal / Reinstatement Coordinator	(317) 232-2413 kejohnson1@idoi.in.gov
Beth Miller Non-Resident Licensing Specialist	(317) 232-2411 bemiller@idoi.in.gov
Kiarra Pearson Agency Service / Resident Licensing Specialist	(317) 232-2414 kipearson@idoi.in.gov
Skylar Lehner Adjuster & Bail Agent Licensing Coordinator	(317) 232-5265 slehner@idoi.in.gov

#### **Company Compliance**

Linda Grant Property and Casualty Personal Lines Analyst	(317) 232-3496
Alex Peck Chief Deputy Commissioner of Compliance and Actuarial Services	(317) 233-9607
Tom Faust Rate and Policy Analyst-Personal/Commercial Lines	(317) 232-5859
Vacant Deputy Commissioner, Property and Casualty	
Mihir Nag Rate and Policy Analyst-Life Filings	(317) 232-2420
Lawrence Steinert Actuary-Property and Casualty	(317) 234-6622
Kim Collins A&H Analyst	(317) 232-2398

Stephen Chamblee Actuary	(317) 234-7993
Bobbi Henn A&H Analyst	(317) 232-5693
Claire Szpara Health Care Attorney	(317) 232-5312
Vacant Property and Casualty Commercial Analyst	
Scott Shover Chief Actuary	(317) 232-2416
<b>Company Records</b>	
Debbie Graves Tax Auditor	(317) 232-1993
Britney Tate Surplus Lines	(317) 233-9998 btate@idoi.in.gov
<b>Consumer Consultants</b>	
Carol Sullivan	(317) 234-8279
Jennifer Goetz	(317) 232-2427
Lana Richter	(317) 232-2425
Tony Loy-Howell	(317) 233-9433
Dawn Parry	(317) 232-2396
<b>Consumer Services Division</b>	
Terry Bower Supervisor	(317) 234-5884
Consumer Services Toll-Free (In-State)	(800) 622-4461
<b>Enforcement Division</b>	
Ronda Ankney Chief Deputy Commissioner, Consumer Protection	(317) 232-0687
<b>Financial Services Division</b>	
Roy Eft Chief Financial Examiner	(317) 232-1991
Pam Walters Property and Casualty Supervisor	(317) 232-5331
Heather Pottorf Administrative Assistant	(317) 232-2390
Connie Wright Company Admissions TPAs, PPOs, HMOs	(317) 232-1994
Annette Gunter Manager Financial Operations	(317) 232-2428
Jerry Ehlers Examinations Manager	(317) 232-2408



Vacant  
Manager of Internal Analysis (317) 232-1992

Vacant  
Deposits/Certifications

Amanda Denton  
Health/Life Supervisor (317) 232-1369

**InsurTech**

Vacant  
Deputy Commissioner, Property and Casualty

**Investigators**

Phil Holleman  
Senior Investigator (317) 234-5885

Melissa Higgins  
Enforcement Director (317) 232-5063

Gina Davies  
Senior Investigator (317) 233-9432

Tina Harris  
Senior Investigator (317) 233-0129  
tiharris2@idoi.in.gov

Vacant  
Junior Investigator

Sara Tolliver  
Senior Investigator (317) 232-7138  
satolliver@idoi.in.gov

**Legal Services**

Kim Van Rooy  
Healthcare Attorney (317) 234-7734

Ed Fujawa  
Deputy General Counsel (317) 234-6064

Vacant  
Attorney, Financial Division (317) 232-2417

Victoria Hastings  
Attorney (317) 234-2101

Samantha Aldridge  
CPU Attorney (317) 234-5887

Simone Redwood  
Paralegal (317) 234-6098

Meggan Brumbaugh  
General Counsel (317) 234-6476

Holly Williams Lambert  
Chief of Staff (317) 232-2404

**Medical Malpractice Division/Patient Compensation Fund**

Mary Wilson  
Director of Dedicated Funds (317) 232-2401

**Mine Subsidence Insurance Fund (Suite 300)**

Mary Wilson (317) 232-2401  
Director of Dedicated Funds

**Office Operations**

Barb Lohman (317) 232-2405  
CFO

Heather Walters (317) 232-4998  
Accounts Payable/Payroll

**Political Subdivision Risk Management Fund**

Mary Wilson (317) 232-2401  
Director of Dedicated Funds

**Senior Health Insurance Information Program (SHIIP)**

Cheryl St. Clair (317) 232-3640  
State Coordinator

Jessica Gronau (317) 232-3630  
Accounts Payable

Senior Health Insurance Information Program (SHIIP) (800) 452-4800  
Toll-Free (In-State)

Angela Kirk (317) 232-3637  
Office Manager

**Title Division**

La-Tashia Harrison (317) 234-5152  
Junior Examiner

Hana Biele (317) 234-5153  
Junior Investigator  
hbiele@idoi.in.gov

Kimberly Stowers (317) 234-5156  
Senior Examiner  
kstowers1@idoi.in.gov

Vacant  
Title Director

# Iowa



**Doug Ommen**  
**Commissioner**  
**Midwest Zone**

Doug Ommen was appointed as Iowa's Insurance Commissioner by Gov. Terry Branstad in January 2017, after serving as Interim Commissioner since December 2016.

Commissioner Ommen has a strong public service background. Prior to his appointment, he served as Deputy Insurance Commissioner at the Iowa Insurance Division from August 2013 to December 2016. He also served in the Missouri Department of Insurance (DOI) from 2005 to 2008. As Missouri's Insurance Director, he was instrumental in several key regulatory reforms.

Commissioner Ommen's dedication and desire to serve the public began in seeking justice for victims of fraud. As an assistant attorney general and then as chief counsel in the Missouri Attorney General's Office, he led the fight to protect consumers over three decades.

Commissioner Ommen earned his law degree from the Saint Louis University School of Law. He is licensed to practice law in Iowa and Missouri.

**Term of Office:**

At the Pleasure of the Governor

Appointed: January 30, 2017

**Main**

Iowa Insurance Division  
1963 Bell Avenue  
Suite 100  
Des Moines, IA 50315  
United States

**Email Address**

insurance@iid.iowa.gov

**Phone Numbers**

Main: **(515) 654-6600**

Toll-Free Number (In-State Only): **(877) 955-1212**

**Fax Numbers**

Fax: **(515) 654-6500**

**Office Hours:** 8:00 a.m. - 4:30 p.m., Monday-Friday

**Website:** <https://iid.iowa.gov/>

**Make Checks Payable to:** Department Fees: Commissioner of Insurance; Premium Taxes: Director of Department of Revenue

Andrew Hartnett Bureau Chief	(515) 654-6470
Andria Seip Senior Health Policy Specialist	(515) 654-6575
Angela Burke Boston Assistant Commissioner, Law and Policy	(515) 654-6543
Chance McElhaney Communications Director and Legislative Liaison	(515) 654-6547
Elizabeth Simpson Executive Assistant to Commissioner	515-654-6542
Jared Kirby Deputy Commissioner	(515) 654-6459
Kim Cross Deputy Commissioner, Supervision	(515) 654-6490
Mike Yanacheak Chief Actuary	(515) 654-6535
Vacant Bureau Chief	(515) 654-6553

**Contact Persons**

**Accident & Health Insurance**

Andria Seip Senior Health Policy Specialist	(515) 654-6575 andria.seip@iid.iowa.gov
--	--

**Annual Statements**

Kim Cross Deputy Commissioner, Supervision	(515) 654-6490
---	----------------

**Company Licensing**

Kim Cross Deputy Commissioner, Supervision	(515) 654-6490
---	----------------

**Consumer Advocacy**

Sonya Sellmeyer Consumer Advocacy Officer	(515) 654-6538 sonya.sellmeyer@iid.iowa.gov
--	--

Heather Kriener Financial Literacy Director	515-654-6506 heather.kriener@iid.iowa.gov
--	--

**Consumer Complaints and Inquires**

Consumer Complaints Toll-Free (In-State Only)	(877) 955-1212
--	----------------

**Consumer Counseling Program for Seniors**

Kristin Griffith Director, Senior Health Insurance Information Program (SHIIP)	(515) 654-6585
---	----------------

**Deposits**

Kim Cross Deputy Commissioner, Supervision	(515) 654-6490
---	----------------

**Examinations - Financial**

Kim Cross  
Deputy Commissioner, Supervision

(515) 654-6490

**Examinations - Market Conduct**

Kim Cross  
Deputy Commissioner, Supervision

(515) 654-6490

**Fraud Bureau**

Vacant  
Bureau Chief

(515) 654-6553

**InsurTech**

Andria Seip  
Senior Health Policy Specialist

(515) 654-6575

andria.seip@iid.iowa.gov

Travis Grassel  
Actuary - Property & Casualty

(515) 654-6570

travis.grassel@iid.iowa.gov

**Premium Tax**

Donna Flamm  
Insurance Company Examiner Specialist

(515) 654-6493

**Producer Licensing**

Mathew Cunningham  
Assistant Commissioner, Product and Producer Regulation

(515) 654-6567

mathew.cunningham@iid.iowa.gov

**Securities**

Andrew Hartnett  
Bureau Chief

(515) 654-6470

**Statistical Reporting**

Travis Grassel  
Actuary - Property & Casualty

(515) 654-6570

travis.grassel@iid.iowa.gov

Klete Geren  
Actuary - Life & Health

(515) 654-6569

# Kansas



**Vicki Schmidt**  
**Commissioner**  
**Vice Chair, Midwest Zone**

Term of Office:  
Four years

Elected:  
November 6, 2018  
Re-elected: November 8, 2022

## Main

Kansas Department of Insurance  
1300 SW Arrowhead Road  
Topeka, KS 66604  
United States

## Email Address

[kdoi@ks.gov](mailto:kdoi@ks.gov)

## Phone Numbers

Main: **(785) 296-3071**  
Toll-Free (In-State Only): **(800) 432-2484**  
Commissioner's Office: **(785) 291-3299**  
Comptroller, IT, Health & Life: **(785) 296-2537**  
Property and Casualty: **(785) 291-3673**  
Human Resources: **(785) 296-8848**

## Fax Numbers

GPA/Admin/Anti-Fraud: **(785) 296-7805**  
Main: **(785) 296-5806**  
Legal/Fin. Surveillance: **(785) 291-3190**  
Consumer Assistance: **(785) 296-5806**

**Office Hours:** 8:00 a.m.-5:00 p.m. CT, Monday-Friday

**Website:** <https://insurance.kansas.gov/>

**Make Checks Payable to:** Insurance Commissioner

Vicki Schmidt was first elected Kansas Insurance Commissioner on November 6, 2018, and reelected to another four-year term on November 8, 2022. She became the first Kansas pharmacist to serve in that role and is the only pharmacist in America currently holding elected statewide office.

It was her experience as a pharmacist that drew her to run for the Kansas Legislature, where she served for 14 years as a state senator, including 12 years as a member of the Financial Institutions and Insurance Committee and six years as chair of the Public Health and Welfare Committee.

Commissioner Schmidt currently serves as vice chair of the NAIC Midwest Zone and co-vice chair of the Financial Regulation Standards and Accreditation (F) Committee. She also serves as a member of the Life Insurance and Annuities (A) Committee, International Insurance Relations (G) Committee, and the National Insurance Producer Registry (NIPR) Board of Directors.

Since joining the NAIC, she has chaired the Property and Casualty Insurance (C) Committee, and also served as a member of the Health Insurance and Managed Care (B) Committee, and the Market Regulation and Consumer Affairs (D) Committee. She is a former member of the Management Committee for the Interstate Insurance Compact, and a former member of the NAIC System for Electronic Rates and Forms Filing (SERFF) Advisory Board.

Commissioner Schmidt and her high school sweetheart, Michael Schmidt, MD, have been married for over 45 years. She graduated from KU's School of Pharmacy and has worked more than 40 years as a local pharmacist. They made their home in Topeka, where they raised their two sons. They are also proud grandparents of four.

Barbara Rankin  
Assistant Commissioner (785) 296-2752

Dan Klucas  
Securities Commissioner (785) 296-2607

Justin McFarland  
General Counsel (785) 296-7847

Karen Perez  
Executive Assistant to Commissioner (785) 291-3299

Mandy Roe  
Chief of Staff (785) 296-7807

### **Contact Persons**

#### **Actuarial Services**

Nicole Boyd  
Chief of Actuarial Services (785) 296-6253  
nicole.boyd@ks.gov

#### **Antifraud Division**

John Eichkorn  
Director, Compliance, Enforcement & Antifraud (785) 296-5203  
john.eickhorn@ks.gov

#### **Company Admissions**

Vacant  
Admissions Coordinator

#### **Consumer Complaints and Inquiries**

Lauren Childers  
Director, Consumer Assistance (785) 296-7827  
lauren.childers@ks.gov

#### **Department Counsel**

Justin McFarland  
General Counsel (785) 296-7847  
justin.L.mcfarland@ks.gov

#### **Deposits**

Sarah Smith  
Financial Surveillance Division (785) 296-7819  
sarah.smith@ks.gov

#### **Fees/Premium Tax**

Charlotte Daubert  
Comptroller (785) 291-3191  
charlotte.daubert@ks.gov

#### **Financial Examinations**

Levi Nwasoria  
Chief Examiner (785) 296-1014  
levi.nwasoria@ks.gov

#### **Financial Surveillance**

Tish Becker  
Director, Financial Surveillance (785) 296-7816  
Tish.Becker@ks.gov

#### **Government Affairs & Communication**

Mandy Roe  
Chief of Staff (785) 296-7807  
mandy.roe@ks.gov

#### **Government Relations and Public Policy**

Eric Turek  
Director of Government & Public Affairs 785-296-2461  
eric.ltunek@ks.gov

**Health and Life Insurance - Policy Rule, Rate & Form Filing**

Julie Holmes  
Director, Rate & Form Compliance

**(785) 296-6410**  
julie.holmes@ks.gov

**Human Resources**

Bobbi Mariani  
Director, Administrative Operations and Human Resources

**(785) 296-2607**  
bobbi.mariani@ks.gov

**Information Technology**

Linda Scott  
Director, Information Technology

**(785) 368-6527**  
linda.scott@ks.gov

**InsurTech**

Julie Holmes  
Director, Rate & Form Compliance

**(785) 296-6410**  
julie.holmes@ks.gov

**NAIC Liaison**

Mandy Roe  
Chief of Staff

**(785) 296-7807**  
mandy.roe@ks.gov

**Producer Licensing**

Monicka Richmeier  
Director, Licensing Division

**(785) 296-5185**  
monicka.richmeier@ks.gov

**Property & Casualty - Annual Statements/Policy Rule, Rate & Form Filing, Commercial Multi-Peril & Casualty Lines**

Julie Holmes  
Director, Rate & Form Compliance

**(785) 296-6410**  
julie.holmes@ks.gov

**Property & Casualty - Homeowners, Personal and Commercial Lines Auto**

Julie Holmes  
Director, Rate & Form Compliance

**(785) 296-6410**  
julie.holmes@ks.gov

**Receivership**

Justin McFarland  
General Counsel

**(785) 296-7847**  
justin.L.mcfarland@ks.gov

**Securities**

Dan Klucas  
Securities Commissioner

**(785) 296-2607**  
dan.klucas@ks.gov



# Kentucky



**Sharon P. Clark**  
**Commissioner**  
**Vice Chair, Southeast Zone**

Term of Office:  
At the Pleasure of the Governor  
Appointed: January 6, 2020

Sharon P. Clark, a veteran of Kentucky state government, was appointed Commissioner of the Department of Insurance (DOI) on January 6, 2020. She previously served as Commissioner of the DOI from July 2008 to January 2016 and has the longest tenure as Kentucky's Commissioner since the Department was established in May 1870.

Commissioner Clark was the first director of the DOI's Consumer Protection and Education Division, a position she held for five years. Under her leadership, the Department hired its first ombudsman, added consumer education and outreach functions, as well as strengthened enforcement efforts by expanding the number of consumer complaint investigators.

Commissioner Clark served as the chair of the Kentucky Health Benefit Exchange Advisory Board during its inaugural year and continues as a board member. She is a member of the Kentucky Group Health Insurance Board and during her first tenure as Commissioner served as an officer of the National Association of Insurance Commissioners (NAIC) and chair of the NAIC's Market Regulation and Consumer Affairs Committee. Clark was also an officer for the NAIC's Southeastern Zone and a past secretary-treasurer for the National Insurance Producer Registry Board.

For 2023 Commissioner Clark is a member of the NAIC Executive (EX) Committee and the Internal Administration (EX1) Subcommittee and serves as vice chair of the Financial Regulation Standards and Accreditation (F) Committee, vice chair of the Producer Licensing (D) Task Force, chair of the Regulatory Framework (B) Task Force, a member of the Market Regulation and Consumer Affairs (D) Committee and serves on various other task force groups. She is also a member of the of the National Insurance Producer Registry (NIPR) Board of Directors.

Prior to being appointed Insurance Commissioner, Clark worked at the Finance and Administration Cabinet. She also held positions for the Kentucky House of Representatives, the Public Service Commission, and the former Workforce Development Cabinet.

She earned bachelor's and master's degrees from the University of Kentucky.

Clark and her husband have two daughters and four grandchildren.

## Main

Kentucky Department of Insurance  
P.O. Box 517  
Frankfort, KY 40602-0517  
United States

## Email Address

DOI.ConsumerComplaints@ky.gov

## Phone Numbers

Main: **(502) 564-3630**  
Toll-Free Number (In-state only): **(800) 595-6053**  
Commissioner: **(502) 564-6026**  
TTY: **(800) 648-6056**

### Fax Numbers

Administrative Services: (502) 564-1650  
Agent Licensing: (502) 564-6030  
Commissioner: (502) 564-1453  
Consumer Protection: (502) 564-6090  
Financial Standards & Examination: (502) 564-4604  
Fraud Investigation: (502) 564-1464  
Information Technology: (502) 564-1650  
Health and Life: (502) 564-2728  
Legal: (502) 564-1456  
Market Regulation: (502) 564-6090  
Media Relations: (502) 564-2669  
Property and Casualty: (502) 564-5922

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <http://insurance.ky.gov>

**Make Checks Payable to:** Kentucky State Treasurer

Jennifer Chalk (502) 782-5259  
Commissioner's Office

Sharon P. Clark (502) 564-6026  
Department Liquidator/Commissioner

Shaun T. Orme (502) 564-6026  
Executive Advisor

Shawn Boggs (502) 564-6026  
Deputy Commissioner

### Contact Persons

#### **Agent Licensing**

Lee Ellen Webb (502) 564-6004  
Director, Licensing Division [LeeEllen.Webb@ky.gov](mailto:LeeEllen.Webb@ky.gov)

#### **Annual Statements**

Victoria Lloyd (502) 564-6082  
Director, Financial Standards and Examination Division [Victoria.Lloyd@ky.gov](mailto:Victoria.Lloyd@ky.gov)

#### **Commissioner's Office**

Shaun T. Orme (502) 564-6026  
Executive Advisor [Shaun.Orme@ky.gov](mailto:Shaun.Orme@ky.gov)

Jennifer Chalk (502) 782-5259  
Commissioner's Office [jennifer.chalk@ky.gov](mailto:jennifer.chalk@ky.gov)

#### **Communications and Public Outreach**

Ricki Gardenhire (502) 564-6026  
Public Protection Cabinet Information Officer [Ricki.Gardenhire@ky.gov](mailto:Ricki.Gardenhire@ky.gov)

#### **Company Licensing**

Victoria Lloyd (502) 564-6082  
Director, Financial Standards and Examination Division [Victoria.Lloyd@ky.gov](mailto:Victoria.Lloyd@ky.gov)

#### **Consumer Complaints and Inquires**

Debbie Stamper (502) 564-6034  
Director, Consumer Protection and Market Conduct [Debbie.Stamper@ky.gov](mailto:Debbie.Stamper@ky.gov)

#### **Department Counsel**

Benjamin D. Siegel (502) 782-0604  
General Counsel [Benjamin.Siegel@ky.gov](mailto:Benjamin.Siegel@ky.gov)

**Department Liquidator/Rehabilitator**

Sharon P. Clark  
Department Liquidator/Commissioner

(502) 564-6026

**Examinations - Financial**

Jeff Gaither  
Chief Financial Examiner, Financial Standards and Examination  
Division

(502) 564-6082  
Jeff.Gaither@ky.gov

**Examinations - Market Regulation**

Vacant  
Chief Examiner, Market Conduct

**Fees - Companies**

Gina Metts  
Financial Standards and Examination Division

(502) 564-6082  
Gina.Metts@ky.gov

**Health and Life Insurance (including policy and form filing)**

Angela Raley  
Acting Director of the Health and Life Division

(502) 564-6088  
Angela.Raley@ky.gov

**Information Technology**

Satish Akula  
Executive Director, Public Protection Cabinet Office of Information  
Technology

(502) 564-6154  
Satish.Akula@ky.gov

**Insurance Fraud Investigations**

Juan Garrett  
Director, Insurance Fraud Investigation Division

(502) 564-1461  
Juan.Garrett@ky.gov

**InsurTech**

Satish Akula  
Executive Director, Public Protection Cabinet Office of Information  
Technology

(502) 564-6154  
Satish.Akula@ky.gov

**Local Government Premium Tax**

John Hord  
Insurance Program Manager

(502) 564-6034  
John.Hord@ky.gov

**NAIC Liaison**

Debbie Stamper  
Director, Consumer Protection and Market Conduct

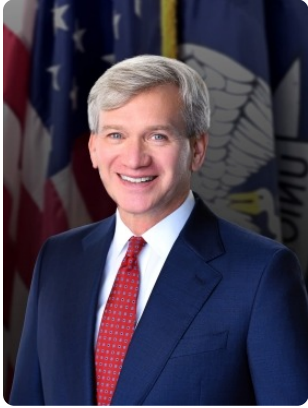
(502) 564-6034  
Debbie.Stamper@ky.gov

**Property & Casualty Insurance (including policy and form filing)**

Sue Hicks  
Director, Property and Casualty Division

(502) 564-6046  
SusanH.Hicks@ky.gov

# Louisiana



**Timothy J. Temple**  
**Commissioner**  
**Southeast Zone**

Term of Office:  
Four Years

Elected:  
November 18, 2023

## Main

Louisiana Department of Insurance  
P.O. Box 94214  
Baton Rouge, LA 70804-9214  
United States

## Email Address

commissioner@ldi.la.gov

## Phone Numbers

Main: **(225) 342-5900**  
Toll-Free Number: **(800) 259-5300**

## Fax Numbers

Main: **(225) 342-8622**

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <http://www.ldi.la.gov/>

**Make Checks Payable to:** Commissioner of Insurance

Timothy J. Temple was elected as Louisiana's Insurance Commissioner in 2023.

Commissioner Temple has worked in the insurance sector for more than two decades. He is dedicated to leveraging his extensive industry experience to shape a regulatory and statutory environment that not only ensures competitiveness, but also enhances the attractiveness of Louisiana's insurance market.

As the state's top insurance official, Commissioner Temple is committed to protecting the interests of policyholders while promoting a flourishing insurance market that benefits all residents and businesses in Louisiana.

Prior to becoming Insurance Commissioner, he served as president of Temptan, a family-owned investment management business in Baton Rouge, LA. Additionally, Commissioner Temple is a former chair of the Louisiana Committee of 100 for Economic Development, working outside of government to provide leadership and resources with a focus on growing Louisiana's economy.

Barrow Peacock Chief Deputy Commissioner	(225) 342-9183
Chris Cerniauskas Chief of Staff	(225) 342-7276
Christi Impastato Assistant to the Commissioner	225-342-9204
Chuck Myers Deputy Commissioner, Property and Casualty	(225) 342-5203
Danielle Santangelo Executive Staff Officer to the Commissioner of Insurance	(225) 342-7275
David Caldwell Executive Counsel	(225) 342-4673
Frank Opelka Deputy Commissioner, Health, Life and Annuity	(225) 219-1688
John Ford Deputy Commissioner, Public Affairs	(225) 342-4950
Lance Herrin Deputy Commissioner, Management and Finance	(225) 342-3981
Matthew Stewart Deputy Commissioner, Licensing	(225) 219-5941
Nathan Strebeck Deputy Commissioner, Fraud	(225) 219-5819
Nina Hunter Deputy Commissioner, Consumer Services	(225) 342-0819
Ron Henderson Deputy Commissioner, Consumer Advocacy and Diversity	(225) 219-4771
Tom Travis Deputy Commissioner, Policy, Innovation & Research	(225) 342-2136
Vacant Deputy Commissioner, Financial Solvency	

**Contact Persons**

**Actuarial Services**

Rod Friedy Director, Life and Health Actuarial	(225) 342-4656 rod.friedy@ldi.la.gov
Nichole Torblaa Director, P/C Actuarial	(225) 342-4689 nichole.torblaa@ldi.la.gov

**Annual Statements**

Vacant  
Deputy Commissioner, Financial Solvency

**Consumer Advocacy**

Ron Henderson Deputy Commissioner, Consumer Advocacy and Diversity	(225) 219-4771 ron.henderson@ldi.la.gov
---	--

**Consumer Services**

Robert Barnes  
Insurance Administrator

**(225) 219-7813**  
robert.barnes@ldi.la.gov

Daniel Pittman  
Insurance Manager, Complaints

**(225) 342-8640**  
daniel.pittman@ldi.la.gov

Nina Hunter  
Deputy Commissioner, Consumer Services

**(225) 342-0819**  
Nina.Hunter@ldi.la.gov

Lisa Fullington  
Insurance Manager, Market Conduct

**(225) 219-5159**  
lisa.fullington@ldi.la.gov

**Financial Solvency**

Shantell Taylor  
Compliance Examiner Deputy Chief, Analysis

**(225) 342-9323**  
shantell.taylor@ldi.la.gov

Melissa Gibson  
Compliance Examiner Chief, Examinations

**(225) 342-9188**  
melissa.gibson@ldi.la.gov

Steve Kowalski  
Compliance Examiner Deputy Chief, Examinations

**(225) 219-4949**  
Steve.Kowalski@ldi.la.gov

Bill Werner  
Compliance Examiner Chief, Analysis

**(225) 219-1818**  
bill.werner@ldi.la.gov

**Fraud**

Nathan Strebeck  
Deputy Commissioner, Fraud

**(225) 219-5819**  
nathan.strebeck@ldi.la.gov

**Fraud and Enforcement**

Dominique Jones  
Insurance Administrator

**(225) 219-7841**  
dominique.jones@ldi.la.gov

**Health & Life**

Rebecca DeLasalle  
Insurance Administrator

**(225) 219-9433**  
Rebecca.DeLaSalle@ldi.la.gov

Frank Opelka  
Deputy Commissioner, Health, Life and Annuity

**(225) 219-1688**  
frank.opelka@ldi.la.gov

**Information Systems**

Toby Guillory  
IT Director

**(225) 342-8591**  
toby.guillory@ldi.la.gov

**InsurTech**

Tom Travis  
Deputy Commissioner, Policy, Innovation & Research

**(225) 342-2136**  
thomas.travis@ldi.la.gov

**Legal Services**

David Caldwell  
Executive Counsel

**(225) 342-4673**  
david.caldwell@ldi.la.gov

**Legislative Liaison**

Adam Patrick  
Liaison Officer

**(225) 342-5140**  
adam.patrick@ldi.la.gov

**Licensing**

Emily Lala  
Insurance Manager, Producer Licensing

**(225) 219-7784**  
Emily.Lala@ldi.la.gov

Tangela Byrd  
Insurance Manager, Company Licensing

**(225) 342-5972**  
tangela.byrd@ldi.la.gov

Matthew Stewart  
Deputy Commissioner, Licensing

(225) 219-5941  
matthew.stewart@ldi.la.gov

Lorie Gasior  
Insurance Administrator

(225) 342-0800  
lorie.gasior@ldi.la.gov

#### **Management and Finance**

Lance Herrin  
Deputy Commissioner, Management and Finance

(225) 342-3981  
lance.herrin@ldi.la.gov

Stacie Evans  
Human Resources Director

(225) 342-0119  
stacie.evans@ldi.la.gov

#### **Media Relations/Public Information**

John Ford  
Deputy Commissioner, Public Affairs

(225) 342-4950  
john.ford@ldi.la.gov

#### **NAIC Liaison**

Adam Patrick  
Liaison Officer

(225) 342-5140  
adam.patrick@ldi.la.gov

#### **Policy Form Filing - Health**

Jerri McClendon  
Insurance Manager

(225) 219-9526  
jerri.mcclendon@ldi.la.gov

#### **Policy Form Filing - Life & Annuity**

Joelle Craft  
Insurance Manager

(225) 219-0633  
Joelle.Craft@ldi.la.gov

#### **Policy Form Filing - Property & Casualty**

Rachelle Carter  
Insurance Manager

(225) 219-5093  
rachelle.carter@ldi.la.gov

#### **Property & Casualty**

Chuck Myers  
Deputy Commissioner, Property and Casualty

(225) 342-5203  
Chuck.Myers@ldi.la.gov

Charles Hansberry  
Insurance Administrator

(225) 342-5213  
charles.hansberry@ldi.la.gov

#### **Rate Filing - Property & Casualty**

Jason Furlong  
Insurance Manager

(225) 219-7836  
Jason.Furlong@ldi.la.gov

#### **Receivership**

Walt Corey  
Deputy General Counsel

(225) 219-0605  
walt.corey@ldi.la.gov

#### **Senior Health Insurance Information Program (SHIIP)**

Vicki Dufrene  
Insurance Manager

(225) 219-7731  
vicki.dufrene@ldi.la.gov

#### **Statistical Reporting**

Bernadine Jones  
Compliance Examiner Manager

(225) 342-5825  
bernadine.jones1@ldi.la.gov

#### **Statutory Deposits**

Ashley Murphy  
Insurance Specialist

(225) 342-1259  
ashley.murphy@ldi.la.gov

#### **Surplus Lines**

Tom Travis  
Deputy Commissioner, Policy, Innovation & Research

(225) 342-2136  
thomas.travis@ldi.la.gov

**Taxes - Premium & Surplus Lines**

Tommy Coco

Compliance Examiner Deputy Chief, Premium Tax

**(225) 342-1012**

tommy.coco@ldi.la.gov



# Maine



**Robert L. Carey**  
**Superintendent**  
**Northeast Zone**

Term of Office:  
Five Years

Appointed: February 8, 2024

Confirmed: February 27, 2024

Robert L. "Bob" Carey was nominated as Maine's Superintendent of the Maine Bureau of Insurance by Gov. Janet Mills and confirmed by the state senate in February 2024.

In this role, Superintendent Carey and the Bureau of Insurance work on behalf of Maine residents and businesses to protect consumers and employers, promote a competitive and fair market, and ensure that all insurance markets work efficiently and effectively.

Superintendent Carey previously worked as an independent consultant specializing in strategic planning, commercial health insurance, and public health coverage programs. Prior to his work as a consultant, he served as the Director of Planning and Development for the Massachusetts Health Insurance Connector Authority. He also served as the Director of Policy and Program Management for the Massachusetts Group Insurance Commission, the state agency responsible for providing health and welfare benefits to state and municipal employees.

A resident of East Boothbay, ME, Superintendent Carey volunteers at the regional food bank and helps split, deliver, and stack firewood for members of his community.

Superintendent Carey earned a master's degree in public management and policy from Carnegie Mellon University (Pittsburgh, PA) and a bachelor's degree in English from the University of Maine at Fort Kent (Fort Kent, ME).

The Bureau of Insurance is an independent regulatory agency within the Department of Professional and Financial Regulation responsible for regulating the insurance industry to protect and serve the people of Maine.

## Main

Maine Bureau of Insurance  
34 State House Station  
Augusta, ME 04333-0034  
United States

## FedEx or UPS

76 Northern Avenue  
Gardiner, ME 04345  
United States

## Email Address

insurance.pfr@maine.gov

## Phone Numbers

Main: **(207) 624-8475**  
Toll-free: **(800) 300-5000**  
TTY: **Use Maine Relay 711**

## Fax Numbers

Main: **(207) 624-8599**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.maine.gov/pfr/insurance/home>

**Make Checks Payable to:** Treasurer State of Maine

Karma Lombard  
Executive Assistant to Superintendent/NAIC Liaison

**207-624-8540**

Timothy N. Schott  
Deputy Superintendent

**(207) 624-8403**

## Contact Persons

Actuarial - Life & Health

Marti Hooper  
Life and Health Actuary

(207) 624-8449  
mary.m.hooper@maine.gov

**Actuarial - Property & Casualty**

Sandra Darby  
Actuary

(207) 624-8427  
sandra.c.darby@maine.gov

**Annual Statements**

Vanessa Sullivan  
Director, Financial Analysis and Examination

(207) 624-8452  
vanessa.j.sullivan@maine.gov

**Company Licensing (Domestic)**

M. Bree Morin  
Managing Examiner

(207) 624-8467  
margaret.b.morin@maine.gov

**Company Licensing (Foreign)**

Vanessa Sullivan  
Director, Financial Analysis and Examination

(207) 624-8452  
vanessa.j.sullivan@maine.gov

**Complaint Examiners**

Trish Nadeau

(207) 624-8416  
trish.a.nadeau@maine.gov

Zach Wanberg

(207) 624-8473  
zachary.d.wanberg@maine.gov

Sharon Martin

(207) 624-8454  
sharon.m.martin@maine.gov

Kim Jalbert  
Complaint Examiner

(207) 624-8402  
Kimberly.jalbert@maine.gov

**Consumer Complaints and Inquiries**

Amanda Colson  
Consumer Assistance and Hearing Coordinator

(207) 624-8441  
amanda.l.colson@maine.gov

Kim Davis  
Deputy Director, Consumer Health Care Division

(207) 624-8550  
kim.e.davis@maine.gov

Shari Gregory  
Director, Property & Casualty Division

(207) 624-8421  
shari.l.gregory@maine.gov

Joanne Rawlings-Sekunda  
Director, Consumer Health Care Division

(207) 624-8472  
joanne.rawlings-sekunda@maine.gov

**Department Counsel**

Robert Wake  
General Counsel

207-624-8430  
robert.a.wake@maine.gov

Stacy L. Bergendahl  
Senior Staff Attorney

(207) 624-8475  
stacy.L.bergendahl@maine.gov

**Deposits**

Jane Lathrop  
Insurance Company Examiner

(207) 624-8492  
jane.g.lathrop@maine.gov

**Examinations - Financial**

Vanessa Sullivan  
Director, Financial Analysis and Examination

(207) 624-8452  
vanessa.j.sullivan@maine.gov

**Examinations - Market Conduct**

Connie Mayette  
Market Conduct Division Manager

(207) 624-8474  
connie.m.mayette@maine.gov

<b>Fees</b>	Thomas Brooks Accounting Associate	(207) 624-8434 thomas.L.brooks@maine.gov
<b>Financial Analysis</b>	Vanessa Sullivan Director, Financial Analysis and Examination	(207) 624-8452 vanessa.j.sullivan@maine.gov
<b>Health Insurance</b>	Joanne Rawlings-Sekunda Director, Consumer Health Care Division	(207) 624-8472 joanne.rawlings-sekunda@maine.gov
<b>Information Systems</b>	Keith Fougere Supervisor, Research & Statistics	(207) 624-8432 keith.a.fougere@maine.gov
<b>InsurTech</b>	Stacy L. Bergendahl Senior Staff Attorney	(207) 624-8475 stacy.L.bergendahl@maine.gov
<b>Market Conduct</b>	Connie Mayette Market Conduct Division Manager	(207) 624-8474 connie.m.mayette@maine.gov
<b>Policy and Form Filing - Life &amp; Health</b>	Julie Gagne Senior Insurance Analyt	(207) 624-8415 Julie.Gagne@maine.gov
	Kim Davis Deputy Director, Consumer Health Care Division	(207) 624-8550 kim.e.davis@maine.gov
<b>Policy and Form Filing - Property &amp; Casualty</b>	Shari Gregory Property & Casualty Division Director	(207) 624-8421 Shari.L.Gregory@maine.gov
<b>Producer Licensing</b>	Tracy Cunningham Supervisor	(207) 624-8436 tracy.a.cunningham@maine.gov
	Dawn Kilgore Continuing Education	(207) 624-8411 dawn.kilgore@maine.gov
<b>Property &amp; Casualty</b>	Shari Gregory Director, Property & Casualty Division	(207) 624-8421 shari.L.gregory@maine.gov
<b>Public Information &amp; Consumer Outreach</b>	Nathan Mclvor Public Information & Consumer Outreach Specialist	207-624-8445 nathan.w.mclvor@maine.gov
<b>Self-Insurance</b>	William Alex Bourne Examiner-in-Charge	(207) 624-8447 william.a.bourne@maine.gov
<b>Statistical Reporting</b>	Keith Fougere Supervisor, Research & Statistics	(207) 624-8432 keith.a.fougere@maine.gov
<b>Workers' Compensation</b>	Shari Gregory Property & Casualty Division Director	(207) 624-8421 Shari.L.Gregory@maine.gov

# Maryland

**Joy Y. Hatchette**  
**Interim Commissioner**  
**Northeast Zone**

Term of Office:  
Four Years, at the Pleasure of  
the Governor  
Appointed: July 1, 2024

Joy Y. Hatchette was appointed as Maryland's Interim Commissioner by Gov. Wes Moore in June 2024.

Interim Commissioner Hatchette serves as the Associate Commissioner for the Consumer Education and Advocacy Unit at the Maryland Insurance Administration (MIA). She oversees outreach efforts to help Maryland consumers better understand their rights and obligations under their insurance policies. Previously, she served as Associate Commissioner for Consumer Complaints at the MIA from September 1997 until July 2004. From 1993 until 1997, she served as an assistant attorney general for the MIA.

From 1988 to 1993, Interim Commissioner Hatchette was an associate at the law firm of Gordon, Feinblatt, Rothman, Hoffberger & Hollander. Before that, she served for two years as a judicial law clerk for the U.S. Fourth Circuit Court of Appeals.

In 2016, Interim Commissioner Hatchette was appointed by then-Gov. Larry Hogan to the Maryland Commission on Aging. As one of 13 members of the commission, she is charged with reviewing programs and activities for older adults and making program recommendations to the Maryland Secretary of Aging.

Interim Commissioner Hatchette is a graduate of the University of Virginia Law School and is a member of the bar associations in Maryland, Virginia, and the District of Columbia.

## Main

Maryland Insurance Administration  
200 Saint Paul Place  
Suite 2700  
Baltimore, MD 21202-2272  
United States

## Email Address

insurance.mia@maryland.gov

## Phone Numbers

Main: **(410) 468-2000**  
Insurance Fraud Division: **(800) 846-4069**  
Office of the Commissioner: **(410) 468-2471**  
Toll-Free General: **(800) 492-6116**  
TTY: **(800) 735-2258**

## Fax Numbers

Office of the Chief Actuary: **(410) 468-2038**  
Consumer Ed. & Advocacy Unit: **(410) 468-2430**  
Financial Regulation Division: **(410) 468-2112**  
Ins. Fraud & Producer Enforcement : **(410) 347-5350**  
Life and Health Division: **(410) 468-2260**  
Mkt. Reg. & Prof. Licensing : **(410) 468-2245**  
Office of the Commissioner: **(410) 468-2020**  
Property and Casualty Division: **(410) 468-2307**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://insurance.maryland.gov>

**Make Checks Payable to:** Maryland Insurance Administration

Brad Boban Chief Actuary	(410) 468-2065
Craig Ey Director of Communications	(410) 468-2488
David Cooney Associate Commissioner, Life and Health Division	(410) 468-2215
J. Van Lear Dorsey Principal Counsel and Assistant Attorney General	(410) 468-2023
Jamie Sexton Director, Legislative and Regulatory Policy	(410) 468-2408
Jessica Blackmon NAIC Liaison / Administrative Law Clerk	(410) 468-2019
Joy Y. Hatchette Interim Commissioner	
Kathryn Callahan Director of Policy Initiatives	(410) 468-2011
Mary Kwei Associate Commissioner, Market Regulation and Professional Licensing Division	(410) 468-2113
Robert Guynn Associate Commissioner for Insurance Fraud and Producer Enforcement	
Tammy Longan Associate Deputy Commissioner	(410) 468-2002
Terri Smith Director, Life and Health Complaints	(410) 468-2258
William Fawcett Associate Commissioner, Property and Casualty Division	(410) 468-2353

**Contact Persons**

**Accident & Health Insurance**

Karen Lam Chief of Health Insurance and Managed Care	(410) 468-2212
---	----------------

**Administrative Issues**

Joy Y. Hatchette Interim Commissioner	joy.hatchette@maryland.gov
--	----------------------------

**Annual Statements**

Erin Nickles Director, Company Licensing	(410) 468-2451 erin.nickles@maryland.gov
---	---

**Antifraud Program**

Robert Guynn Associate Commissioner for Insurance Fraud and Producer Enforcement	robert.guynn@maryland.gov
--	---------------------------

**Company Licensing**

Erin Nickles  
Director, Company Licensing

**(410) 468-2451**  
erin.nickles@maryland.gov

**Consumer Advocate**

Joy Y. Hatchette  
Interim Commissioner

joy.hatchette@maryland.gov

**Consumer Complaints - Life & Health**

Terri Smith  
Director, Life and Health Complaints

**(410) 468-2258**  
lhcomplaints.mia@maryland.gov

**Consumer Complaints - Property & Casualty**

Danilsa Marciniak  
Director, Property and Casualty Complaints

**(410) 468-2119**

**Data Protection**

Sean McEvoy  
Associate Commissioners for Operations

sean.mcevoy2@maryland.gov

**Department Counsel**

J. Van Lear Dorsey  
Principal Counsel and Assistant Attorney General

**(410) 468-2023**

**Deposits/Escrow Accounts**

Timothy Hayden  
Director of Fiscal Services

timothy.hayden@maryland.gov

**Examinations - Agent, Life & Health**

Jeff Gross  
Chief Enforcement Officer

**(410) 468-2256**

**Examinations - Agent, Property & Casualty**

Jeff Gross  
Chief Enforcement Officer

**(410) 468-2256**

**Examinations - Financial**

Dimitriy Valekha  
Chief Insurance Examiner

**(410) 468-2149**

**Examinations - Market Analysis**

Gregory Ricci  
Chief Financial Analyst

**(410) 468-2168**  
gregory.ricci@maryland.gov

**Examinations - Market Conduct, Life & Health**

Mary Kwei  
Associate Commissioner, Market Regulation and Professional  
Licensing Division

**(410) 468-2113**

Vacant  
Chief

**Examinations - Market Conduct, Property & Casualty**

Kyle Lanasa  
Acting Chief

**(410) 468-2330**

**Examinations - Title**

Maryam David  
Enforcement Officer, Title

**(410) 468-2384**  
maryam.david@maryland.gov

**Fees**

Erin Nickles  
Director, Company Licensing

**(410) 468-2451**  
erin.nickles@maryland.gov

**Financial Analysis**

Lynn Beckner  
Associate Commissioner, Financial Regulation Division

(410) 468-2126

**Government Relations**

Jamie Sexton  
Director, Legislative and Regulatory Policy

(410) 468-2408  
jamie.sexton@maryland.gov

**Guaranty Fund Questions - Life Insurance**

David Cooney  
Associate Commissioner, Life and Health Division

(410) 468-2215

**Guaranty Fund Questions - Property & Casualty**

William Fawcett  
Associate Commissioner, Property and Casualty Division

(410) 468-2353  
william.fawcett@maryland.gov

**Health Benefit Plan Rate Filing - Life & Health**

Brad Boban  
Chief Actuary

(410) 468-2065

**InsurTech**

Kory Boone  
Special Deputy Commissioner for Regulatory Innovation and  
Technology

(410) 468-2004  
kory.boone@maryland.gov

**Life Insurance**

Nour Benchaaboun  
Director, Life, Annuity, and Credit

(410) 468-2222

**Market Regulation**

Mary Kwei  
Associate Commissioner, Market Regulation and Professional  
Licensing Division

(410) 468-2113

**Media Relations/Public Affairs**

Craig Ey  
Director of Communications

(410) 468-2488

**NAIC Liaison**

Jessica Blackmon  
NAIC Liaison / Administrative Law Clerk

(410) 468-2019  
Jessica.blackmon@maryland.gov

**Policy and Form Filing - Life & Health**

Karen Lam  
Chief of Health Insurance and Managed Care

(410) 468-2212

**Policy and Form Filing - Property & Casualty**

Marsha Hall  
Assistant Director of Rates & Forms

marsha.hall@maryland.gov

**Premium Tax Collection**

Erin Nickles  
Director, Company Licensing

(410) 468-2451  
erin.nickles@maryland.gov

**Producer Licensing**

Shelley Taylor-Barnes  
Director, Producer Licensing

(410) 468-2347

**Property & Casualty - Commercial Lines**

Joanna Noppenberger  
Property & Casualty Insurance Analyst

joanna.noppenberger@maryland.gov

**Property & Casualty - Personal Lines**

Marsha Hall  
Assistant Director of Rates & Forms

marsha.hall@maryland.gov

**Regulations**

Erica Bailey  
Associate Commissioner, Hearings

**(410) 468-2113**  
erica.bailey@maryland.gov

Jamie Sexton  
Director, Legislative and Regulatory Policy

**(410) 468-2408**  
jamie.sexton@maryland.gov

**Statistical Reporting - Property & Casualty**

Walter Dabrowski  
Senior Actuary

walter.dabrowski@maryland.gov



# Massachusetts



**Kevin P. Beagan**  
**Acting Commissioner**  
**Northeast Zone**

Term of Office:  
At the Discretion of the  
Governor  
Appointed: June 10, 2024

## Main

Massachusetts Division of Insurance  
1000 Washington Street  
8th Floor  
Boston, MA 02118-6200  
United States

## Email Address

CSSComplaints@mass.gov

## Phone Numbers

Main: **(617) 521-7794**  
Consumer Hotline: **(617) 521-7777**

## Fax Numbers

Main: **(617) 753-6830**

**Office Hours:** 8:45 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.mass.gov/orgs/division-of-insurance>

**Make Checks Payable to:** Massachusetts Division of Insurance

Vacant  
First Deputy Commissioner

## Contact Persons

### **Administration**

Dorothy Raymond  
Director

## **Annual Statement**

Kevin Patrick Beagan assumed the duties of Commissioner of the Massachusetts Division of Insurance on June 10, 2024.

Acting Commissioner Beagan most recently served as the Division's Deputy Commissioner of the Health Care Access Bureau, where he oversaw the Bureau of Managed Care and Consumer Services Unit. In this role, he also worked to regulate the markets for insured health plans, including the products and rates offered, as well as access to coverage and benefits within those markets. Prior to that, he served the Division as Director of the Bureau of Managed Care and Director of the Health Unit, State Rating Bureau. He previously held senior analyst positions at the Massachusetts State Budget Bureau and Kaiser Foundation Health Plan.

During his extensive career, Acting Commissioner Beagan received the Manuel Carvalho Award for Excellence in Public Service in 2001 and 2008.

Acting Commissioner Beagan earned a master of public policy (MPP) and a master of public health (MPH) from the University of California, Berkley, and a bachelor's degree in economics and international relations from Brown University (Providence, RI).

The Massachusetts Division of Insurance is responsible for monitoring its licensees in order to promote a healthy insurance marketplace. The Division is committed to providing its consumers with accurate, unbiased information and protecting them from unfair business practices.

**(617) 521-7362**

[dorothy.k.raymond@mass.gov](mailto:dorothy.k.raymond@mass.gov)

Amy Blue  
Licensing Coordinator

(617) 521-7560  
amy.blue@mass.gov

**Company Licensing**

Debra Kaplan  
Director of Financial Surveillance and Company Licensing

(617) 521-7397  
debra.e.kaplan@mass.gov

**Consumer Services**

Gregory Weydt  
Director of Consumer Services

(617) 521-7413  
gregory.weydt@mass.gov

**Deposits**

Nhi Tang  
Insurance Examiner

(617) 521-7437  
nhi.tang@mass.gov

**Financial and Market Regulation**

John Turchi  
Financial and Market Regulation and Deputy Commissioner

(617) 521-7701  
john.turchi@mass.gov

**Financial Examinations**

Jim McCarthy  
Director of Financial Examination and Chief Financial Examiner

(617) 521-7417  
james.a.mccarthy@mass.gov

**Financial Surveillance**

Debra Kaplan  
Director of Financial Surveillance and Company Licensing

(617) 521-7397  
debra.e.kaplan@mass.gov

**Health Care Access Bureau**

Kevin P. Beagan  
Director of Health Care Access Bureau and Deputy Commissioner

(617) 521-7323  
kevin.beagan@mass.gov

**InsurTech**

Jackie Horigan  
Deputy Commissioner, Product Regulation and Innovation

(617) 521-7461  
jackie.horigan@mass.gov

**Legal**

Geoffrey Wood  
Deputy General Counsel

(617) 521-7360  
geoffrey.wood@mass.gov

Christopher Joyce  
General Counsel and Deputy Commissioner

(617) 521-7387  
christopher.m.joyce@mass.gov

**Market Conduct**

Mary Lou Moran  
Director of Market Conduct

(617) 521-7311  
marylou.moran@mass.gov

**Producer Licensing**

Shauna Pike  
Director of Producer Licensing

(617) 521-7329  
shauna.pike@mass.gov

**Product Regulation**

Jackie Horigan  
Deputy Commissioner, Product Regulation and Innovation

(617) 521-7461  
jackie.horigan@mass.gov

**Rate and Form Filing - Life & Health**

Sheri Cullen  
Director of Policy Form Review

(617) 521-7481  
sheri.cullen@mass.gov

**Rate and Form Filing - Property & Casualty**

Sheri Cullen  
Director of Policy Form Review

(617) 521-7481  
sheri.cullen@mass.gov

**State Rating Bureau**

Matthew Mancini  
Director

**(617) 521-7459**  
[matthew.mancini@mass.gov](mailto:matthew.mancini@mass.gov)

# Michigan



**Anita G. Fox**  
**Director**  
**Chair, Midwest Zone**

Term of Office:  
Four-Year Term, At the Pleasure  
of the Governor  
Appointed: January 14, 2019

## Main

Department of Insurance and Financial Services  
P.O. Box 30220  
Lansing, MI 48909-7720  
United States

## Email Address

DIFSInfo@michigan.gov

## Phone Numbers

Main: **(517) 284-8800**  
Director's Office: **(517) 284-8658**

## Fax Numbers

Main: **(517) 284-8837**  
Director's Office Fax : **(517) 284-8844**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.michigan.gov/difs>

**Make Checks Payable to:** State of Michigan

Anita G. Fox  
Director

**(517) 284-8661**

## Contact Persons

### **Budget and Technology**

Megan Ramos  
Chief Financial Officer (CFO) and Director

**(517) 930-3797**

[ramosm1@michigan.gov](mailto:ramosm1@michigan.gov)

### **Consumer Services**

Anita G. Fox was appointed Director of the Department of Insurance and Financial Services (DIFS) by Michigan Governor Gretchen Whitmer effective January 14, 2019.

DIFS is the State of Michigan department responsible for regulating Michigan's financial industries, including banks, credit unions, and insurance and mortgage companies. DIFS provides a focal point for consumer protection, enables efficient and effective regulation, and positions the insurance and financial services sector of Michigan's economy for growth. The agency is staffed by more than 350 professionals dedicated to promoting economic growth and protecting Michigan consumers by ensuring that the companies that it regulates are safe and sound, follow state and federal law, and are entitled to the public confidence.

Ms. Fox has more than three decades of legal experience, including managing complex litigation in federal and state courts in Michigan and nationwide. She is a recognized authority in insurance coverage. She has lectured for Mealy's Insurance in the U.S. and abroad, in addition to teaching Insurance Law at Michigan State University College of Law.

Ms. Fox was inducted into the Federation of Defense and Corporate Counsel. She has also served in a staff advisory role on several U.S. Presidential campaigns and was appointed by Governor Jennifer Granholm to serve as board member and legal counsel for a number of charitable foundations.

Renee Campbell  
Director

**(517) 284-8776**  
campbellr2@michigan.gov

**Examinations**

Robert Lamberjack  
Manager

**(517) 284-8755**  
lamberjackr@michigan.gov

**Financial Statement Filing and Analysis - Domestic Insurers, Holding Companies**

Judy Weaver  
Senior Deputy Director

**(517) 284-8768**  
weaverj3@michigan.gov

**Financial Statement Filing and Analysis - Foreign Insurers**

Judy Weaver  
Senior Deputy Director

**(517) 284-8768**  
weaverj3@michigan.gov

**General Counsel**

Joseph Garcia  
General Counsel

**(517) 284-8725**  
garciaj7@michigan.gov

**Insurance Licensing and Market Conduct**

Michele Riddering  
Director

**(517) 881-2874**  
ridderingm@michigan.gov

**Insurance Rates and Forms - Life & Health**

Vacant  
Director - Office of Insurance Rate and Forms

**Insurance Rates and Forms - Property & Casualty**

Vacant  
Director - Office of Insurance Rate and Forms

**Insurer Licensing**

Linda Martin  
Application Coordinator

**(517) 284-8756**  
martinl@michigan.gov

**InsurTech**

Anita G. Fox  
Director

**(517) 284-8661**  
Foxa5@michigan.gov

**Legislative Liaison**

Karin Gyger  
Chief of Staff

**(517) 284-8685**  
gygerk@michigan.gov

**Media Relations/Public Information**

Vacant  
Public Information Officer

**NAIC Liaison**

Holly Erb  
Senior Executive Management Assistant

**(517) 284-8658**  
ErbH@michigan.gov

**Producer Licensing and Education**

Paige McCully  
Manager

**(517) 284-8648**

**Receivership**

Vacant  
Director of Receivership

**Surplus and Special Lines Taxes**

Sherry Barrett  
Analyst

**(517) 284-8623**  
barretts3@michigan.gov

**Troubled Companies**

Judy Weaver

Senior Deputy Director

**(517) 284-8768**

[weaverj3@michigan.gov](mailto:weaverj3@michigan.gov)

# Minnesota



**Grace Arnold**  
**Commissioner**  
**Midwest Zone**

**Term of Office:**

At the Pleasure of the Governor

Appointed: April 15, 2021

Reappointed: Jan. 2, 2023

Confirmed: Feb. 16, 2023

**Main**

Minnesota Department of Commerce  
85 7th Place East  
Suite 280  
St. Paul, MN 55101  
United States

**Email Address**

consumer.protection@state.mn.us

**Phone Numbers**

Main: **(651) 539-1500**

**Fax Numbers**

Main: **(651) 539-1547**

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <http://mn.gov/commerce>

**Make Checks Payable to:** Minnesota Department of Commerce

Commissioner Grace Arnold leads the Minnesota Department of Commerce. She was appointed by Governor Walz in April 2021 and reappointed in January 2023.

As overseer of state industries that provide financial security to Minnesotans and energy policy in Minnesota, Commissioner Arnold is committed to ensuring Commerce's regulated markets are fair and accessible to all Minnesotans, and that Minnesota is a leader in creating a clean energy economy.

Prior to her appointment as Commissioner, she served as Deputy Commissioner of Insurance for the Commerce Department. In that role, she oversaw the life insurance, health insurance, and property and casualty insurance markets in Minnesota, ensuring that Minnesotans' insurance complies with Minnesota law and that insurance companies are financially strong.

Commissioner Arnold spent nearly a decade at the Center for Consumer Information and Insurance Oversight of the Centers for Medicare and Medicaid Services where she helped lead the technology turnaround of healthcare.gov and led policy development during the implementation of the Affordable Care Act. Before joining the Department, Commissioner Arnold led product development for individual and family plans at Bright Health, a Minneapolis-based health insurer.

Commissioner Arnold enjoys spending time with her family and has a love for being outdoors, gardening and traveling.

Grace Arnold  
Commissioner (651) 539-1441

Heidi Retterath  
Executive Assistant (651) 539-1445

Jacqueline Olson  
Assistant Commissioner, Enforcement Division 651-539-4031

Julia Dreier  
Deputy Commissioner of Insurance (651) 539-1755

Peter Brickwedde  
Senior Director of Climate & Insurance Sustainability (651) 539-1443

Vacant  
Director of Regulation and Policy Strategy

### **Contact Persons**

#### **Actuary - Health**

Julia Lyng  
Chief Health Actuary (651) 539-1758  
Julia.Lyng@state.mn.us

#### **Actuary - Life**

Frederick Andersen  
Chief Life Actuary (651) 539-1753  
frederick.andersen@state.mn.us

#### **Actuary - PBR**

John Robinson  
PBR Actuary (651) 539-1750  
john.w.robinson@state.mn.us

#### **Actuary - Property and Casualty**

Phil Vigliaturo  
Property and Casualty Actuary (651) 539-1762  
phil.vigliaturo@state.mn.us

#### **Agent Licensing**

Peter Bratsch  
Director, Licensing (651) 539-1585  
peter.bratsch@state.mn.us

#### **Annual Statements**

Kathleen Orth  
Chief Examiner/Insurance Solvency Manager (651) 539-1763  
kathleen.orth@state.mn.us

#### **Consumer Complaints and Inquiries**

Jacqueline Olson  
Assistant Commissioner, Enforcement Division 651-539-4031  
jacqueline.olson@state.mn.us

Martin Fleischhacker  
Sr. Financial Fraud Ombudsman (651) 539-1601  
martin.fleischhacker@state.mn.us

#### **Deposits - Check**

Sherry Cook (651) 539-1527  
sherry.cook@state.mn.us

#### **Deposits - Statutory**

Jenn Gagner (651) 539-1695  
Applications Coordinator jenn.gagner@state.mn.us

#### **Examinations - Agent**



Peter Bratsch  
Director, Licensing

**(651) 539-1585**  
peter.bratsch@state.mn.us

**Examinations - Financial**

Kathleen Orth  
Chief Examiner/Insurance Solvency Manager

**(651) 539-1763**  
kathleen.orth@state.mn.us

**Examinations - Market Conduct**

Vacant  
Chief Examiner, Market Conduct Exams

**(651) 539-1641**

**Fees**

Jenn Gagner  
Applications Coordinator

**(651) 539-1695**  
jenn.gagner@state.mn.us

**Financial Analysis**

Barb Carey  
Audit Director, Analysis

**(651) 539-1757**  
barbara.carey@state.mn.us

**Government Relations**

Jon Kelly  
Director of Government Affairs

**(651) 539-1440**  
jon.kelly@state.mn.us

**Information Systems**

Vacant  
Insurance Information Systems Coordinator

**InsurTech**

Grace Arnold  
Commissioner

**(651) 539-1441**  
grace.arnold@state.mn.us

**Legal**

Sara Payne  
General Counsel

**(651) 539-1459**  
sara.payne@state.mn.us

**Media Relations/Public Information**

Mo Schriener  
Communications Director

**(651) 539-1463**  
mo.schriener@state.mn.us

**Policy and Form Filing - Life/Accident/Health**

Tammy Lohmann  
Director, Insurance Product Filings

**(651) 539-1731**  
tammy.lohmann@state.mn.us

**Policy and Form Filing - Property & Casualty: Commercial and Personal Lines**

Tammy Lohmann  
Director, Insurance Product Filings

**(651) 539-1731**  
tammy.lohmann@state.mn.us

**Policy and Form Filing - Workers' Compensation**

Tammy Lohmann  
Director, Insurance Product Filings

**(651) 539-1731**  
tammy.lohmann@state.mn.us

**Premium Tax**

Jacob Sisterman  
Lead Auditor

**(651) 556-4917**  
jacob.sisterman@state.mn.us

# Mississippi



**Mike Chaney**  
**Commissioner**  
**Southeast Zone**

Term of Office:  
Four years

Elected:  
November 6, 2007  
Re-elected: November 8, 2011,  
November 3, 2015, November 5,  
2019, November 7, 2023

Mike Chaney, Mississippi's 11th Commissioner of Insurance and State Fire Marshal, is currently serving his fifth term in office. First elected in 2007, Chaney brought extensive business knowledge and experience to the office combined with 15 years of service in the Mississippi House and Senate.

His priorities in office are focused on consumer protection, healthcare, and fire protection. To that end, Chaney is making strides in healthcare reform; disaster recovery from flood, tornado and hurricane events; bail bond industry reform and reductions in state fire deaths. He has worked tirelessly to stabilize rates since Hurricane Katrina devastated the Mississippi Gulf Coast in 2005.

Chaney has served on two hospital boards – experience that is invaluable given the increased focus on healthcare that the Mississippi Insurance Department has seen in recent years. He has also served on bank and economic boards and worked on local and national Chamber of Commerce events. Insurance touches every aspect of life including the economy. Without insurance, no economic project would be financed and, therefore, no jobs created.

An active member of the NAIC, Chaney has served on numerous committees, task forces and working groups. Among the issues he is involved in addressing are examination oversight, accounting practices, producer licensing, health insurance and managed care, senior issues, catastrophe and property and casualty insurance.

As Commissioner, Chaney was inducted into the Insurance Hall of Fame at his alma mater, Mississippi State University (MSU). He received the Distinguished Service Award from the University of Mississippi Risk Management and Insurance program and its Professional Society. He has been named one of the top insurance professionals by Insurance Business America Magazine, and was named a Healthcare Hero by the Mississippi Business Journal.

Chaney started an oil distribution business in Vicksburg in the 1970s. He eventually moved into the wood preservation business and real estate ventures before his election to the House of Representatives in 1993. After his election to the Senate in 2000, Chaney served on the Insurance Committee. This appointment combined with his business experience provided significant knowledge useful in his service as Insurance Commissioner.

Chaney is a Rotarian and Paul Harris Fellow. He is a veteran of the United States Army, serving in Vietnam. A native of Tupelo, Chaney graduated from MSU in 1966 with a degree in banking and finance. Chaney and his wife, Mary live in Vicksburg. They have three children and eight grandchildren.

## Main

Mississippi Insurance Department  
P.O. Box 79  
Jackson, MS 39205  
United States

## Phone Numbers

Main: **(601) 359-3569**  
Toll-Free (In-State Only): **(800) 562-2957**  
Gulf Coast Office: **(228) 374-2240**

## Fax Numbers

Commissioner/Legal/Actuarial: **(601) 359-2474**  
Consumer: **(601) 359-1077**  
Licensing: **(601) 359-1951**  
Examination: **(601) 579-2568**  
Rating: **(601) 359-9558**  
Gulf Coast Office: **(228) 374-5040**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.mid.ms.gov>

**Make Checks Payable to:** Mississippi Insurance Department

David Browning  
Deputy Commissioner

**(601) 359-9218**

**Contact Persons**

**Accident & Health Insurance**

Bob Williams  
Director, Life and Health Actuarial Division

**(601) 359-2012**

[bob.williams@mid.ms.gov](mailto:bob.williams@mid.ms.gov)

**Agent Licensing**

Vanessa Miller  
Director, Licensing Division

**(601) 359-2132**

[vanessa.miller@mid.ms.gov](mailto:vanessa.miller@mid.ms.gov)

**Annual Statements**

Vacant  
Director, Financial and Market Regulation

**Consumer Counseling Program for Seniors**

Andy Case  
Director, Consumer Services Division

**(601) 359-2453**

[andy.case@mid.ms.gov](mailto:andy.case@mid.ms.gov)

**Corporate Changes**

Vacant  
Director, Financial and Market Regulation

**Department Counsel**

Kim Causey  
Special Assistant Attorney General

**(601) 359-2460**

[kim.causey@mid.ms.gov](mailto:kim.causey@mid.ms.gov)

**Deposits**

Vacant  
Director, Financial and Market Regulation

**Examinations - Agent**

Vacant  
Director, Financial and Market Regulation

**Examinations - Financial**

Vacant  
Director, Financial and Market Regulation

**Examinations - Market Conduct**

Vacant  
Director, Financial and Market Regulation

**Fees**

Vacant  
Director, Financial and Market Regulation

**Information Technology**

John Morris  
Director, Information Technology Division

**(601) 359-2993**

[john.morris@mid.ms.gov](mailto:john.morris@mid.ms.gov)

**InsurTech**

Andy Case  
Director, Consumer Services Division

**(601) 359-2453**

[andy.case@mid.ms.gov](mailto:andy.case@mid.ms.gov)

**Investigations**

John Hornback  
Chief Investigator

**(601) 359-2138**  
john.hornback@mid.ms.gov

**Life Insurance**

Andy Case  
Director, Consumer Services Division

**(601) 359-2453**  
andy.case@mid.ms.gov

**Media Relations/Public Information**

Beth Reiss  
Director, Public Relations

**(601) 359-2403**  
beth.reiss@mid.ms.gov

**NAIC Liaison**

David Browning  
Deputy Commissioner

**(601) 359-9218**  
david.browning@mid.ms.gov

**New Company Licensing**

Vacant  
Director, Financial and Market Regulation

**Policy and Form Filing - Life & Health**

Bob Williams  
Director, Life and Health Actuarial Division

**(601) 359-2012**  
bob.williams@mid.ms.gov

**Policy and Form Filing - Property & Casualty**

Vacant  
Director, Property and Casualty Rating Division

**Premium Tax (Licensed)**

Derrick Barnes  
Accountant/Auditor, State Tax Commission, Ins. Premium Taxes

**(601) 923-7083**  
derrick.barnes@dor.ms.gov

**Premium Tax (Surplus Lines)**

Peggy Dronet  
Executive Director, Mississippi Surplus Lines Association

**(601) 713-1111**  
pdronet@msla.org

**Property & Casualty - Commercial Lines**

Vacant  
Director, Property and Casualty Rating Division

**Property & Casualty - Personal Lines**

Vacant  
Director, Property and Casualty Rating Division

**Receivership**

Michelle Partridge  
Special Assistant Attorney General

**(601) 359-2133**  
michelle.partridge@mid.ms.gov

**Renewal of Company Licensing/Line Changes**

Vacant  
Director, Financial and Market Regulation

**Surplus Lines**

Vacant  
Director, Financial and Market Regulation

# Missouri



**Chlora Lindley-Myers**  
**Director**  
**NAIC Most Recent Past**  
**President**  
**Midwest Zone**

Term of Office:

At the Pleasure of the Governor

Appointed: March 6, 2017

Confirmed: April 13, 2017

Chlora Lindley-Myers was appointed director of the Missouri Department of Commerce and Insurance. She was confirmed by the Missouri Senate on April 13, 2017. She leads the department that protects consumers and ensures a strong and stable insurance market through the regulation of professionals and businesses that impact Missourians' lives daily.

She has served in several senior positions in the legislative, judicial and executive branches of government. She has also served in leadership roles in the regulatory and insurance industries, as well as within the National Association of Insurance Commissioners (NAIC). In addition to Missouri, she has worked for both the Kentucky Department of Insurance and the Tennessee Department of Commerce and Insurance, and for the NAIC.

She holds an undergraduate degree from Mount Holyoke College in Massachusetts and a law degree from the University of Connecticut. Chlora is licensed to practice law in various states, including Missouri. She has received national recognition for her work. As the Deputy Commissioner of Tennessee's Department of Commerce and Insurance, she was awarded the Robert Dineen Award for Outstanding Service and Contribution to the State Regulation of Insurance. In August of 2020, she received the Al Greer Award for her exceptional dedication, knowledge and support of the field of insurance regulation by the Insurance Examiners Regulatory Society (IRES).

Director Lindley-Myers was the 2023 President of the NAIC. She continues to serve on the Executive (EX) Committee and the Government Relations Leadership Council. Chlora currently also serves in additional leadership roles with the NAIC: Chair of the Reinsurance (E) Task Force, Co-Chair of the Special (EX) Committee on Race and Insurance, and Vice Chair of the Internal Administration (EX1) Subcommittee, as well as serving as a member of many additional NAIC committees.

## Main

Missouri Department of Commerce and Insurance  
P.O. Box 690  
Jefferson City, MO 65102-0690  
United States

## Email Address

consumeraffairs@insurance.mo.gov

## Phone Numbers

Main: **(573) 751-4126**

Producer Licensing: **(573) 751-3518**

## Fax Numbers

Producer Licensing: **(573) 526-3416**

Financial Examinations: **(573) 526-2092**

Insurance Product Filings: **(573) 751-5888**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://dci.mo.gov>

**Make Checks Payable to:** Department of Commerce and Insurance (for department fees); Director of Revenue (for premium taxes)

Grady Martin Director, Administration	(573) 751-7223
Jeana Thomas Acting Director, Consumer Affairs	(573) 751-2640
Jo LeDuc Director, Insurance Market Regulation	(573) 751-2430
John Rehagen Director, Insurance Company Regulation	(573) 526-4877
Lori Croy Director, Communications	(573) 751-2562
Luke Reed Director, Legislative Affairs	(573) 526-3587
Shannon Schmoeger Chief Financial Examiner	(573) 526-4877
Teresa Kroll Chief Market Conduct Examiner	(573) 526-1527
Vacant Deputy Director	
Vacant General Counsel	
Vacant Budget Officer	(573) 526-2938

**Contact Persons**

**Agent/Producer Licensing**

Brenda Horstman Manager, Regulatory Services	(573) 751-3518 licensing@insurance.mo.gov
---	--

**Annual Statement**

Debbie Doggett Chief Financial Analyst	(573) 526-2944 Debbie.Doggett@insurance.mo.gov
---	---

**Captive Insurance**

Sam Komo Manager, Captive Program	(573) 522-9932 Sam.Komo@insurance.mo.gov
--------------------------------------	---

**Company Licensing and Fees**

Ashley Minor Admissions Specialist	(573) 751-4362 ashley.minor@insurance.mo.gov
---------------------------------------	---

**Deposits**

Melissa Bailey Regulatory Auditor	(573) 751-0794 Melissa.Bailey@insurance.mo.gov
--------------------------------------	---

**Examinations - Agent Investigations**

Marjorie Thompson Chief Investigator	(573) 751-1922 Marjorie.Thompson@insurance.mo.gov
---	--

**Examinations - Financial**

Shannon Schmoeger  
Chief Financial Examiner

(573) 526-4877  
Shannon.Schmoeger@insurance.mo.gov

**Examinations - Market Conduct**

Teresa Kroll  
Chief Market Conduct Examiner

(573) 526-1527  
marketconduct@insurance.mo.gov

**Health, Life, and Disabilities Complaints**

Jeana Thomas  
Acting Director, Consumer Affairs

(573) 751-2640  
jeana.thomas@insurance.mo.gov

**Information Systems**

Preston Feeler  
Information Management Officer

(573) 751-7023  
Preston.Feeler@dcf.mo.gov

**InsurTech**

Cynthia Amann  
NAIC Executive Liaison & Marketplace Coordinator

573-522-2846  
cynthia.amann@dcf.mo.gov

**Policy and Form Filing**

Camille Anderson-Weddle  
Manager, Insurance Product Filings

(573) 751-7470  
ProductFilings@insurance.mo.gov

**Policy and Legislative Affairs Division**

Luke Reed  
Director, Legislative Affairs

(573) 526-3587  
Robert.L.Reed@dcf.mo.gov

**Premium Tax**

Noland Stuecken  
Senior Regulatory Auditor

(573) 526-4986  
Noland.Stuecken@insurance.mo.gov

**Property & Casualty Complaints**

Jeana Thomas  
Acting Director, Consumer Affairs

(573) 751-2640  
jeana.thomas@insurance.mo.gov

**Receivership**

Shelley Forrest  
Manager, Receivership

(573) 522-6115  
Shelley.Forrest@insurance.mo.gov

**Statistical Reporting**

Brad Gerling  
Manager, Business Analytics and Statistics Section

(573) 751-3163  
statistics@insurance.mo.gov

**Surplus Lines**

Lindsay Tougaw  
Regulatory Compliance Manager

(573) 526-1589  
Lindsay.Tougaw@insurance.mo.gov

# Montana



**Troy Downing**  
**Commissioner of Securities and Insurance, Montana State Auditor**  
**Western Zone**

Term of Office:  
Four Years

Elected:  
November 3, 2020

Troy Downing was elected Montana State Auditor in November 2020. As the State Auditor and Commissioner of Securities and Insurance, Downing oversees the criminal justice agency protecting Montana's consumers by ensuring fairness, transparency, and access for two of the state's largest industries—securities and insurance. As Commissioner, Downing is committed to consumer education and advocacy, holding bad actors accountable, lowering insurance costs, and reducing unnecessary regulations for Montana businesses. Due to its favorable regulatory environment overseen by Downing, Montana is one of the largest captive domiciles in the United States.

As State Auditor, Downing also serves on the Montana Board of Land Commissioners overseeing management and stewardship of state trust lands for the primary benefit of funding Montana's public education system.

Downing began his career in education as a research scientist and educator at the Courant Institute of Mathematical Sciences at New York University. In the 1990s, he founded a technology startup company that he successfully merged with Yahoo! Inc. Downing then went on to help other startup companies succeed through seed funding and mentorship. After his career in the tech industry, Downing founded a nationwide commercial insurance company and a nationwide real estate firm that creates, sells, and manages real estate investment securities.

Downing's strong sense of public service led him to enlist after 9/11 in the U.S. Air Force/Air National Guard, serving eight years in a Combat Search and Rescue squadron and serving two tours of duty in Afghanistan. Today, he continues his service to veterans as an advisory board member to and volunteer for the Warriors and Quiet Waters Foundation, a Montana-based organization that uses fly fishing and Montana's natural beauty as a simple, but powerfully effective, healing therapy for post-9/11 combat veterans and their families. In response to the Covid-19 pandemic, and as a Montana distillery co-owner, he produced and distributed millions of hand sanitizer bottles across the nation.

Downing and his wife, Heather, have four children and currently live in Helena, MT.

## Main

Office of the Commissioner of Securities and Insurance Montana State Auditor  
840 Helena Ave.  
Helena, MT 59601  
United States

## Phone Numbers

Main: **(406) 444-2040**  
Toll-Free Number (In-state only): **(800) 332-6148**

## Fax Numbers

Main: **(406) 444-3497**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <http://csimt.gov>

**Make Checks Payable to:** Montana State Auditor's Office



Adam Stoll Financial Specialist	(406) 444-2041
Amber Thorvilson Chief Financial Officer	(406) 444-1867
Frank Cote Deputy Insurance Commissioner	(406) 444-3412
Kari Leonard Chief Financial Examiner	(404) 444-2895
Mary Belcher Deputy State Auditor	(406) 444-5789
Molly Plummer Chief of Staff	(406) 444-2042
Ole Olson Chief Legal Counsel	(406) 444-1295
Troy Downing Commissioner of Securities and Insurance, Montana State Auditor	(406) 444-2040
Vacant Policyholder Services Bureau Chief	(406) 444-2894

## Contact Persons

### **Annual Statements and Company Licensing**

Tavin Mogus  
Exams Compliance Technician

**(404) 444-3469**  
tmogus@mt.gov

### **Communications**

Laura Shirliff  
Communications, Digital & Creative Services Director

**(406) 444-0903**  
Laura.Shirliff@mt.gov

### **Consumer Complaints and Inquiries**

Ted Bidon  
  
Vacant  
Policyholder Services Bureau Chief

**(404) 444-0385**  
tbidon@mt.gov

**(406) 444-2894**

### **Deposits**

Tavin Mogus  
Exams Compliance Technician

**(404) 444-3469**  
tmogus@mt.gov

### **Examinations - Financial**

Kari Leonard  
Chief Financial Examiner

**(404) 444-2895**  
kleonard2@mt.gov

### **Human Resources**

Jeff Plum  
Human Resources Manager

**(404) 444-5221**  
jeff.plum@mt.gov

### **InsurTech**

Frank Cote  
Deputy Insurance Commissioner

**(406) 444-3412**  
frank.cote@mt.gov

### **Market Conduct**

David Dachs  
Insurance Services Bureau Chief

**(406) 444-9722**  
ddachs@mt.gov

### **Media Relations/Public Information**

Laura Shirliff  
Communications, Digital & Creative Services Director

**(406) 444-0903**  
Laura.Shirliff@mt.gov

### **NAIC Liaison**

Frank Cote  
Deputy Insurance Commissioner

**(406) 444-3412**  
frank.cote@mt.gov

### **Policy and Form Filing**

David Dachs  
Insurance Services Bureau Chief

**(406) 444-9722**  
ddachs@mt.gov

### **Premium Tax**

Tavin Mogus  
Exams Compliance Technician

**(404) 444-3469**  
tmogus@mt.gov

### **Rate Filing - Life & Health**

Mari L. Kindberg  
Actuary

**(406) 444-5220**  
mkindberg@mt.gov

### **Rate Filing - Property & Casualty**

Mari L. Kindberg  
Actuary

**(406) 444-5220**  
mkindberg@mt.gov

# Nebraska



**Eric Dunning**  
**Director**  
**Secretary, Midwest Zone**

Governor Jim Pillen appointed Eric Dunning as Director of Insurance effective January 5, 2023. Prior to his appointment, Eric served as Director of Insurance and before that, as the director of government affairs at Blue Cross and Blue Shield of Nebraska. He has over 15 years of experience as an attorney for the Department of Insurance, having advised the agency leadership on legal matters pertaining to insurance regulation from 1998 to 2013.

Eric earned his bachelor of arts in History from the University of Nebraska-Lincoln, where he graduated Phi Beta Kappa, and he holds a Juris Doctor from the University of Notre Dame Law School. Eric currently serves as Treasurer of the Nebraskaland Foundation.

In his spare time, Eric enjoys spending time at his family's place in Wheeler County, Nebraska. He is happily married with two children.

#### Term of Office:

At the Pleasure of the Governor

Appointed: April 19, 2021

Reappointed: January 5, 2023

#### Main

Nebraska Department of Insurance  
P.O. Box 95087  
Lincoln, NE 68509-5087  
United States

#### Email Address

[doi.insurancecomplaints@nebraska.gov](mailto:doi.insurancecomplaints@nebraska.gov)

#### Phone Numbers

Main: **(402) 471-2201**

TDD: **(800) 833-7352**

Insurance Complaint Hotline (In-State Only): **877-564-7323**

#### Fax Numbers

Main: **(402) 471-4610**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://doi.nebraska.gov/>

**Make Checks Payable to:** Nebraska Department of Insurance

AJ Raaska  
Public Information Officer

Barbara Peterson  
Administrator, Consumer Affairs

(531) 500-2349

Connie VanSlyke  
Administrator, Property and Casualty

(402) 471-4647

Eric Dunning  
Director

(402) 471-2201

Kevin Schlautman  
Administrator, Producer Licensing

(402) 471-4707

Kimberly Church  
Fraud Division Chief

(402) 471-4999

Martin Swanson  
Deputy Director & General Counsel

(402) 471-4503

Vacant  
Administrator, Life and Health Policy

Vacant  
Chief Actuary

Vacant  
Chief Financial Regulator (Chief Examiner)

#### **Contact Persons**

##### **Accident/Health Insurance**

Maggie Reinert  
Administrator, Life and Health Policy

402-471-4635

##### **Actuarial**

Vacant  
Actuary - P&C

Vacant  
Chief Actuary

Margaret Garrison  
Actuary - Life & Health

(402) 471-4631  
margaret.garrison@nebraska.gov

##### **Agent Licensing**

Kevin Schlautman  
Administrator, Producer Licensing

(402) 471-4707  
kevin.schlautman@nebraska.gov

##### **Annual Statements**

Tadd Wegner  
Chief Financial Regulator

(402) 471-4734  
tadd.wegner@nebraska.gov

Andrea Johnson  
Deputy Chief Financial Regulator

(402) 471-4641  
andrea.johnson@nebraska.gov

##### **Company Admissions**

Kristy Hadden  
Company Administrator

(402) 471-0373  
kristy.hadden@nebraska.gov

**Consumer Complaints and Inquires**

Barbara Peterson  
Administrator, Consumer Affairs

(531) 500-2349  
barbara.peterson@nebraska.gov

**Department Counsel**

Martin Swanson  
Deputy Director & General Counsel

(402) 471-4503  
martin.swanson@nebraska.gov

**Deposits**

Lori Bruss  
Securities Officer

(402) 471-4045  
lori.bruss@nebraska.gov

**Examinations - Agent**

Kevin Schlautman  
Administrator, Producer Licensing

(402) 471-4707  
kevin.schlautman@nebraska.gov

**Examinations - Financial**

Andrea Johnson  
Deputy Chief Financial Regulator

(402) 471-4641  
andrea.johnson@nebraska.gov

Tadd Wegner  
Chief Financial Regulator

(402) 471-4734  
tadd.wegner@nebraska.gov

**Fees**

Andrea Johnson  
Deputy Chief Financial Regulator

(402) 471-4641  
andrea.johnson@nebraska.gov

Tadd Wegner  
Chief Financial Regulator

(402) 471-4734  
tadd.wegner@nebraska.gov

**Insurance Fraud**

Kimberly Church  
Fraud Division Chief

(402) 471-4999  
kimberly.church@nebraska.gov

**InsurTech**

Eric Dunning  
Director

(402) 471-2201  
eric.dunning@nebraska.gov

**Life Insurance**

Vacant  
Administrator, Life and Health Policy

**Media Relations**

AJ Raaska  
Public Information Officer

aj.raaska@nebraska.gov

**NAIC Liaison**

AJ Raaska  
Public Information Officer

aj.raaska@nebraska.gov

**Policy and Form Filing - Life & Health**

Vacant  
Administrator, Life and Health Policy

**Policy and Form Filing - Property & Casualty**

Connie VanSlyke  
Administrator, Property and Casualty

(402) 471-4647  
connie.vanslyke@nebraska.gov

**Premium Tax**

Kristy Hadden  
Company Administrator

(402) 471-0373  
kristy.hadden@nebraska.gov

**Property & Casualty - Commercial Lines**

Connie VanSlyke  
Administrator, Property and Casualty

**(402) 471-4647**  
connie.vanslyke@nebraska.gov

**Property & Casualty - Personal Lines**

Connie VanSlyke  
Administrator, Property and Casualty

**(402) 471-4647**  
connie.vanslyke@nebraska.gov

**Receivership**

Martin Swanson  
Deputy Director & General Counsel

**(402) 471-4503**  
martin.swanson@nebraska.gov

**Statistical Reporting**

Connie VanSlyke  
Administrator, Property and Casualty

**(402) 471-4647**  
connie.vanslyke@nebraska.gov

# Nevada



**Scott Kipper**  
**Commissioner**  
**Western Zone**

**Term of Office:**

At the Pleasure of the Director  
of the Department of Business  
and Industry

Appointed: February 27, 2023

**Main**

Nevada Division of Insurance  
1818 E. College Parkway  
Suite 103  
Carson City, NV 89706  
United States

**Email Address**

insinfo@doi.nv.gov

**Phone Numbers**

Main: **(775) 687-0700**

Toll-Free Number (In-State Only): **(888) 872-3234**

Las Vegas Number: **(702) 486-4009**

**Fax Numbers**

Main: **(775) 687-0787**

Las Vegas Number: **(702) 486-4007**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://doi.nv.gov/>

**Make Checks Payable to:** Nevada Division of Insurance

David Cassetty  
Deputy Commissioner

**(702) 486-4379**

Todd Rich  
Chief Deputy Commissioner

**(775) 687-0783**

**Contact Persons**

Scott Kipper was appointed as Nevada's Insurance Commissioner effective Feb. 27, 2023.

As Commissioner, Kipper is charged with protecting consumers' rights and the public's interest in dealings with the insurance industry.

Commissioner Kipper has more than 30 years of experience in the insurance industry, including prior stints as Nevada Insurance Commissioner from 2008 to 2010 and again from 2011 to 2015. He most recently served as the Deputy Commissioner for Operations for the State of Washington Office of the Insurance Commissioner. Prior to that, he founded a private consulting firm providing technical expertise on insurance issues, serving clients nationwide. He also has served as the Insurance Administrator of the Oregon Insurance Division, Deputy Commissioner at the Office of Health Insurance for the Louisiana Department of Insurance (DOI), and Senior Regional Director for State Affairs at America's Health Insurance Plans (AHIP).

Commissioner Kipper earned a bachelor's degree in business administration from the University of Wyoming.

The Nevada Division of Insurance, a division of the Nevada Department of Business and Industry, regulates Nevada's \$22 billion insurance industry. It regulates and licenses insurance producers, brokers, and other professionals; sets ethical and financial standards for insurance companies; and reviews rates. It also reviews programs operated by self-insured employers for workers' compensation and investigates insurance fraud claims.

**Accident/Health Insurance**

Mark Garratt  
Chief Insurance Examiner

**(775) 687-0736**  
mgarratt@doi.nv.gov

**Accounting Services**

Todd Rich  
Chief Deputy Commissioner

**(775) 687-0783**  
trich@doi.nv.gov

**Administrative**

Todd Rich  
Chief Deputy Commissioner

**(775) 687-0783**  
trich@doi.nv.gov

**Captives**

Nick Stosic  
Deputy Commissioner

**(775) 687-0758**  
nstosic@doi.nv.gov

**Company Fees - Licensing**

Imelda Arroyo  
Fiscal/Business Professional Trainee III

**(775) 687-0744**  
iarroyo@doi.nv.gov

**Consumer Complaints and Inquires**

Linda Stratton  
Supervisory Compliance Investigator

**(702) 486-4395**  
lstratton@doi.nv.gov

**Consumer Complaints and Inquiries**

David Cassetty  
Deputy Commissioner

**(702) 486-4379**  
dcassetty@doi.nv.gov

**Deposits**

Denise Costello  
Administrative Assistant 4

**(775) 687-0752**  
dcostello@doi.nv.gov

**Division Counsel**

Alexia Emmermann  
Chief Legal Counsel

**(775) 687-0701**  
legal@doi.nv.gov

**Enforcement**

David Cassetty  
Deputy Commissioner

**(702) 486-4379**  
dcassetty@doi.nv.gov

Stephanie Canter  
Chief Compliance/Audit Investigator

**(702) 486-4598**  
slcanter@doi.nv.gov

**Examinations - Market Conduct**

Hermoliva Abejar  
Chief Insurance Examiner

**(775) 687-0741**  
habejar@doi.nv.gov

**Information Systems**

Dennis McGehee  
IT Professional 3

**(775) 687-0785**  
dmcgehee@doi.nv.gov

**InsurTech**

Todd Rich  
Chief Deputy Commissioner

**(775) 687-0783**  
trich@doi.nv.gov

**Life & Health Insurance**

Glenn Shippey  
Chief Insurance Examiner

**(775) 687-0708**  
gshippey@doi.nv.gov

**Market Regulation**

Peggy Willard-Ross  
Assistant Chief Insurance Examiner

**(775) 687-0760**  
pwillard@doi.nv.gov



Hermoliva Abejar  
Chief Insurance Examiner

**(775) 687-0741**  
habejar@doi.nv.gov

Nick Stosic  
Deputy Commissioner

**(775) 687-0758**  
nstosic@doi.nv.gov

**Media Relations/Public Information**

John Genard  
Administrative Assistant 4

**(775) 687-0771**  
jgenard@doi.nv.gov

**Policy and Form Filing - Life & Health**

Glenn Shippey  
Chief Insurance Examiner

**(775) 687-0708**  
gshippey@doi.nv.gov

**Policy and Form Filing - Property & Casualty**

Mark Garratt  
Chief Insurance Examiner

**(775) 687-0736**  
mgarratt@doi.nv.gov

**Producer Licensing**

Jacob Roberts  
Licensing Manager

**(775) 687-0774**  
jroberts@doi.nv.gov

**Product Regulation**

Todd Rich  
Chief Deputy Commissioner

**(775) 687-0783**  
trich@doi.nv.gov

**Property & Casualty - Commercial Lines**

Mark Garratt  
Chief Insurance Examiner

**(775) 687-0736**  
mgarratt@doi.nv.gov

**Property & Casualty - Personal Lines**

Mark Garratt  
Chief Insurance Examiner

**(775) 687-0736**  
mgarratt@doi.nv.gov

**Self-Insured Workers' Compensation**

Shirley Choma  
Insurance Examiner 2

**(775) 657-0776**  
schoma@doi.nv.gov

**Statistical Reporting**

Maile Campbell  
Lead Actuary

**(775) 687-0735**  
mcampbell@doi.nv.gov

Gennady Stolyarov  
Lead Actuary

**(775) 687-0766**  
gstolyarov@doi.nv.gov

# New Hampshire



**D.J. Bettencourt**  
**Commissioner**  
**Northeast Zone**

David J. (D.J.) Bettencourt was confirmed Commissioner of the New Hampshire Insurance Department effective Sept. 20, 2023. Bettencourt assumed the position of Acting Commissioner, per New Hampshire's statute, after Commissioner Chris Nicolopoulos did not seek reappointment upon the conclusion of his term.

From 2004 to 2012, Bettencourt served in the New Hampshire House of Representatives, focusing on tax, education, and insurance-related issues. In 2010, he was elected by his colleagues as the youngest majority leader in state history. He was nominated for the position of Deputy Commissioner of the New Hampshire Insurance Department by Commissioner Nicolopoulos and approved by Gov. Christopher T. Sununu (R-NH) in January 2021. Previously, Deputy Commissioner Bettencourt served as Gov. Sununu's Policy Director from 2017 to 2021, including as the Governor's liaison to the Insurance Department.

Bettencourt earned two bachelor's degrees in political science and communication, with a minor in philosophy from the University of New Hampshire (Durham, NH) in 2007. He then earned a Juris Doctor (J.D.) from the University of New Hampshire School of Law in 2015.

**Term of Office:**

Five Years (Ends June 9, 2028)

Appointed: July 5, 2023

Confirmed: September 20, 2023

**Main**

New Hampshire Insurance Department  
21 South Fruit Street  
Suite 14  
Concord, NH 03301  
United States

**Email Address**

consumerservices@ins.nh.gov

**Phone Numbers**

Main: **(603) 271-2261**

Toll-free: **(800) 852-3416**

**Fax Numbers**

Main: **(603) 271-1406**

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://www.nh.gov/insurance/>

**Make Checks Payable to:** Treasurer, State of New Hampshire

Brendhan Harris Insurance Fraud Director	(603) 271-2162
Christian Citarella Chief Actuary, Property and Casualty Division	(603) 271-2113
Douglas Bartlett Director, Financial Regulation Division	(603) 271-2879
James Fox Director, Property and Casualty Division	(603) 271-2502
Jason Aziz Director of Health Economics	(603) 271-4191
Jason Dexter Assistant Commissioner	(603) 271-3041
Jennifer Li Chief Actuary, Life and Health Division	(603) 271-2506
Keith Nyhan Deputy Commissioner	(603) 271-3304
Michelle Heaton Director, Life and Health Division	(603) 271-2399
Robin Tierney Director, Consumer Services Division	(603) 271-3953
Roni Karnis General Counsel	(603) 271-4002
Sandra Barlow Assistant to the Commissioner	(603) 271-2261
Ted Perkins Director of Business Operations	(603) 271-2518

**Contact Persons**

**Accident & Health Insurance**

Jason Aziz Director of Health Economics	(603) 271-4191
--	----------------

**Annual Statements**

Vacant Chief Financial Analyst, Financial Regulation Division	
--	--

**Company Licensing**

Vacant Chief Financial Analyst, Financial Regulation Division	
--	--

**Consumer Services**

Robin Tierney Director, Consumer Services Division	(603) 271-3953
---	----------------

**Deposits**

Linda Zalinskie Financial Records Auditor, Financial Regulation Division	(603) 271-2528
---	----------------

<b>Enforcement</b>	
Josh Hilliard	(603) 271-2842
Enforcement Counsel	
<b>Examinations - Financial</b>	
Colin Wilkins	(603) 271-2374
Chief Financial Examiner, Financial Regulation Division	
<b>Examinations - Market Conduct</b>	
Douglas Rees	(603) 271-2686
Chief Examiner, Property & Casualty Market Regulation	
Maureen Belanger	(603) 271-2828
Chief Examiner, Life and Health Market Regulation	
<b>Fees</b>	
Amy Duhaime	(603) 271-3095
Chief Tax Auditor	
<b>Financial Regulation Division</b>	
Douglas Bartlett	(603) 271-2879
Director, Financial Regulation Division	
<b>General Counsel</b>	
Roni Karnis	(603) 271-4002
General Counsel	
<b>Information Technology</b>	
Ted Perkins	(603) 271-2518
Director of Business Operations	
<b>Insurance Fraud</b>	
Brendhan Harris	(603) 271-2162
Insurance Fraud Director	
<b>Life &amp; Health Division</b>	
Jennifer Li	(603) 271-2506
Chief Actuary, Life and Health Division	
Michelle Heaton	(603) 271-2399
Director, Life and Health Division	
Victoria Fowler	(603) 271-4080
Compliance Administrator, Life and Health Division	
<b>Media Relations/Public Information</b>	
Andrew Demers	(603) 271-3781
Director, Communications	
<b>Outreach Coordinator</b>	
Adam Kierstead	(603) 271-3886
Outreach Coordinator, Communications	
<b>Policy and Form Filing - Property &amp; Casualty</b>	
LuAnne King	(603) 271-3955
Compliance Administrator, Property and Casualty Division	
<b>Premium Tax</b>	
Amy Duhaime	(603) 271-3095
Chief Tax Auditor	
<b>Property &amp; Casualty - Commercial Lines</b>	

Douglas Rees  
Chief Examiner, Property & Casualty Market Regulation

(603) 271-2686

**Property & Casualty Insurance**

James Fox  
Director, Property and Casualty Division

(603) 271-2502

# New Jersey



**Justin Zimmerman**  
**Acting Commissioner**  
**Northeast Zone**

Term of Office:  
At the Pleasure of the Governor  
Appointed: June 27, 2023

Justin Zimmerman was appointed to lead the New Jersey Department of Banking and Insurance by Governor Phil Murphy in June 2023.

As Acting Commissioner, Zimmerman serves as the chief regulator of New Jersey's insurance industry, one of the largest in the nation, all state-chartered banks and credit unions, as well as consumer finance licensees. He also leads Get Covered New Jersey, the state's official health insurance marketplace.

Zimmerman joined the Department in January 2018, serving as the Department's Chief of Staff, where he oversaw the executive management team and managed all aspects of the department's policy implementation, under the direction of the Commissioner.

During his tenure as Chief of Staff, the department developed and implemented numerous consumer protections and programs impacting countless New Jerseyans, including New Jersey's out of network law, student loan protections, mortgage servicers licensing, expanding access to reproductive health care and Get Covered New Jersey. Since its inception in 2020, Get Covered New Jersey transformed New Jersey's health insurance landscape for consumers in the individual market, ensuring that more New Jerseyans have greater access to quality, affordable health insurance. New Jersey was the first in the nation to open its marketplace with enhanced state subsidies that lower premiums for most enrollees.

Zimmerman also coordinated the Department's COVID-19 response, working with regulated entities across all sectors to provide relief to New Jersey's residents during the pandemic, ranging from insurance premium relief and mortgage forbearance to student loan relief and the expansion of telemedicine without cost sharing.

Acting Commissioner Zimmerman has built an extensive career in public service. Prior to joining Governor Murphy's Administration, Zimmerman served as Chief of Policy and Legislation to the New Jersey State Senate President Pro Tempore, where he focused on expanding access to quality affordable healthcare for New Jerseyans, expansion of voting rights and civil rights. He began his career as a public servant working as a Briefing Aide to Governor Jon Corzine and Director of Legislative and Intergovernmental Affairs for the New Jersey Department of State. Prior to joining government service, he was an organizer in Morris County, New Jersey and Harrisburg, Pennsylvania.

Zimmerman was born and raised in New Jersey, growing up in Essex and Union Counties. He received his Bachelor of Arts from Mary Washington College. He lives in Verona with his wife, Laura, and their two children.

## Mailing Address

New Jersey Department of Banking and Insurance  
P.O. Box 325  
Trenton, NJ 08625-0325  
United States

## Email Address

[ombudsman@dobi.nj.gov](mailto:ombudsman@dobi.nj.gov)

## Phone Numbers

Main: **(609) 292-7272**  
Satellite Consumer Center, Newark: **(973) 648-4713**  
Toll-Free Number: **(800) 446-7467**  
Newark Main: **(973) 622-6014**  
Mount Laurel Main: **(856) 722-0030**

### Fax Numbers

Main: **(609) 984-5273**

Newark Main: **(973) 622-6110**

Mount Laurel Main: **(856) 722-9382**

**Office Hours:** 8:30 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.state.nj.us/dobi/index.html>

**Make Checks Payable to:** Department of Banking and Insurance

Bonnie Piacentino Executive Director, NJ Compensation Rating and Inspection Bureau	<b>(973) 622-6014</b>
Denise Illes Chief, Office of Regulatory Affairs	<b>(609) 292-7272</b>
Ellen DeRosa Executive Director, Individual Health Coverage Program and Small Employer Health Benefits Program	<b>(609) 940-7608</b>
Justin Zimmerman Acting Commissioner	<b>(609) 633-7667</b>
Martin Sumners Director of Legislative and Regulatory Affairs	<b>(609) 292-7272</b>
Ralph Boeckman Manager, Market Conduct and Antifraud Compliance	<b>(609) 940-7467</b>
Vacant Assistant Commissioner, Consumer Protection Services	
Vacant Assistant Commissioner, Property and Casualty	

### Contact Persons

#### **Agent Licensing**

Ruth Jackson Supervisor, Insurance Producer Licensing	<b>(609) 292-7272 x 50587</b> ruth.jackson@dobi.nj.gov
--	---

#### **Annual Statements**

Joann Jones Technical Assistant II	<b>(609) 292-7272 x 50085</b> joann.jones@dobi.nj.gov
---------------------------------------	--

Nakia Reid Manager - Solvency Regulation	<b>(609) 940-7613</b> nakia.reid@dobi.nj.gov
---	---

#### **Captive Insurance**

Aileen Egan Chief of Market Development and Stakeholder Relations	<b>(609) 940-7457</b> aileen.egan@dobi.nj.gov
--	--

#### **Company Licensing**

Nakia Reid Manager - Solvency Regulation	<b>(609) 940-7613</b> nakia.reid@dobi.nj.gov
---	---

#### **Consumer Complaints and Inquiries**

Vacant Assistant Commissioner, Consumer Protection Services	
--	--

#### **Department Counsel**

James A. Carey, Jr., DAG, Office of the New Jersey Attorney General  
Section Chief

(609) 984-8469  
james.carey@dol.lps.state.nj.us

**Deposits**

Nakia Reid  
Manager - Solvency Regulation

(609) 940-7613  
nakia.reid@dobi.nj.gov

**Examinations - Agent**

Vacant  
Assistant Commissioner, Consumer Protection Services

**Financial Analysis**

Paul Lupo  
Supervising Insurance Examiner Solvency Regulation

(609) 940-7363  
paul.lupo@dobi.nj.gov

**Fraud Deterrence Bureau**

Richard Besser  
Chief of Investigations

(609) 292-7272 x 50693  
richard.besser@dobi.nj.gov

**Health Insurance**

Ellen DeRosa  
Executive Director, Individual Health Coverage Program and Small  
Employer Health Benefits Program

(609) 940-7608  
ellen.derosa@dobi.nj.gov

**InsurTech**

Vacant  
Assistant Commissioner, Property and Casualty

**Legislative Liaison**

Martin Sumners  
Director of Legislative and Regulatory Affairs

(609) 292-7272

**Life Insurance**

Olukemi Sotimehin  
Chief, Life Bureau

(609) 940-7597  
olukemi.sotimehin@dobi.nj.gov

**Market Analysis, Market Conduct Examinations and Antifraud Compliance**

Ralph Boeckman  
Manager, Market Conduct and Antifraud Compliance

(609) 940-7467  
ralph.boeckman@dobi.nj.gov

**Policy and Form Filing - Property & Casualty**

Vacant  
Assistant Commissioner, Property and Casualty

**Premium Tax**

Tanveer Ahmed  
Examiner II

(609) 292-7272 x 50413  
tanveer.ahmed@dobi.nj.gov

**Property & Casualty - Commercial Lines**

Vacant  
Assistant Commissioner, Property and Casualty

**Property & Casualty - Personal Lines**

Vacant  
Assistant Commissioner, Property and Casualty

**Public Affairs**

Trish Graber  
Director

(609) 292-5064  
trish.graber@dobi.nj.gov

**Regulations**

Denise Illes  
Chief, Office of Regulatory Affairs

(609) 292-7272  
legsregs@dobi.nj.gov



**Statistical Reporting**

Sam Sacky  
Actuarial Analyst

**(609) 292-7272 x 50360**  
samual.sacky@dobi.nj.gov

**Workers' Compensation**

Bonnie Piacentino  
Executive Director, NJ Compensation Rating and Inspection Bureau

**(973) 622-6014**

## New Mexico



**Alice T. Kane**  
**Superintendent**  
**Western Zone**

Term of Office:

Four years

Appointed: June 12, 2023

Alice T. Kane was appointed as Superintendent of Insurance of New Mexico effective June 12, 2023.

Ms. Kane served previously as the Vice President and Senior Adviser to the General Counsel at Guardian Life Insurance Company from March 2020 to October 2022. Ms. Kane focused on insurance regulatory matters, representing clients before the New York State Department of Financial Services and other state insurance departments. Prior to that role, she served as Counsel at Clifford Chance US LLP, where she advised property and casualty, life, and health insurance clients on a wide range of regulatory and transactional matters. Ms. Kane previously served as the group general counsel at two Fortune 100 insurers, Zurich Insurance Group, and New York Life Insurance Company, where she led teams of in-house and outside counsel on complex M&A transactions, settled major government and insurance department investigations, and spearheaded the successful resolution of SEC enforcement actions, among other regulatory and governance matters. She served as executive vice president in charge of asset management for New York Life and as president of the mutual fund business for American General's Variable Life and Annuity Division. She also founded a woman- and minority-owned institutional asset management business, Blaylock Asset Management.

Over the past several years, she monitored both international and national insurance regulatory reforms at both the International Association of Insurance Supervisors (IAIS) and the National Association of Insurance Commissioners (NAIC). She also represented clients on US health care reform before the Center for Consumer Information and Insurance Oversight (CMS), a division of the U.S. Department of Health and Human Services.

### Main

Office of Superintendent of Insurance (OSI)  
1120 Paseo De Peralta, 4th Floor  
Santa Fe, NM 87501  
United States

### Phone Numbers

Main (Toll-Free): **(855) 427-5674**

### Fax Numbers

Main: **(505) 827-7434**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.osi.state.nm.us/>

**Make Checks Payable to:** Office of Superintendent of Insurance

Bersabe Rodriguez Director, Administrative Services Division	(505) 396-1913
Colin Baillio Deputy Superintendent	(505) 827-4593
Don Gilbert Chief Financial Analyst	(505) 469-6265
Margaret "Kika" Pena Division Director	(505) 827-4561
Stephen Thies General Counsel Director	(505) 470-7366
Tim Vigil Director	(505) 827-4930
Vlara Ianakieva Director, Life & Health Division	(505) 508-9073
Victoria Baca Licensing Director	(505) 827-4554

**Contact Persons**

**Administrative Services**

Bersabe Rodriguez Director, Administrative Services Division	(505) 396-1913 Bersabe.Rodriguez@osi.nm.gov
Amelia "Molly" Chavez Chief Financial Officer	(505) 695-5197 Amelia.Chavez@osi.nm.gov

**Company Licensing**

Ursula Almada Bureau Chief, Company Licensing Bureau	(505) 827-4524 ursula.almada@osi.nm.gov
Victoria Baca Licensing Director	(505) 827-4554 VictoriaA.Baca@osi.nm.gov

**Consumer Assistance**

Elouisa "Lou" Macias Bureau Chief, Consumer Assistance & Civil Investigations Bureaus	(505) 827-4549 elouisa.macias@state.nm.us
Margaret "Kika" Pena Division Director	(505) 827-4561 margaret.pena@osi.nm.gov

**Deposits (Statutory)**

Ursula Almada Bureau Chief, Company Licensing Bureau	(505) 827-4524 ursula.almada@osi.nm.gov
---	--

**Executive Division**

Andrea Padilla Executive Assistant to Superintendent	(505) 476-0302 Andrea.Padilla@osi.nm.gov
Colin Baillio Deputy Superintendent	(505) 827-4593 colin.baillio@osi.nm.gov
Kim Sewell Chief Administrator	(505) 476-0315 Kim.Sewell@osi.nm.gov

**Financial Regulation Division**

Don Gilbert  
Chief Financial Analyst

**(505) 469-6265**  
Don.Gilbert@osi.nm.gov

Alma Tapia  
Senior Financial Analyst

**(505) 487-6612**  
AlmaE.Tapia@osi.nm.gov

#### General Counsel

Stephen Thies  
General Counsel Director

**(505) 470-7366**  
Stephen.Thies@osi.nm.gov

#### Health Insurance

Rolanda Pana  
Vaccine Purchasing Act (VPA)

**(505) 383-0804**  
VPA.Data@osi.nm.gov

Sahar Hassanin  
Chief Economist

**(505) 383-0809**  
Sahar.Hassanin@osi.nm.gov

#### Human Resources

Edwin Quintana  
Director

**(505) 470-3580**  
Edwin.Quintana@osi.nm.gov

#### Information Technology

Brian Salter  
Director

**(505) 383-0813**  
Brian.Salter@osi.nm.gov

#### Insurance Fraud

Joseph "JJ" Chavez  
Special Agent in Charge

**(505) 469-3840**  
JosephJ.Chavez1@osi.nm.gov

Roberta Baca  
Director, Insurance Fraud Law Enforcement Division

**(505) 470-2537**  
Roberta.Baca@osi.nm.gov

STOP FRAUD

**(877) 807-4010**

#### InsurTech

Christian Myers  
Chief Actuary

**(505) 695-5198**  
Christian.Myers@osi.nm.gov

#### Investigations

Elouisa "Lou" Macias  
Bureau Chief, Consumer Assistance & Civil Investigations Bureaus

**(505) 827-4549**  
elouisa.macias@state.nm.us

Margaret "Kika" Pena  
Division Director

**(505) 827-4561**  
margaret.pena@osi.nm.gov

#### Legislative

Kim Sewell  
Chief Administrator

**(505) 476-0315**  
Kim.Sewell@osi.nm.gov

#### Life & Health Division

Tom Birch  
Rate Analyst

**(505) 795-4755**  
Tom.Birch@osi.nm.gov

Brittany O'Dell  
Rate Analyst

**(505) 709-8405**  
Brittany.Odell@osi.nm.gov

Timothy Lopez  
Director, Health Policy & Compliance Bureau

**(505) 607-1680**  
Timothy.Lopez@osi.nm.gov

Alejandro Amparan  
Director, Pharmacy Benefits & Drug Compliance

**(505) 607-5996**  
Alejandro.Amparan@osi.nm.gov

Viara Ianakieva  
Director, Life & Health Division

**(505) 508-9073**  
Viara.Ianakieva@osi.nm.gov

Allen Dominguez  
Form Filing

**(855) 427-5674**

**Managed Health Care Bureau**

Margaret "Kika" Pena  
Division Director

**(505) 827-4561**  
margaret.pena@osi.nm.gov

Gurrattanpal 'Mickey' Singh  
Bureau Chief

**(505) 827-3811**  
Gurrattanpal.Singh@osi.nm.gov

**NAIC Liaison**

Victoria Baca  
Licensing Director

**(505) 827-4554**  
VictoriaA.Baca@osi.nm.gov

Kim Sewell  
Chief Administrator

**(505) 476-0315**  
Kim.Sewell@osi.nm.gov

**Premium Tax**

New Mexico Taxation & Revenue Department  
<https://www.tax.newmexico.gov/businesses/insurance-premium-tax-program>

**Producer (Agent) Licensing**

Victoria Baca  
Licensing Director

**(505) 827-4554**  
VictoriaA.Baca@osi.nm.gov

Vanessa DeJesus  
Bureau Chief

**(505) 827-4646**  
VanessaA.DeJesus@osi.nm.gov

**Property & Casualty Division**

Christian Myers  
Chief Actuary

**(505) 695-5198**  
Christian.Myers@osi.nm.gov

Tim Vigil  
Director

**(505) 827-4930**  
Timothy.Vigil@osi.nm.gov

Melissa Robertson  
Bureau Chief

**(505) 827-4552**  
Melissa.Robertson@osi.nm.gov

**Receivership**

Victoria Baca  
Licensing Director

**(505) 827-4554**  
VictoriaA.Baca@osi.nm.gov

**Records and Docketing**

Mariano Romero

**(505) 827-4499**  
Mariano.Romero@osi.nm.gov

**Service of Process**

Kayla Vigil

**(855) 427-5674**  
sop.mailbox@osi.nm.gov

**Statistical Reporting**

Christian Myers  
Chief Actuary

**(505) 695-5198**  
Christian.Myers@osi.nm.gov

**Title Insurance**

Mickey VanCuren  
Bureau Chief

**(505) 827-4536**  
Mickey.VanCuren@osi.nm.gov

Tim Vigil  
Director

**(505) 827-4930**  
Timothy.Vigil@osi.nm.gov

Laura Baca  
Title Bureau Compliance Officer

**(505) 827-4391**  
laura.baca@osi.nm.gov

# New York



**Adrienne A. Harris**  
**Superintendent**  
**Northeast Zone**

**Term of Office:**

At the Pleasure of the Governor;

Confirmed by the Senate

Appointed: September 13, 2021

Confirmed: January 25, 2022

Adrienne A. Harris was nominated to lead the New York State Department of Financial Services (DFS) by Governor Kathy Hochul in August 2021. She was confirmed by the New York State Senate on January 25, 2022.

Superintendent Harris began her career as an Associate at Sullivan and Cromwell LLP in New York City representing a number of U.S. and non-U.S. based corporations in various forms of litigation and regulatory matters, before accepting a position at the United States Department of the Treasury under President Obama.

While at the Treasury Department, Superintendent Harris served as a Senior Advisor to both Acting Deputy Secretary and Under Secretary for Domestic Finance Mary Miller, and Deputy Secretary Sarah Bloom Raskin. Her work ranged from financial reform efforts to identifying solutions to the student loan crisis, analyzing the nexus between foreign investment and national security, and working to promote financial inclusion and health in communities throughout the country.

Following her time at the Treasury Department, Superintendent Harris joined the White House, where she was appointed as Special Assistant to the President for Economic Policy, as part of the National Economic Council. In this role, Superintendent Harris managed the financial services portfolio, which included developing and executing strategies for financial reform and the implementation of Dodd-Frank, consumer protections for the American public, cybersecurity and housing finance reform priorities.

After leaving the White House in January 2017, Superintendent Harris went on to serve as General Counsel and Chief Business Officer at States Title, Inc. (now DOMA), which provides a more simple and affordable closing experience.

Prior to being nominated, Superintendent Harris also served as a Professor and as Faculty Co-Director at the Gerald R. Ford School of Public Policy's Center on Finance, Law and Policy at the University of Michigan, as well as a Senior Advisor at the Brunswick Group in Washington, D.C.

## Main

New York State Department of Financial Services  
One State Street  
New York, NY 10004-1151  
United States

## Phone Numbers

Main: **(212) 709-3500**

Main (Albany): **(518) 474-4567**

Agents and Brokers: **(518) 474-6630**

Consumer Complaints: **(212) 480-6400**

Consumer Complaints Toll-Free: **(800) 342-3736**

Insurance Fraud Hotline: **(888) 372-8369**

Multilingual (9 am - 5 pm Mon-Fri): **(518) 474-5138**

## Fax Numbers

Main: **(212) 709-3520**

Main (Albany): **(518) 473-6814**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.dfs.ny.gov/>

**Make Checks Payable to:** Premium Taxes: State Tax Commission; Department Fees: Superintendent of Financial Services

Bhavna Agnihotri  
Insurance - Executive Deputy Superintendent

Harriet Pearson  
Cybersecurity - Executive Deputy Superintendent

Kaitlin Asrow  
Research & Innovation - Executive Deputy Superintendent

Kevin Puvalowski  
Consumer Protection & Financial Enforcement - Acting Executive  
Deputy Superintendent

Peter Dean  
Office of General Counsel - General Counsel

Rajesh Bhandula  
Climate - Executive Deputy Superintendent

Shirin Emami  
Banking - Executive Deputy Superintendent

**(212) 709-5433**

Sumit Sud  
Insurance - Senior Deputy Superintendent

**(212) 459-7832**

**Contact Persons**



# North Carolina



**Mike Causey**  
**Commissioner**  
**Southeast Zone**

Term of Office:  
Four years

Elected:  
November 8, 2016  
Re-elected: November 3, 2020

## Main

North Carolina Department of Insurance  
1201 Mail Service Center  
Raleigh, NC 27699-1201  
United States

## Email Address

firstname.lastname@ncdoi.gov

## Phone Numbers

Main: **(919) 807-6000**  
Toll-free Nationwide: **(855) 408-1212**

## Fax Numbers

Main: **(919) 715-8889**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.ncdoi.gov/>

**Make Checks Payable to:** North Carolina Department of Insurance

Amy Funderburk  
General Counsel

**(919) 807-6093**

Jackie Obusek  
Chief Deputy Commissioner

**(919) 807-6166**

John Harrison  
Chief Information Officer

**(919) 807-6122**

John Hoomani  
Chief Operating Officer

**(919) 807-6093**

North Carolina Insurance Commissioner and State Fire Marshal Mike Causey has been a small businessman, insurance agent, and insurance agency owner with 25 years in the insurance industry.

He's a native of Guilford County and still lives in the same house on the Causey family farm where he grew up.

Commissioner Causey learned the values of hard work growing up on the family farm. After going off to school and serving the U.S. Army, Mike worked as a field engineer in the construction industry and then began his career in the insurance industry where he learned virtually every facet of the insurance industry - working as an agency manager, as superintendent of agencies and owning his own agency.

Commissioner Causey enjoys serving the citizens of North Carolina as the NC Department of Insurance meets the insurance and safety needs of North Carolina families and businesses.

## **Contact Persons**

### **Agent Services**

Angela Hatchell  
Deputy Commissioner

**(919) 807-6800**  
asd@ncdoi.gov

### **Annual Statement Fees**

Jessica Price  
Chief Financial Analyst

**(919) 807-6169**  
jessica.price@ncdoi.gov

### **Antifraud Division**

Marty Sumner  
Senior Deputy Commissioner, Fraud Control Group

**(919) 807-6846**  
marty.sumner@ncdoi.gov

### **Captives**

Lori Gorman  
Deputy Commissioner

**(919) 807-6165**  
lori.gorman@ncdoi.gov

### **Computer Systems and Telecommunications**

John Harrison  
Chief Information Officer

**(919) 807-6122**  
john.harrison@ncdoi.gov

### **Consumer Assistance**

Vacant  
Senior Deputy Commissioner, Consumer Assistance Group

**(919) 814-9874**

### **Consumer Assistance Programs**

Seniors' Health Insurance Information Program (SHIIP),  
Consumer Services Division, Health Insurance Smart NC

**(855) 408-1212**

Vacant  
Deputy Commissioner, Consumer Services

**(919) 814-9875**

Melinda Munden  
Deputy Commissioner, SHIIP

**(919) 814-9942**  
melinda.munden@ncdoi.gov

### **Continuing Care - Retirement Centers and Self-Insured Workers' Compensation Individuals**

Nancy Wise  
Manager

**(919) 807-6178**  
nancy.wise@ncdoi.gov

### **Controller's Office**

Jason Forlines  
Controller

**(919) 807-6036**  
jason.forlines@ncdoi.gov

### **Engineering**

Carl Martin  
Deputy Commissioner

**(919) 647-0009**  
carl.martin@ncdoi.gov

### **Financial Analysis and Company Licensing**

Jessica Price  
Chief Financial Analyst

**(919) 807-6169**  
jessica.price@ncdoi.gov

**Financial Examinations**

Monique Smith  
Deputy Commissioner

**(919) 807-6605**  
monique.smith@ncdoi.gov

**Fire and Rescue Commission**

Brian Wade  
Deputy Director, Training and Inspections

**(919) 647-0090**  
brian.wade@ncdoi.gov

**InsurTech**

John Harrison  
Chief Information Officer

**(919) 807-6122**  
john.harrison@ncdoi.gov

**Life & Health Insurance**

Ted Hamby  
Deputy Commissioner

**(919) 807-6058**  
ted.hamby@ncdoi.gov

**Manufactured Building**

Vacant  
Deputy Director

**Market Regulation**

Teresa Knowles  
Deputy Commissioner

**(919) 807-6886**  
teresa.knowles@ncdoi.gov

**Personnel**

Jerry Daniels  
Personnel Officer

**(919) 807-6049**  
jerry.daniels@ncdoi.gov

**Prevention, Programs, and Grants**

Shannon Bullock  
Deputy Director

**(919) 647-0071**  
shannon.bullock@ncdoi.gov

**Product Regulation**

Tracy Biehn  
Senior Deputy Commissioner, Product Regulation Group

**(919) 807-6889**  
tracy.biehn@ncdoi.gov

**Property & Casualty Insurance**

Fred Fuller  
Deputy Commissioner

**(919) 807-6080**  
fred.fuller@ncdoi.gov

**Public Information**

Jason Tyson  
Director of Communications

**(919) 807-6017**  
jason.tyson@ncdoi.gov

**Regulatory Actions**

Vacant  
Chief Regulatory Specialist

**Risk Management**

Bryan Heckle  
Deputy Director

**(919) 661-5880**  
bryan.heckle@ncdoi.gov

**Security Deposits**

Jessica Price  
Chief Financial Analyst

**(919) 807-6169**  
jessica.price@ncdoi.gov

**State Fire Marshal**

Brian Taylor  
Chief State Fire Marshal, Assistant Commissioner

**(919) 647-0003**  
brian.taylor@ncdoi.gov

# North Dakota



**Jon Godfread**  
**Commissioner**  
**NAIC President-Elect**  
**Midwest Zone**

Term of Office:  
Four years

Elected:  
November 8, 2016

Re-elected: November 3, 2020

## Main

North Dakota Insurance Department  
600 East Boulevard Avenue  
5th Floor  
Bismarck, ND 58505-0320  
United States

## Email Address

insurance@nd.gov

## Phone Numbers

Main: **(701) 328-2440**

Toll-Free Number (In-State Only): **(800) 247-0560**

## Fax Numbers

Main: **(701) 328-4880**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://insurance.nd.gov>

**Make Checks Payable to:** North Dakota Insurance Department

John R. Arnold  
Deputy Insurance Commissioner

**(701) 328-2440**

## Contact Persons

### **Agent Licensing**

Janelle Middlestead  
Division Director, Producer Licensing

**(701) 328-4460**

[jlmiddlestead@nd.gov](mailto:jlmiddlestead@nd.gov)

Jon Godfread was elected North Dakota's 22nd Insurance Commissioner on November 8, 2016, and re-elected on November 3, 2020.

In service to the citizens of North Dakota, Godfread has prioritized consumer advocacy, ensuring North Dakotans are better aware of the services offered by the Insurance Department beyond industry regulation. He has also worked to restructure the department for efficient, effective use of tax-payer dollars, along with employee satisfaction.

On a national level, Godfread has been an active voice in discussions about insurance regulations including use of technology, air ambulance service, and healthcare reinsurance. He currently serves as NAIC President-Elect and as a member of the Executive (EX) Committee.

Prior to serving as Insurance Commissioner, Godfread was most recently Vice President of Governmental Affairs for the Greater North Dakota Chamber in Bismarck. His background also includes banking and professional athletics. He has held prominent roles in discussions around the federal Affordable Care Act (ACA), across-the-board tax reductions for North Dakotans, creation of the North Dakota Outdoor Heritage Fund, K-12 education efforts and more.

Godfread earned a law degree and a Master of Business Administration (MBA) from the University of North Dakota in 2011. He earned his bachelor's degree in business with honors from the University of Northern Iowa in 2005.

**Budget**

Susan Daou  
Account/Budget Specialist

(701) 328-2930  
sdaou@nd.gov

**Consumer Complaints and Inquires - Life & Health**

Chrystal Bartuska  
Life & Health Director/Medicare Division Director

(701) 328-2441  
cabartuska@nd.gov

Angie Voegelé  
Consumer Assistance Analyst

(701) 328-2940  
amvoegele@nd.gov

**Consumer Complaints and Inquires - Property & Casualty**

Vacant  
Division Director, Property & Casualty

Holly Brockman  
Consumer Assistance Analyst

(701) 328-2932  
hbrockman@nd.gov

**Deposits**

Rachel Kriege  
Administrative Division Director

(701) 328-2931  
rkriege@nd.gov

**Examinations - Financial**

Matt Fischer  
Chief Examiner and Division Director/Company Licensing and Examinations

(701) 328-9617  
mattfischer@nd.gov

**Examinations - Market Conduct**

Johnny Palsgraaf  
General Counsel

(701) 328-2440  
jpalsgraaf@nd.gov

**General Counsel**

Johnny Palsgraaf  
General Counsel

(701) 328-2440  
jpalsgraaf@nd.gov

**InsurTech**

Johnny Palsgraaf  
General Counsel

(701) 328-2440  
jpalsgraaf@nd.gov

**Investigations and Fraud**

Rebecca Kopp  
Special Investigator

(701) 328-4641  
rakopp@nd.gov

Dale Pittman  
Fraud Investigation Division Director

(701) 328-2884  
jdpittman@nd.gov

**Media Relations/Public Information**

Jacob Just  
Director of Communications

(701) 328-2684  
jjust@nd.gov

**NAIC Liaison**

John R. Arnold  
Deputy Insurance Commissioner

(701) 328-2440  
jrarnold@nd.gov

**Policy and Form Filings - Life & Health**

Colton Storseth  
Life and Health Actuary

(701) 328-4979  
cstorseth@nd.gov

Chrystal Bartuska  
Life & Health Director/Medicare Division Director

(701) 328-2441  
cabartuska@nd.gov

**Policy, Form, and Rate Filings - Property & Casualty**

Mike Andring  
Property and Casualty Actuary

**(701) 328-4937**  
mandring@nd.gov

Vacant  
Division Director, Property & Casualty

**Premium Tax**

Susan Daou  
Account/Budget Specialist

**(701) 328-2930**  
scdaou@nd.gov

**Statistical Reporting**

Jacob Just  
Director of Communications

**(701) 328-2684**  
jjust@nd.gov

# Ohio



**Judith L. French**  
**Director**  
**Midwest Zone**

Term of Office:  
At the Pleasure of the Governor  
Appointed: February 8, 2021

Judith L. French was appointed to serve as Director of the Ohio Department of Insurance on February 8, 2021, by Governor Mike DeWine. French serves as a member of Governor DeWine's cabinet and is responsible for the overall leadership and direction of the department.

Prior to becoming Director, French served as a justice of the Ohio Supreme Court and was the tenth woman to serve in that role in Ohio's history. During her eight years on the court, Justice French participated in thousands of decisions and authored more than 100 opinions. In addition, she successfully pursued reforms to improve Ohio's judiciary and justice system, and was appointed by the U.S. Chief Justice to serve on the Federal Appellate Rules Committee.

For nearly three decades, Director French has served the people of Ohio. Before becoming a justice, she served the state as an appellate judge, chief legal counsel to the governor, an assistant attorney general, and a state government lawyer. As an attorney representing the State of Ohio, she made two arguments before the United States Supreme Court.

Prior to joining the public sector, French worked as an attorney with the Columbus law firm of Porter, Wright, Morris & Arthur, specializing in environmental law. She also served as in-house counsel for a large manufacturing company.

Director French received three degrees from The Ohio State University: a B.A. in political science, an M.A. in history (with a concentration in military history and strategic studies), and a J.D., with honors. She is a member of the Moritz College of Law National Council, and in 2018 was awarded the college's Distinguished Jurist Award for her work on the bench.

French currently resides in Grandview Heights, near Columbus, with her husband. They have two children and two grandchildren.

## Main

Ohio Department of Insurance  
50 W. Town Street  
Suite 300  
Columbus, OH 43215  
United States

## Email Address

firstname.lastname@insurance.ohio.go

## Phone Numbers

Main: **(614) 644-2658**  
Consumer Services Division: **(800) 686-1526**  
Fraud Division: **(800) 686-1527**  
OSHIIP: **(800) 686-1578**  
Risk Assessment: **(614) 644-2647**  
Legal: **(614) 644-2640**  
Licensing Division: **(614) 644-2665**

## Fax Numbers

Main: **(614) 644-3743**  
Consumer Services: **(614) 644-3744**  
Fraud and Enforcement: **(614) 387-0092**  
Property and Casualty: **(614) 728-1280**  
Risk Assessment: **(614) 644-3256**  
Legal: **(614) 644-3742**  
Licensing Division: **(614) 387-0096**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://insurance.ohio.gov/>

**Make Checks Payable to:** Ohio Treasurer Robert Sprague

Jana Jarrett (614) 644-3378  
Assistant Director, Consumer Services

Laura Miller (614) 728-1208  
Actuarial Services and Product Regulation-Life, Health and Managed Care

Mariah Marcum (614) 728-1059  
Executive Assistant to Director

Matt Peters (614) 644-3318  
Deputy Director

Todd Oberholtzer (614) 387-1459  
Regulatory Compliance Director

### Contact Persons

#### **Accident & Health Insurance - HMO Division**

Marjorie Ellis (614) 644-3451  
Actuarial Services and Product Regulation-Life, Health and Managed Care  
[marjorie.ellis@insurance.ohio.gov](mailto:marjorie.ellis@insurance.ohio.gov)

#### **Agent Licensing**

Karen Vourvopoulos (614) 728-1249  
Licensing-License Division  
[karen.vourvopoulos@insurance.ohio.gov](mailto:karen.vourvopoulos@insurance.ohio.gov)

#### **Annual Statements**

Cameron Piatt (614) 728-1074  
Assistant Chief, Taxes, Admissions, and Foreign Analysis  
[cameron.piatt@insurance.ohio.gov](mailto:cameron.piatt@insurance.ohio.gov)

#### **Captive Insurance**

Tracy Snow (614) 728-1263  
Chief Examiner, Risk Assessment  
[tracy.snow@insurance.ohio.gov](mailto:tracy.snow@insurance.ohio.gov)

#### **Company Licensing**

Cameron Piatt (614) 728-1074  
Assistant Chief, Taxes, Admissions, and Foreign Analysis  
[cameron.piatt@insurance.ohio.gov](mailto:cameron.piatt@insurance.ohio.gov)

#### **Consumer Complaints and Inquiries**

Jana Jarrett (614) 644-3378  
Assistant Director, Consumer Services  
[jana.jarrett@insurance.ohio.gov](mailto:jana.jarrett@insurance.ohio.gov)

#### **Consumer Counseling Program for Seniors**

Christina Reeg (614) 644-3464  
Consumer Affairs-SHIIIP Program Director  
[christina.reeg@insurance.ohio.gov](mailto:christina.reeg@insurance.ohio.gov)

#### **Deposits**

Melissa Chualas (614) 752-0720  
Fiscal Operations  
[melissa.chualas@insurance.ohio.gov](mailto:melissa.chualas@insurance.ohio.gov)

#### **Enforcement**

David Barney (614) 644-3193  
Fraud and Enforcement-Enforcement Division  
[david.barney@insurance.ohio.gov](mailto:david.barney@insurance.ohio.gov)

#### **Examinations - Agent**



Karen Vourvopoulos  
Licensing-License Division

(614) 728-1249  
karen.vourvopoulos@insurance.ohio.gov

**Examinations - Financial**

Tracy Snow  
Chief Examiner, Risk Assessment

(614) 728-1263  
tracy.snow@insurance.ohio.gov

**Examinations - Market Conduct**

Todd Oberholtzer  
Regulatory Compliance Director

(614) 387-1459  
todd.oberholtzer@insurance.ohio.gov

**Fees - Agents**

Karen Vourvopoulos  
Licensing-License Division

(614) 728-1249  
karen.vourvopoulos@insurance.ohio.gov

**Fees - Company**

Melissa Chuvalas  
Fiscal Operations

(614) 752-0720  
melissa.chuvalas@insurance.ohio.gov

**Fraud**

Vacant  
Fraud and Enforcement - Fraud Division

**InsurTech**

Matt Walsh  
Attorney

614-644-2566  
matthew.walsh@insurance.ohio.gov

**Media Relations/Public Information**

Leslie Minnich  
Chief, Communications

(614) 728-1292  
leslie.minnich@insurance.ohio.gov

**Policy and Form Filing - Life & Health**

Marjorie Ellis  
Actuarial Services and Product Regulation-Life, Health and Managed  
Care

(614) 644-3451  
marjorie.ellis@insurance.ohio.gov

**Policy and Form Filing - Property & Casualty**

Maureen Motter  
Actuarial Services and Product Regulation-Property and Casualty

(614) 644-3361  
maureen.motter@insurance.ohio.gov

**Premium Tax**

Cameron Piatt  
Assistant Chief, Taxes, Admissions, and Foreign Analysis

(614) 728-1074  
cameron.piatt@insurance.ohio.gov

**Property & Casualty - Personal and Commercial Lines Rates**

Tom Botsko  
Actuarial Services and Product Regulation-Property and Casualty

(614) 387-2819  
thomas.botsko@insurance.ohio.gov

**Rates - Health**

Laura Miller  
Actuarial Services and Product Regulation-Life, Health and Managed  
Care

(614) 728-1208  
laura.miller@insurance.ohio.gov

**Rates - Life**

Pete Weber  
Actuarial Services and Product Regulation-Life, Health and Managed  
Care

(614) 644-3311  
peter.weber@insurance.ohio.gov

**Statistical Reporting**

Maureen Motter  
Actuarial Services and Product Regulation-Property and Casualty

(614) 644-3361  
maureen.motter@insurance.ohio.gov

# Oklahoma



**Glen Mulready**  
**Commissioner**  
**Chair, Midwest Zone**

Term of Office:  
Four years

Elected:  
November 6, 2018  
Re-elected: November 8, 2022

Glen Mulready serves as Oklahoma's 13th insurance commissioner. A former state legislator and longtime insurance professional, he was recently unopposed in his bid for reelection, and will start a second term as insurance commissioner in 2023. Commissioner Mulready was first elected to the state-wide position in 2019.

Commissioner Mulready started his insurance career as a broker in 1984 and later served in executive roles for Oklahoma's two largest health insurance companies. In 2010, Mulready entered public service and was elected to represent West Tulsa, Jenks, and Glenpool in the Oklahoma House of Representatives. During his tenure in the house, Commissioner Mulready became a policy leader on many transformative insurance issues and held several roles, including, Insurance Committee chair and House Majority Floor Leader. In 2011, Governing Magazine named Mulready one of 17 "GOP Legislators to Watch Nationally."

As Commissioner, Mulready has led initiatives to increase the number of health insurance carriers available to Oklahomans, bring more attention to consumer education, and remove burdensome regulation in the department's administrative code. Since 2019, the Oklahoma Insurance Department has recovered over \$20 million for Oklahoma consumers. Commissioner Mulready supports efforts to continue to apply best practices, modernize the department and embrace new technology to serve the people of Oklahoma better.

Commissioner Mulready has also been a leader nationally representing Oklahoma as chairman of the NAIC Midwest Zone and chairman of the Health Insurance and Managed Care (B) Committee. As a firm believer in the free market and a longtime advocate for affordable health care for all Oklahomans, Commissioner Mulready believes creating more choices for consumers will help reduce the number of uninsured Oklahomans and improve affordability in the insurance market. When he was first elected, only two plan options were available in the Oklahoma Health Insurance Marketplace. Currently, seven insurers are now offering products to Oklahoma consumers.

Moreover, Commissioner Mulready sponsored the original Insurance Business Transfer (IBT) Act, now law and is recognized as one of the most innovative insurance regulations in the country. Since 2020, the first two IBT transactions in United States history were completed in Oklahoma. In addition, Oklahoma is also focused on recruiting Captive Insurance domiciles. Over one-third of currently licensed captives came to Oklahoma during Commissioner Mulready's first two years in office.

Commissioner Mulready and Sally, his wife of 34 years, are the proud parents of three college-aged sons: Sam, Jake, and Will. Commissioner Mulready is very active in the community, having served on numerous boards and committees, including Big Brothers Big Sisters, the Juvenile Diabetes Research Fund, March of Dimes, Shepherds Fold Ranch Christian Summer Camp, Crime Commission and Tulsa Tough. Commissioner Mulready and his wife were the recipients of Leadership Tulsa's Paragon Award for their work with Big Brothers Big Sisters in 2018.

## Main

Oklahoma Insurance Department  
400 NE 50th Street  
Oklahoma City, OK 73105  
United States

## Email Address

firstname.lastname@oid.ok.gov

## Phone Numbers

Main (Oklahoma City): **(405) 521-2828**  
Toll-Free Number (In-State Only): **(800) 522-0071**  
Main (Tulsa): **(918) 295-3700**

**Fax Numbers**

Main (Oklahoma City): **(405) 521-6635**

Main (Tulsa): **(918) 994-7916**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.ok.gov/oid/>

**Make Checks Payable to:** Oklahoma Insurance Department

Andy Schallhorn Deputy Commissioner of Financial Regulations and Chief Actuary	<b>(405) 522-4969</b>
Ashley Scott Director of PBM Licensing	<b>(405) 521-6616</b>
Ashley Scott Government and Community Affairs Director	<b>(405) 521-6616</b>
Brian Downs Chief of Staff; First Deputy Commissioner	<b>(405) 521-6654</b>
Carrie Kerns Executive Assistant to the Commissioner	<b>(405) 522-0891</b>
Denise Figueroa Chief Technology Officer	<b>(405) 522-4616</b>
Donna Dorr Director of Consumer Assistance	<b>(405) 521-4524</b>
Erin Wainner Deputy Commissioner of Licensing Services	<b>(405) 522-0897</b>
Kim Hunter General Counsel	<b>(405) 522-6335</b>
Kurt Cagle Director of Rate and Form	<b>(405) 522-3447</b>
Liz Heigle Chief Communications Officer	<b>(405) 522-0683</b>
Mike Rhoads Deputy Commissioner of Consumer Services	<b>(918) 295-3702</b>
Ray Walker Medicare Assistance Program Director	<b>(405) 521-6632</b>
Sherry Marczewski Comptroller	<b>(405) 522-4581</b>

**Contact Persons**

**Actuarial**

Andy Schallhorn  
Deputy Commissioner of Financial Regulations and Chief Actuary

**(405) 522-4969**  
[andrew.schallhorn@oid.ok.gov](mailto:andrew.schallhorn@oid.ok.gov)

**Anti-Fraud Unit**

Rick Wagnon  
Chief Investigator

**(405) 522-6180**  
[rick.wagnon@oid.ok.gov](mailto:rick.wagnon@oid.ok.gov)

**Captive Insurance**

Steve Kinion  
Captive Director

**(405) 522-2374**  
steve.kinion.ctr@oid.ok.gov

**Community Outreach**

Ashley Scott  
Government and Community Affairs Director

**(405) 521-6616**  
ashley.scott@oid.ok.gov

**Comptroller**

Sherry Marczewski  
Comptroller

**(405) 522-4581**  
sherry.marczewski@oid.ok.gov

**Consumer Assistance**

Donna Dorr  
Director of Consumer Assistance

**(405) 521-4524**  
donna.dorr@oid.ok.gov

**Consumer Counseling Program for Seniors**

Ray Walker  
Medicare Assistance Program Director

**(405) 521-6632**  
ray.walker@oid.ok.gov

**Continuing Education**

Erin Wainner  
Deputy Commissioner of Licensing Services

**(405) 522-0897**  
erin.wainner@oid.ok.gov

**Financial Analysis**

Diane Carter  
Chief Financial Analyst

**(405) 522-6337**  
diane.carter@oid.ok.gov

**Financial Examinations**

Eli Snowbarger  
Chief Financial Examiner

**(405) 522-6179**  
eli.snowbarger@oid.ok.gov

**Government Relations and Public Policy**

Ashley Scott  
Government and Community Affairs Director

**(405) 521-6616**  
ashley.scott@oid.ok.gov

**Health Policy**

Mike Rhoads  
Deputy Commissioner of Consumer Services

**(918) 295-3702**  
mike.rhoads@oid.ok.gov

**Human Resources**

Angie Powers  
Human Resources Director

**(405) 522-0207**  
angie.powers@oid.ok.gov

**InsurTech**

Teresa Green  
Senior Counsel

**405-521-6654**  
teresa.green@oid.ok.gov

**Legal**

Kim Hunter  
General Counsel

**(405) 522-6335**  
kim.hunter@oid.ok.gov

**Market Regulation**

Landon Hubbart  
Chief of Market Regulation

**(405) 521-2379**  
landon.hubbart@oid.ok.gov

**Media Relations**

Liz Heigle  
Chief Communications Officer

**(405) 522-0683**  
liz.heigle@oid.ok.gov

**Pharmacy Benefits Manager**

Ashley Scott  
Director of PBM Licensing

**(405) 521-6616**  
ashley.scott@oid.ok.gov

**Producer Licensing**

Courtney Khodabakhsh  
Director of Licensing

**(405) 522-0806**  
courtney.khodabakhsh@oid.ok.gov

**Rates and Forms**

Cuc Nguyen  
Chief Rate & Form Analyst

**(405) 522-4608**  
cuc.nguyen@oid.ok.gov

Kurt Cagle  
Director of Rate and Form

**(405) 522-3447**  
kurt.cagle@oid.ok.gov

**Receivership**

Kim Hunter  
General Counsel

**(405) 522-6335**  
kim.hunter@oid.ok.gov

**Workers' Compensation**

Kim Hunter  
General Counsel

**(405) 522-6335**  
kim.hunter@oid.ok.gov

# Oregon



**Andrew R. Stolfi**  
**DCBS Director/Insurance**  
**Commissioner**  
**Vice Chair, Western Zone**

Term of Office:  
Indefinite

Appointed: February 1, 2018  
Reappointed: April 7, 2020

Andrew R. Stolfi was appointed Department of Consumer and Business Services (DCBS) director in April 2020. He is also the state's insurance commissioner. He began with the department in February 2018 as Division of Financial Regulation administrator and insurance commissioner.

Previously, Stolfi spent six years in Switzerland at the International Association of Insurance Supervisors, most recently serving as chief operating officer and chief counsel. He was responsible for leading the operations, legal, communications, finance, risk management, and human resources functions. He was also a key advisor to the association's Executive Committee and served as its first communications officer.

Before joining the association, Stolfi served in various senior management roles at the Illinois Department of Insurance, including acting director, chief of staff, and special counsel for policy and legislative affairs. In Illinois, he developed and managed all aspects of the department's legislative agenda and day-to-day operations.

Stolfi is an active participant at the NAIC, where he currently serves as vice chair of the Western Zone and a member of the Executive (EX) Committee. He also serves as chair of the NAIC/Consumer Liaison Committee, co-vice chair of the Climate and Resiliency (EX) Task Force, and vice chair of the Consumer Participation Board of Trustees.

His legal background includes serving as attorney and policy analyst in the Office of the Governor of the State of Illinois, as judicial law clerk for the Honorable Thomas E. Hoffman in the Illinois Appellate Court, First District, and as a special assistant corporation counsel for the City of Chicago Law Department.

Stolfi received a Bachelor of Science degree from the University of Vermont and a law degree with honors from Chicago-Kent College of Law. He resides in Salem with his wife and two children.

## Main

Oregon Department of Consumer and Business Services Division of  
Financial Regulation  
P.O. Box 14480  
Salem, OR 97309-0405  
United States

## Email Address

[DFR.InsuranceHelp@dcbs.oregon.gov](mailto:DFR.InsuranceHelp@dcbs.oregon.gov)

## Phone Numbers

Main: **(503) 947-7980**  
Toll-free: **(888) 877-4894**

## Fax Numbers

Main: **(503) 947-0088**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://dfr.oregon.gov>

**Make Checks Payable to:** Department of Consumer and Business Services

Alex Cheng  
Deputy Administrator (971) 283-1958

Kirsten Anderson  
Deputy Administrator (503) 507-2454

TK Keen  
Administrator, Division of Financial Regulation (503) 586-8143

### Contact Persons

#### **Administrative Rules**

Jesse O'Brien  
Manager, Policy (971) 707-3670  
jesse.e.obrien@dcbs.oregon.gov

#### **Annual Statements**

Ryan Keeling  
Senior Financial Analyst (503) 599-9434  
ryan.w.keeling@dcbs.oregon.gov

#### **Company Licensing**

Ryan Keeling  
Senior Financial Analyst (503) 599-9434  
ryan.w.keeling@dcbs.oregon.gov

#### **Consumer Advocacy**

Tricia Goldsmith  
Manager, Consumer Advocacy (503) 947-7275  
tricia.a.goldsmith@dcbs.oregon.gov

#### **Consumer Outreach**

Karla Martinez  
Manager, Consumer Education (503) 947-7885  
karla.p.martinez@dcbs.oregon.gov

#### **Department Counsel**

Jake Gill  
General Counsel, Assistant Attorney General (503) 947-4540  
jacob.gill@doj.state.or.us

Pramela Reddi  
General Counsel, Sr. Assistant Attorney General (503) 947-4540  
pramela.reddi@doj.oregon.gov

#### **Deposits**

Ellie Warrington  
Security Deposit Analyst (503) 947-7259  
web.inscomp@oregon.gov

#### **Examinations - Financial**

Teresa Borrowman  
Chief Financial Examiner (971) 701-0557  
teresa.l.borrowman@dcbs.oregon.gov

#### **Examinations - Producer**

Eric Cutler  
Manager, Insurance Licensing & Retaliatory Tax (971) 375-7468  
Eric.Cutler@dcbs.oregon.gov

#### **Fees - Company**

Ryan Keeling  
Senior Financial Analyst (503) 599-9434  
ryan.w.keeling@dcbs.oregon.gov

#### **Fees-Licensing**

Eric Cutler  
Manager, Insurance Licensing & Retaliatory Tax (971) 375-7468  
Eric.Cutler@dcbs.oregon.gov

#### **Financial Analysis**

Ryan Keeling Senior Financial Analyst	(503) 599-9434 ryan.w.keeling@dcbs.oregon.gov
<b>Financial Regulation Section</b> Kirsten Anderson Deputy Administrator	(503) 507-2454 kirsten.l.anderson@dcbs.oregon.gov
<b>Insurance Product Reg. P&amp;C</b> Cassie Soucy Manager, Compliance	(503) 983-3895 cassandra.soucy@dcbs.oregon.gov
<b>InsurTech</b> Alex Cheng Deputy Administrator	(971) 283-1958 alex.cheng@dcbs.oregon.gov
<b>Investigations and Enforcement</b> Dorothy Bean Chief of Enforcement	(503) 947-7485 dorothy.bean@dcbs.oregon.gov
<b>Legislative</b> Jesse O'Brien Manager, Policy	(971) 707-3670 jesse.e.obrien@dcbs.oregon.gov
<b>Life and Health Actuarial</b> Tim Hinkel Actuary, Life/Health	(503) 910-4038 timothy.r.hinkel@dcbs.oregon.gov
Drew Bux Actuary, Life/Health	(503) 476-5746 andrew.bux@dcbs.oregon.gov
Michael Sink Actuary, Life/Health	(971) 673-2031 michael.d.sink@dcbs.oregon.gov
<b>Media Relations/Public Information</b> Jason Horton Public Information Officer	(503) 798-6376 jason.a.horton@dcbs.oregon.gov
<b>Policy Analysis</b> Jesse O'Brien Manager, Policy	(971) 707-3670 jesse.e.obrien@dcbs.oregon.gov
<b>Producer Licensing</b> Eric Cutler Manager, Insurance Licensing & Retaliatory Tax	(971) 375-7468 Eric.Cutler@dcbs.oregon.gov
<b>Product Regulation</b> Tashia Sizemore Insurance Product Regulation and Compliance Manager	(971) 283-0102 tashia.sizemore@dcbs.oregon.gov
<b>Property and Casualty-Actuarial</b> Dave Dahl Actuary - Property/Casualty	(503) 899-0227 david.f.dahl@dcbs.oregon.gov
<b>Rate and Form Filing - Life &amp; Health</b> Tashia Sizemore Insurance Product Regulation and Compliance Manager	(971) 283-0102 tashia.sizemore@dcbs.oregon.gov
<b>Rate and Form Filing - Property &amp; Casualty</b> Cassie Soucy Manager, Compliance	(503) 983-3895 cassandra.soucy@dcbs.oregon.gov
<b>Receivership</b>	



Ryan Keeling  
Senior Financial Analyst

**(503) 599-9434**  
ryan.w.keeling@dcbs.oregon.gov

**Retaliatory Tax**

Gail McFarlin

**(971) 375-7434**  
gail.mcfarlin@dcbs.oregon.gov

Shannon O'Shea

**(503) 856-2225**  
shannon.oshea@dcbs.oregon.gov

**Statistical Reporting**

Spencer Peacock  
Data Analyst

**(971) 345-1129**  
spencer.c.peacock@dcbs.oregon.gov

**Surplus Lines Coordinator**

Shannon O'Shea

**(503) 856-2225**  
shannon.oshea@dcbs.oregon.gov

# Pennsylvania



**Michael Humphreys**  
**Commissioner**  
**Secretary, Northeast Zone**

Term of Office:

At the Pleasure of the Governor

Appointed: February 26, 2022

Confirmed: June 26, 2023

Michael Humphreys was named Acting Insurance Commissioner on February 26, 2022, and confirmed unanimously by the Pennsylvania Senate on June 26, 2023. As commissioner, Humphreys is charged with the responsibility of regulating the Commonwealth's insurance marketplace, overseeing licensed agents and insurance professionals, monitoring the financial landscape of companies doing business in Pennsylvania, educating consumers, and ensuring residents are treated fairly.

In his role, under the direction of Governor Shapiro, Humphreys has taken immediate steps to make mental health and substance use disorder parity a reality in the Commonwealth. Under Humphreys' leadership, the Insurance Department has strengthened its review of mental health and substance use disorder coverage in 2024 health plans and launched a new round of market conduct examinations targeting insurer compliance with parity laws. These actions are intended to hold insurers accountable so that benefits are covered fairly.

Humphreys joined the Pennsylvania Insurance Department (PID) as the Department was working closely with Pennie, the state-based health insurance exchange created by Act 42, to ensure a successful roll-out of the new initiative that would become the home for high-quality, affordable health insurance plans in Pennsylvania. The launch of Pennie was a landmark step for health care in the Commonwealth as Pennie continues to be a key source of affordable coverage for hundreds of thousands of Pennsylvanians.

Humphreys also co-chaired the Behavioral Health Commission for Adult Mental Health that recommended to the legislature how to best spend \$100 million on adult behavioral health needs.

Prior to being appointed, Humphreys served as the Chief of Staff for the Insurance Department since September 2019, and before joining the PID, Humphreys served as Assistant Commissioner for Insurance at the Tennessee Department of Commerce and Insurance (TDCI). In Tennessee, he oversaw the Insurance Division as it was reaccredited by the National Association of Insurance Commissioners.

Humphreys has a Master's in Public Administration from Bowling Green State University and a Bachelor of Arts in Political Science from the University at Buffalo.

Pennsylvania is the fifth-largest insurance market in the United States, in terms of premium volume, and the 14th-largest insurance market in the world.

## Main

Pennsylvania Insurance Department  
1326 Strawberry Square  
Harrisburg, PA 17120  
United States

## Phone Numbers

Main: **(717) 787-7000**

Consumer Service Office - Hotline: **(877) 881-6388**

Consumer Service Office - Harrisburg: **(717) 787-2317**

## Fax Numbers

Main: **(717) 772-1969**

**Office Hours:** 8:30 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.insurance.pa.gov>

**Make Checks Payable to:** Commonwealth of Pennsylvania

Caroline Boehm Policy Director	(717) 787-0164
David Buono Deputy Commissioner	(717) 772-4335
Karin Rodriguez Executive Assistant to Commissioner	(717) 783-0442
Kathy Speaks Chief Counsel	(717) 787-2567
Ken Kitch Manager, Bureau of Information Technology	(717) 783-2128
Laura Slaymaker Deputy Commissioner	(717) 787-6009
Michael Humphreys Commissioner	(717) 787-0684
Nicole Werner Chief Administrative Judge	(717) 783-2126
Shannen Logue Deputy Commissioner	(717) 787-0872
Vacant Director, Legislative Affairs	

## Contact Persons

### **Bureau of Life, Accident & Health Insurance**

Lindi Swartz  
Director, Bureau of Life, Accident and Health Insurance

**(717) 783-4335**  
linswartz@pa.gov

### **Consumer Complaints and Inquires**

Jeff Rohaly  
Director, Bureau of Consumer Services

**(717) 783-2157**  
wrohaly@pa.gov

### **Department Counsel**

Kathryn Speaks  
Chief Counsel

**(717) 787-2567**  
kspeaks@pa.gov

### **Examinations - Financial**

Shannon Hopkins  
Acting Director, Bureau of Financial Examinations

shhopkins@pa.gov

### **Examinations - Market Conduct**

Gary Jones  
Director, Bureau of Market Actions

**(717) 346-3888**  
jogar@pa.gov

### **Financial Analysis and Company Licensing**

Vacant  
Director, Company Licensing & Analysis

### **InsurTech**

Michael Humphreys  
Commissioner

**(717) 787-0684**  
mhumphreys@pa.gov

### **NAIC Liaison**

Karin Rodriguez  
Executive Assistant to Commissioner

**(717) 783-0442**  
karrodri@pa.gov

### **Property & Casualty - Commercial Lines**

Mark Lersch  
Bureau of Property and Casualty Insurance

**(717) 787-4192**  
mlersch@pa.gov

### **Property & Casualty - Personal Lines**

Mark Lersch  
Bureau of Property and Casualty Insurance

**(717) 787-4192**  
mlersch@pa.gov

### **Rate and Form Filing - Life, Accident & Health Insurance**

Lars Thorne  
Director, Bureau of Life, Accident and Health Insurance

**(717) 439-7469**  
lthorne@pa.gov

### **Rate and Form Filing - Property & Casualty**

Mark Lersch  
Bureau of Property and Casualty Insurance

**(717) 787-4192**  
mlersch@pa.gov

### **Right-to-Know Law Office**

Brad Harker  
Right-to-Know Official

**(717) 787-2567**  
bharker@pa.gov

### **Statistical Reporting**

Joseph Korman  
Bureau of Administration

**(717) 787-4429**  
jkorman@pa.gov

# Rhode Island



**Elizabeth Kelleher Dwyer**  
**Director, Department of**  
**Business Regulation**  
**NAIC Secretary-Treasurer**  
**Northeast Zone**

Term of Office:  
At the Discretion of the Director  
of Business Regulation  
Appointed: January 11, 2016

Beth Dwyer was appointed Superintendent of Insurance on Jan. 11, 2016, and named Director of Business Regulation in May 2023. Prior to this appointment, she had been employed by the Rhode Island Department of Business Regulation for 15 years, first as general counsel to the Insurance Division and later as associate director. Prior to government service, Director Dwyer was engaged in private law practice in California and Rhode Island, specializing in litigation and insurance regulation.

Director Dwyer is a member of the NAIC and is the current Secretary/Treasurer. She has served as chair and vice chair of various committees, task forces, and working groups and has served on the Board of Directors of the National Insurance Producer Registry (NIPR) and as an Officer of the Interstate Insurance Product Regulation Commissioner (Compact). She is the NAIC representative to the Financial Stability Oversight Counsel (FSOC). She is also a member of the Executive Committee, the ICS and Comparability Task Force (ICSTF), and the Strategic Plan and Financial Outlook Task Force (SPFOTF) of the International Association of Insurance Supervisors (IAIS).

Director Dwyer is a past president of the Rhode Island Women's Bar Association. She was awarded the 2010 Rhode Island Attorney General's Justice Award for Consumer Protection. She completed an Executive Education Program at Harvard University, John F. Kennedy School of Government Executive Education. She was the recipient of the 2023 Raymond G. Farmer Award for Exceptional Leadership from the NAIC.

Director Dwyer holds the designations of Chartered Property Casualty Underwriter (CPCU) from The Institutes, Chartered Life Underwriter (CLU) from The American College, and Senior Professional in Insurance Regulation (SPIR) from the NAIC. She was admitted to practice law in California, Rhode Island, Massachusetts, the Federal District Courts of California, and Rhode Island and the Ninth Circuit Court of Appeals. She earned a JD from Pepperdine University and a BA in Political Science and Public Administration from Providence College.

## Main

State of Rhode Island Department of Business Regulation Division of  
Insurance  
1511 Pontiac Avenue  
Bldg. 69-2  
Cranston, RI 02920  
United States

## Email Address

dbr.insurance@dbr.ri.gov

## Phone Numbers

Main: **(401) 462-9520**

## Fax Numbers

Main: **(401) 462-9602**

**Office Hours:** 8:30 a.m. - 4:00 p.m., Monday-Friday

**Website:** <https://dbr.ri.gov/insurance-banking-securities-and-charitable-organizations/insurance>

**Make Checks Payable to:** Premium Taxes: Tax Administrator, State of Rhode Island; Division Fees: General Treasurer, State of Rhode Island

Beth Vollucci Chief of Consumer & Filing Services	(401) 462-9610
Elizabeth Kelleher Dwyer Director, Department of Business Regulation	(401) 462-9615
John Tudino Jr. Chief Insurance Examiner	(401) 462-9545
Matthew Gendron General Counsel & Chief of Market Conduct	(401) 462-9540
Megan Mihara Principal Program Manager/NAIC Liaison	(401) 462-9552
Patrick Smock Legal Counsel	(401) 462-9616
Rachel Chester Chief of Consumer and Licensing Services	(401) 462-9604
Ted Hurley Chief Insurance Examiner	(401) 462-9624

## Contact Persons

### Deposits

Sarah Tolentino  
Accountant

**(401) 462-9635**  
sarah.tolentino@dbr.ri.gov

### Examinations-Financial

John Tudino Jr.  
Chief Insurance Examiner

**(401) 462-9545**  
John.tudino@dbr.ri.gov

### Filings

Beth Vollucci  
Chief of Consumer & Filing Services

**(401) 462-9610**  
beth.vollucci@dbr.ri.gov

### Health Benefits Plans

Cory King  
Acting Health Insurance Commissioner

**(401) 462-9658**  
cory.king@ohic.ri.gov

Emily Maranjian, Esq.  
Legal Counsel

**(401) 462-9636**  
emily.maranjian@dbr.ri.gov

### InsurTech

Beth Vollucci  
Chief of Consumer & Filing Services

**(401) 462-9610**  
beth.vollucci@dbr.ri.gov

### Legal

Patrick Smock  
Legal Counsel

**(401) 462-9616**  
patrick.smock@dbr.ri.gov

### Licensing (Company)

Ted Hurley  
Chief Insurance Examiner

**(401) 462-9624**  
ted.hurley@dbr.ri.gov

### Licensing (Producer, Adjuster, Appraiser and Surplus Line)

Rachel Chester  
Chief of Consumer and Licensing Services

**(401) 462-9604**  
rachel.chester@dbr.ri.gov

### Market Conduct

Matthew Gendron  
General Counsel & Chief of Market Conduct

**(401) 462-9540**  
matthew.gendron@dbr.ri.gov

### NAIC Liaison

Megan Mihara  
Principal Program Manager/NAIC Liaison

**(401) 462-9552**  
megan.mihara@dbr.ri.gov

### Premium Tax-Division of Taxation

Leo Lebeuf  
Chief of Tax Processing, Assessment and Review

**(401) 574-8983**  
Leo.lebeuf@tax.ri.gov

# South Carolina



**Michael Wise**  
**Director**  
**Southeast Zone**

**Term of Office:**

At the will of the Governor

Appointed: April 16, 2022  
(acting)

Reappointed: April 26, 2023  
(director) Confirmed: May 11,  
2023

**Main**

South Carolina Department of Insurance  
P.O. Box 100105  
Columbia, SC 29202-3105  
United States

**Email Address**

info@doi.sc.gov

**Phone Numbers**

Main: **(803) 737-6160**  
Toll-Free: **(800) 768-3467**

**Fax Numbers**

Administration: **(803) 737-6145**  
Consumer Services: **(803) 737-6180**  
Director: **(803) 737-6159**  
Financial Services: **(803) 737-6232**  
Legal: **(803) 737-6229**  
Life, Accident & Health: **(803) 737-6205**  
Property & Casualty: **(803) 737-6205**

**Office Hours:** 8:30 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://doi.sc.gov/>

**Make Checks Payable to:** South Carolina Department of Insurance

Michael Wise was appointed Director of the South Carolina Department of Insurance in May 2023. A South Carolina native and graduate of Furman University, Wise has spent most of his career fostering a well-functioning insurance market that benefits both consumers and insurers alike through fair and responsive regulation.

Prior to his appointment as Director, he served as Deputy Director of the Actuarial and Market Services Division, responsible for actuarial analyses, policy form and rate reviews, and the monitoring of traditional insurance markets. He has also been an active participant in the National Association of Insurance Commissioners meetings and initiatives.

Wise believes consumer protection is at the heart of insurance regulation and seeks to balance the affordability and availability of insurance products to ensure South Carolina consumers are protected by strong, solvent carriers. He began his career at the Department in 2009 as a rates analyst before moving into various actuarial and management roles. He has sought to guarantee transparency throughout the rate filing process by encouraging open communication with carriers. He believes a competitive marketplace is key to consumers having access to the insurance products they need at prices that are as affordable as possible while ensuring companies are able to pay claims and remain solvent.

Wise holds a bachelor's degree in mathematics-economics from Furman, is an Associate of the Casualty Actuarial Society, is a member of the American Academy of Actuaries, and is a recent graduate of the South Carolina Executive Institute. Wise is also a recent recipient of the American Academy of Actuaries' Rising Actuary Award.

Wise resides with his wife, Jennifer, and three children in Richland County in Columbia, SC.



Diane Cooper Deputy Director, Product Regulation and Consumer Services	(803) 737-6148
Geoffrey Bonham Deputy Director, Financial Regulation and Solvency	(803) 737-6219
Gwen Fuller-McGriff General Counsel and Deputy Director, Legal, Legislative and External Affairs	(803) 737-6153
Melissa Manning NAIC Liaison	(803) 737-6204
Tom Watson Deputy Director, Administration	(803) 737-6141

**Contact Persons**

**Accident & Health Insurance**

Shari Miles Life, Accident and Health Insurance Unit Manager	(803) 737-6096
---	----------------

**Administration**

Tom Watson Deputy Director, Administration	(803) 737-6141
---	----------------

**Agent Licensing**

Andrea Bourgoïn Manager of Licensing and CE Services	(803) 737-5757
---	----------------

**Captives**

Joseph McDonald Captives Director	(843) 384-7117
--------------------------------------	----------------

**Company Licensing**

Geoffrey Bonham Deputy Director, Financial Regulation and Solvency	(803) 737-6219
---	----------------

**Consumer Services**

Kayla Baker Manager, Office of Consumer Services	(803) 737-6154
---	----------------

**Deposits**

Geoffrey Bonham Deputy Director, Financial Regulation and Solvency	(803) 737-6219
---	----------------

**Examinations - Financial and Market Conduct**

Linda G. Haralson Chief Financial Examiner	(803) 737-6116
---	----------------

**Examinations and Continuing Education**

Andrea Bourgoïn Manager of Licensing and CE Services	(803) 737-5757
---	----------------

**Financial Analysis**

Ryan Basnett Chief Financial Analyst	(803) 737-6114 rbasnett@doi.sc.gov
---	---------------------------------------

**Fraud Unit**

Joshua Underwood Director	(803) 737-7151
------------------------------	----------------

<b>Human Resources</b> Grace Godwin Human Resources Manager	(803) 737-6119
<b>Information Technology</b> Derrick Brown Information Officer	(803) 737-6157
<b>InsurTech</b> Geoffrey Bonham Deputy Director, Financial Regulation and Solvency	(803) 737-6219
<b>Legal</b> Gwen Fuller-McGriff General Counsel and Deputy Director, Legal, Legislative and External Affairs	(803) 737-6153 gmcgriff@doi.sc.gov
<b>Life Insurance</b> Shari Miles Life, Accident and Health Insurance Unit Manager	(803) 737-6096
<b>Liquidation, Rehabilitation</b> Geoffrey Bonham Deputy Director, Financial Regulation and Solvency	(803) 737-6219
<b>Market Conduct</b> Gwen Fuller-McGriff General Counsel and Deputy Director, Legal, Legislative and External Affairs	(803) 737-6153 gmcgriff@doi.sc.gov
<b>Media Relations/Public Information</b> Diane Cooper Deputy Director, Product Regulation and Consumer Services	(803) 737-6148
<b>NAIC Liaison</b> Melissa Manning NAIC Liaison	(803) 737-6204 mmanning@doi.sc.gov
<b>Policy and Form Filing - Life &amp; Health</b> Shari Miles Life, Accident and Health Insurance Unit Manager  Anamaria Burg Assistant Actuary	(803) 737-6096   (803) 737-6165
<b>Policy and Form Filing - Property &amp; Casualty (Personal Lines and Commercial Lines)</b> Karl Bitzky Property & Casualty Unit Manager	(803) 737-6171
<b>Premium Tax</b> Sharon Waddell Taxation	(803) 737-4910
<b>Utilization Review</b> Renee Bouye Manager, Office of PBM Oversight and Specialty Licensing	(803) 737-6129 rbouye@doi.sc.gov

## South Dakota



**Larry D. Deiter**  
**Director**  
**Midwest Zone**

Larry D. Deiter was appointed Director of the South Dakota Division of Insurance by Department of Labor and Regulation Secretary Marcia Hultman on January 8, 2015. Deiter had served as Assistant Director of Property and Casualty, Market Conduct and Investigations with the department since November 2012.

Deiter has more than 25 years of experience in commercial banking and business management, which includes insurance product sales management. Prior to joining the public sector, he served as vice president/market manager of a publicly traded financial institution.

Deiter earned his bachelor's degree from South Dakota State University and is active as an officer of various civic and community boards.

**Term of Office:**

At the Pleasure of the Secretary  
of the Department of Labor and  
Regulation

Appointed: January 8, 2015

**Main**

South Dakota Department of Labor and Regulation Division of Insurance  
124 S. Euclid Avenue  
2nd Floor  
Pierre, SD 57501  
United States

**Email Address**

insurance@state.sd.us

**Phone Numbers**

Main: **(605) 773-3563**  
Fraud Unit: **(605) 773-3331**

**Fax Numbers**

Main: **(605) 773-5369**  
Fraud Unit: **(605) 773-4629**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://dlr.sd.gov/insurance>

**Make Checks Payable to:** South Dakota Division of Insurance

Jill Kruger  
Deputy Director, Life and Health (605) 773-3563

Johanna Nickelson  
Assistant Director, Solvency and Licensing (605) 773-3563

Tony Dorschner  
Assistant Director, Property and Casualty and Producer Licensing (605) 773-3563

Travis Jordan  
Assistant Director, Investigations and Registrations (605) 773-3563

### Contact Persons

#### **Company Licensing and Annual Statements**

Ky Palmer  
Program Assistant (605) 773-3563  
ky.palmer@state.sd.us

#### **Compliance**

Tiffany Carr  
Compliance Agent (605) 773-3563  
tiffany.carr@state.sd.us

Amy Ondell  
Compliance Agent (605) 773-3563  
amy.ondell@state.sd.us

Haelly Pease  
Compliance Agent (605) 773-3563  
haelly.pease@state.sd.us

#### **Consumer Complaints and Inquiries**

Stacey Carpenter  
Property/Casualty Complaint Analyst (605) 773-3563  
stacey.carpenter@state.sd.us

Dulcie Stotts  
Life/Health Complaint Analyst (605) 773-3563  
dulcie.stotts@state.sd.us

Kristi Longbrake  
Life/Health Complaint Analyst (605) 773-3563  
kristi.longbrake@state.sd.us

Patsy Mehlhaff  
Property/Casualty Complaint Analyst (605) 773-3563  
patsy.mehlhaff@state.sd.us

#### **Continuing Education**

Laurie Nuske  
Continuing Education Coordinator (605) 773-3563  
laurie.nuske@state.sd.us

#### **Division Counsel**

Frank Marnell  
Senior Legal Counsel (605) 773-3563  
frank.marnell@state.sd.us

Clayton Grueb  
Staff Attorney (605) 773-3563  
clayton.grueb@state.sd.us

Lisa Harmon  
Staff Attorney (605) 773-3563  
lisa.harmon@state.sd.us

Callie Pospishil  
Staff Attorney (605) 773-3563  
callie.pospishil@state.sd.us

#### **Examinations - Financial**

Seth Doyle  
Financial Supervisor

(605) 773-3563  
seth.doyle@state.sd.us

Nicholas Carda  
Senior Financial Analyst

(605) 773-3563  
nicholas.carda@state.sd.us

Jami Oakland  
Financial Analyst

(605) 773-3563  
jami.oakland@state.sd.us

Samantha Watkins  
Financial Analyst

605-773-3563  
sam.watkins@state.sd.us

Johanna Nickelson  
Assistant Director, Solvency and Licensing

(605) 773-3563  
johanna.nickelson@state.sd.us

#### **Examinations - Market Conduct**

Amanda Feist  
Market Conduct Manager

(605) 773-3563  
amanda.feist@state.sd.us

#### **InsurTech**

Tony Dorschner  
Assistant Director, Property and Casualty and Producer Licensing

(605) 773-3563  
tony.dorschner@state.sd.us

#### **Life & Health Policies**

Gretchen Brodkorb  
Senior HealthCare Analyst

(605) 773-3563  
gretchen.brodkorb@state.sd.us

Candy Holbrook  
Policy Analyst

(605) 773-5122  
candy.holbrook@state.sd.us

#### **MCC, TPA, DMPO, IRO, CMP, and URO Applications**

Gavin Munson  
Compliance Specialist

(605) 773-3563  
gavin.munson@state.sd.us

#### **Pharmacy Benefits Manager**

Ashley Severyn  
Pharmacy Consultant

(605) 773-3563  
ashley.severyn@state.sd.us

Logan Daul  
PBM Compliance Agent

(605) 773-3563  
logan.daul@state.sd.us

#### **Policy and Form Filing - Life & Health**

Jeff Smith  
Senior Life and Health Analyst

(605) 773-3563  
jeff.smith@state.sd.us

Ray Klinger  
Life and Health Analyst

(605) 773-3563  
ray.klinger@state.sd.us

#### **Policy and Form Filing - Property & Casualty (Personal Lines and Commercial Lines)**

Patrick Cushing  
Property and Casualty Rate and Form Analyst

(605) 773-3563  
patrick.cushing@state.sd.us

#### **Policy and Form Filing - Property & Casualty (Workers' Compensation)**

Patsy Mehlhaff  
Property/Casualty Complaint Analyst

(605) 773-3563  
patsy.mehlhaff@state.sd.us

#### **Premium Tax**

Ky Palmer  
Program Assistant

(605) 773-3563  
ky.palmer@state.sd.us

#### **Producer Licensing**

Penney Wagoner  
Corporation, MGA, Bail Bonds, Producer and Surplus Lines Broker  
Licensing

**(605) 773-3513**  
penney.wagoner@state.sd.us

**Receivership**

Johanna Nickelson  
Assistant Director, Solvency and Licensing

**(605) 773-3563**  
johanna.nickelson@state.sd.us

**Surplus Lines and Risk Retention**

Charlene Squires-Keller  
Surplus Lines Analyst/Solvency/Licensing

**(605) 773-3563**  
charlene.squireskeller@state.sd.us

# Tennessee



**Carter Lawrence**  
**Commissioner**  
**Chair, Southeast Zone**

Term of Office:  
At the Discretion of the  
Governor  
Appointed: November 12, 2020

Carter Lawrence serves as the Commissioner of the Tennessee Department of Commerce and Insurance. Appointed by Governor Bill Lee, Lawrence assumed leadership of the department effective November 12, 2020. Before his appointment to Governor Lee's cabinet, Lawrence served as Chief Deputy Commissioner and Chief Operating Officer at the Department of Commerce and Insurance.

Previously, Lawrence served as Assistant Commissioner for the Regulatory Boards Division at the Department of Commerce and Insurance where he oversaw more than 40 fee reductions while improving measured customer service, modernizing business practices to faster license professionals and successfully removed burdensome regulations. In 2019, Lawrence briefly served as Interim Commissioner for Governor Bill Lee.

As Tennessee's Commissioner of Commerce and Insurance, Lawrence is the state fire marshal and is responsible for the divisions of insurance, fire prevention, regulatory boards – including twenty-six regulatory entities, TennCare Oversight, and the administratively attached Tennessee Law Enforcement Training Academy, Tennessee Police Officer Standards and Training Commission and Tennessee Emergency Communications Board. In 2020, the department collected approximately \$1.25 billion in fees and premium taxes and had expenditures of \$225 million.

Lawrence is an attorney who studied law at the University of Tennessee, where he also obtained a Master of Business Administration. For undergraduate studies, Carter obtained a Bachelor of Arts at Wheaton College in Illinois.

Lawrence is a Nashville-area native. He and his wife, Amy, are the proud parents three children – two boys, Alister and Titus, and a girl, Penelope. Together with their old dog, Otto, they are residents of the Nipper's Corner area of Nashville and attend church at Nashville's Church of the Redeemer.

Lawrence looks forward to continuing to advance Governor Lee's agenda as he serves all 6.8 million Tennesseans impacted by the Department of Commerce and Insurance.

## Main

Tennessee Department of Commerce and Insurance Insurance Division  
Davy Crockett Tower, Twelfth Floor  
500 James Robertson Parkway  
Nashville, TN 37243-0565  
United States

## Email Address

firstname.lastname@tn.gov

## Phone Numbers

Main: **(615) 741-2241**  
Toll-Free Number (In-State Only): **(800) 342-4029**  
Commissioner: **(615) 741-6007**

## Fax Numbers

Assistant Commissioner and Staff: **(615) 741-9006**  
Commissioner: **(615) 532-6934**  
Legal Staff: **(615) 741-4000**

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://www.tn.gov/commerce/>

**Make Checks Payable to:** Tennessee Department of Commerce and Insurance

Bill Huddleston  
Assistant Commissioner

(615) 360-4467

**Contact Persons**

**Agent Licensing**

Caroline Randolph  
Director

(615) 741-2693  
caroline.randolph@tn.gov

**Annual Statements**

Hui Wattanaskolpant  
Lead Analyst

(615) 253-2958  
hui.wattanaskolpant@tn.gov

**Company Licensing**

Kim Blaylock  
Tax Analyst

(615) 741-1670  
kim.blaylock@tn.gov

**Consumer Insurance Services**

Vickie Trice  
Director

(615) 741-2218  
vickie.trice@tn.gov

**Department Counsel**

Michael Driver  
General Counsel

(615) 253-2027  
michael.driver@tn.gov

Maliaka Bass  
Deputy General Counsel

(615) 741-9594  
maliaka.bass@tn.gov

**Deposits**

Kim Blaylock  
Tax Analyst

(615) 741-1670  
kim.blaylock@tn.gov

**Financial Affairs**

Trey Hancock  
Director, Financial Affairs

(615) 741-1504  
trey.hancock@tn.gov

**Fraud Investigations**

Michele Stone  
Director

(615) 741-8192  
michele.stone@tn.gov

**Insurance Examinations**

E. Joy Little  
Director

(615) 741-1869  
joy.little@tn.gov

**InsurTech**

Hanley Hammond  
Insurance Financial Examiner, Special Projects

(615) 253-6223  
hanley.hammond@tn.gov

**Life & Health Insurance**

Stephanie Fagnani  
Director, Policy Analysis

(615) 770-1178  
stephanie.fagnani@tn.gov

**Media Relations/Public Information**

Kevin Walters  
Communications Director

(615) 253-8941  
kevin.walters@tn.gov

**Premium Tax**

Kim Blaylock  
Tax Analyst

(615) 741-1670  
kim.blaylock@tn.gov



**Property & Casualty - Personal Lines**

Zachary Crandall  
Manager

**(615) 532-6370**  
zachary.crandall@tn.gov

**Rate, Rule and Form Filing - All Lines of Business**

Stephanie Fagnani  
Director, Policy Analysis

**(615) 770-1178**  
stephanie.fagnani@tn.gov

**Receivership**

Trey Hancock  
Director, Financial Affairs

**(615) 741-1504**  
trey.hancock@tn.gov

**Service of Process**

Ashley Ligon  
Service of Process

**(615) 532-5260**  
service.process@tn.gov

# Texas



**Cassie Brown**  
**Commissioner**  
**Secretary, Western Zone**

**Term of Office:**

Two-Year Term; Expires  
February 1, 2025

Appointed: September 8, 2021  
Reappointed: February 3, 2023

**Mailing Address**

P.O. Box 12030  
Austin, TX 78711-2030  
United States

**Email Address**

mediarelations@tdi.texas.gov

**Phone Numbers**

Main: **(512) 676-6000**  
Toll-Free Number: **(800) 578-4677**

**Fax Numbers**

Main: **(512) 490-1045**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.tdi.texas.gov/>

**Make Checks Payable to:** Texas Department of Insurance

Cassie Brown was appointed to serve as Texas insurance commissioner by Governor Greg Abbott in September 2021. She is the chief executive of the Texas Department of Insurance (TDI), overseeing the regulation of the second largest insurance market in the nation and the seventh largest in the world. The agency regulates approximately 2,800 companies and more than 700,000 agents and adjusters.

Brown previously served as commissioner of the Division of Workers' Compensation (DWC), having been appointed to the role by Governor Abbott in 2018 and reappointed in 2019 and 2021. Under her leadership, DWC cut customer service hotline hold times to less than 30 seconds, made it easier for system participants to share documents electronically and more securely, and continued to reduce medical costs and increase the number of injured employees returning to work.

Brown has more than 20 years of public service experience and serves on the Executive Women in Texas Government President's Advisory Committee. She was TDI's deputy commissioner for Regulatory Policy where she led the regulation of the forms, rates, and products sold in the Texas insurance market; oversaw the residual markets; assured the adequacy of insurers' loss control programs; and provided inspections and compliance activities related to the state's windstorm market.

Earlier in her career, Brown served as a key advisor to Governor Rick Perry on policy and budget issues including insurance, health regulatory, and workers' compensation. She also served in the administration of Governor George W. Bush.

Brown received a Bachelor of Arts in political science from St. Edward's University and attended the Governor's Executive Development Program at The University of Texas LBJ School of Public Affairs.

Jessica Barta General Counsel	(512) 676-6571
Dan Paschal Chief Deputy Commissioner	(512) 676-6022
Debra Diaz-Lara Deputy Commissioner, Life & Health	(512) 676-6613
Debra Knight State Fire Marshal	(512) 676-6800
Jamie Walker Deputy Commissioner, Financial Regulation	(512) 676-6367
Leah Gillum Deputy Commissioner, Fraud and Enforcement	(512) 676-6357
Mark Worman Deputy Commissioner, Property & Casualty	(512) 676-6671
Melissa Burkhart Deputy Commissioner, Administrative Operations	(512) 676-6609
Randall Evans Deputy Commissioner, Customer Operations	(512) 676-6520

**Contact Persons**

**Administrative Operations**

Amy Maddox Chief Financial Officer	(512) 676-6193 amy.maddox@tdi.texas.gov
---------------------------------------	--

Melissa Burkhart Deputy Commissioner, Administrative Operations	(512) 676-6609 melissa.burkhart@tdi.texas.gov
--	--

**Agent Testing**

Pearson VUE Exam Contractor	(888) 754-7667
--------------------------------	----------------

**Annual Statement Copies**

Annual Statement Room	(512) 676-6885
-----------------------	----------------

**Communications**

Jennifer Tisdale Communications Director	(512) 676-6022 jennifer.tisdale@tdi.texas.gov
---	--

**Complaints Resolution**

General Information, Life, Accident, & Health, Property & Casualty	(800) 252-3439
--	----------------

Cindy Wright Consumer Protection, Director	(512) 676-6258 Cindy.Wright@tdi.texas.gov
---	--

**Customer Operations**

Randall Evans Deputy Commissioner, Customer Operations	(512) 676-6520 Randall.Evans@tdi.texas.gov
---	---

**Deposits (Statutory)**

Betty Betts Compliance Analyst	(512) 676-6376 betty.betts@tdi.texas.gov
-----------------------------------	---

**Enforcement**

Mandy Meeseey  
Associate Commissioner

**(512) 676-6348**  
Mandy.Meeseey@tdi.texas.gov

Leah Gillum  
Deputy Commissioner, Fraud and Enforcement

**(512) 676-6357**  
Leah.Gillum@tdi.texas.gov

**Financial Regulation Division**

Vane Hugo  
Supervisory Interventions, Director

**(512) 676-6418**  
vane.hugo@tdi.texas.gov

Jamie Walker  
Deputy Commissioner, Financial Regulation

**(512) 676-6367**  
Jamie.Walker@tdi.texas.gov

Amy Garcia  
Financial Analysis, Associate Commissioner/Chief Analyst

**(512) 676-6446**  
Amy.Garcia@tdi.texas.gov

Vacant  
Examinations, Associate Commissioner

Shawn Frederick  
Examinations, Chief Examiner - Financial

**(512) 676-6832**  
Shawn.Frederick@tdi.texas.gov

Matthew Tarpley  
Examinations, Chief Examiner - Market Conduct

**(512) 676-6829**  
Matthew.Tarpley@tdi.texas.gov

**General Counsel**

Jessica Barta  
General Counsel

**(512) 676-6571**  
jessica.barta@tdi.texas.gov

Allison Eberhart  
Deputy General Counsel

**(512) 676-6544**  
Allison.Eberhart@tdi.texas.gov

Carole Cearley  
Legal, Policy Development Counsel, Director

**(512) 676-6583**  
Carole.Cearley@tdi.texas.gov

Margaret Jonon  
Legal, Financial Counsel, Director

**(512) 676-6565**  
Margaret.Jonon@tdi.texas.gov

**Government Relations**

Dan Paschal  
Chief Deputy Commissioner

**(512) 676-6022**  
dan.paschal@tdi.texas.gov

Kenisha Schuster  
Associate Commissioner, Government Relations

**(512) 676-6958**  
Kenisha.Schuster@tdi.texas.gov

**Human Resources**

Cynthia Olivier  
Director

**(512) 676-6101**  
Cynthia.Olivier@tdi.texas.gov

**Information Technology Services (Data Processing)**

Amy Lugo  
Director

**(512) 676-6031**  
Amy.Lugo@tdi.texas.gov

**Insurance Fraud**

Chris Davis  
Associate Commissioner

**(512) 676-6295**  
Christopher.Davis@tdi.texas.gov

**InsurTech**

Rachel Cloyd  
Litigation Director

**512-676-6349**  
rachel.cloyd@tdi.texas.gov

**Life & Health Division**

Debra Diaz-Lara  
Deputy Commissioner, Life & Health

**(512) 676-6613**  
Debra.Diaz-Lara@tdi.texas.gov

Rachel Bowden  
Regulatory Initiatives Office, Director

**(512) 676-6616**  
Rachel.Bowden@tdi.texas.gov

Mindy Carroll  
Business Intelligence Office, Director

**(512) 676-6643**  
Mindy.Carroll@tdi.texas.gov

Colleen Anderson  
Managed Care Quality Assurance Office, Director

**(512) 676-6413**  
Colleen.Anderson@tdi.texas.gov

**NAIC Liaison**

Dan Paschal  
Chief Deputy Commissioner

**(512) 676-6022**  
dan.paschal@tdi.texas.gov

**Premium Tax (Collected by the Comptroller's Office)**

Karen Snyder  
Comptroller of Public Accounts

**(512) 463-4074**

**Property & Casualty Division**

Mark Worman  
Deputy Commissioner, Property & Casualty

**(512) 676-6671**  
Mark.Worman@tdi.texas.gov

J'ne Byckovski  
Chief Actuary/Director, P&C Division

**(512) 676-6694**  
Jne.Byckovski@tdi.texas.gov

Marianne Baker  
Property & Casualty Lines, Director

**(512) 676-6714**  
Marianne.Baker@tdi.texas.gov

**SERFF**

Sharalyn Taylor  
SERFF Project Manager

**(512) 676-6738**  
Sharalyn.Taylor@tdi.texas.gov

**State Fire Marshal**

Debra Knight  
State Fire Marshal

**(512) 676-6800**  
Fire.Marshall@tdi.texas.gov

# Utah



**Jon Pike**  
**Commissioner**  
**Western Zone**

**Term of Office:**

At the Pleasure of the Governor;

Confirmed by the Senate

Appointed: January 5, 2021

Confirmed: February 4, 2021

Jon Pike was named Commissioner of the Utah Insurance Department by Governor Spencer J. Cox and began serving on January 5, 2021.

Pike was raised in Salt Lake City and worked in several positions with Intermountain Healthcare since 1990. Prior to his appointment as Commissioner, he worked as the southwest Utah operations director for SelectHealth, the health insurance division of Intermountain Healthcare. Pike's career has focused on physician relations and contracting, broker relations, sales management, and government and community liaison.

He serves as chair of the NAIC's Market Regulation and Consumer Affairs (D) Committee and as a vice chair of the NAIC's Health Insurance and Managed Care (B) Committee. He was a member of the National Association of Healthcare Underwriters and the Utah Association of Healthcare Underwriters for many years prior to becoming Commissioner.

In 2007, Pike was elected to the St. George City Council and in 2013 he was elected mayor of St. George. He currently serves in his community as vice chair of the Southern Utah Performing Arts Center Foundation board and as a board member of the Southwest Symphony and Encircle Utah (St. George). He previously served on the boards of Utah Tech University, Dixie Technology College, the Washington County Water Conservancy District, and as the president of the Utah League of Cities and Towns.

Pike earned a bachelor's degree in finance from the University of Utah and an MBA from Westminster College. Pike loves singing, playing the piano, organ, and guitar, as well as water and snow skiing, motorcycling and walking or biking on St. George's many trails. He and his wife Kristy have five children and six grandchildren (with twins on the way!).

## Main

Utah Insurance Department  
4315 S. 2700 West  
Suite 2300  
Taylorsville, UT 84129  
United States

## Phone Numbers

Main: **(801) 957-9200**

Toll-Free Number (In-state only): **(800) 439-3805**

Fraud: **(801) 468-0233**

## Fax Numbers

Main: **(385) 465-6047**

Fraud: **(801) 538-2878**

**Office Hours:** 8:00 a.m.- 5:00 p.m., Monday-Friday

**Website:** <https://insurance.utah.gov/>

**Make Checks Payable to:** Premium Taxes: State Tax Commission; Department Fees: Utah Insurance Department

Armand Glick Director, Fraud	(801) 468-0248
Cliff Tomlinson Director, Information Technology	(801) 967-4644
Jake Garn Director, Chief Financial Examiner	(801) 957-9257
Jennifer Heaps Executive Assistant to Commissioner	801-957-9320
Patrick Lee Director, Finance & Administrative Services	(801) 957-9220
Reed Stringham Deputy Commissioner	(801) 957-9325
Ryan Jubber Health Actuary	(801) 957-9294
Shelley Wiseman Director, Health and Life Division	(801) 957-9296
Tanji Northrup Deputy Commissioner	(801) 957-9320
Tomasz Serbinowski Actuary	(801) 957-9324
Tracy Klausmeier Director, Property and Casualty	(801) 957-9308
Travis Wegkamp Director, Captives	(801) 957-9235

**Contact Persons**

**Captive**

Travis Wegkamp Director, Captives	(801) 957-9235 twegkamp@utah.gov
Mark Wiedeman Audit Manager	(801) 957-9236 mwiedeman@utah.gov

**Department Counsel**

Perri Babalis Assistant Attorney General	(801) 718-1270 pbabalis@utah.gov
---	-------------------------------------

**Fees**

Patrick Lee Director, Finance & Administrative Services	(801) 957-9220 pwlee@utah.gov
--	----------------------------------

**Financial**

Jake Garn Director, Chief Financial Examiner	(801) 957-9257 jwgarn@utah.gov
Vacant Deputy Director Financial Regulation & Licensing	
Weimei Ye Annual Statements	(801) 957-9268 wye@utah.gov

Karen Gholston  
Deposits

**(801) 957-9258**  
kgholston@utah.gov

**Fraud**

Armand Glick  
Director, Fraud

**(801) 468-0248**  
aglick@utah.gov

**Health & Life**

Heidi Clausen  
Assistant Director, Rate and Forms

**(801) 957-9278**  
hclausen@utah.gov

Ryan Jubber  
Health Actuary

**(801) 957-9294**  
rjubber@utah.gov

Michelle White  
Assistant Director, Consumer Services

**(801) 957-9295**  
mmwhite@utah.gov

Shelley Wiseman  
Director, Health and Life Division

**(801) 957-9296**  
swiseman@utah.gov

**Information Technology**

Cliff Tomlinson  
Director, Information Technology

**(801) 967-4644**  
ctomlinson@utah.gov

**Legislative**

Reed Stringham  
Deputy Commissioner

**(801) 957-9325**  
rmstringham@utah.gov

Tanji Northrup  
Deputy Commissioner

**(801) 957-9320**  
tnorthrup@utah.gov

**Licensing**

Randy Overstreet  
Manager, Producer Licensing

**(801) 957-9245**  
roverstreet@utah.gov

Jay Sueoka  
Manager, Company Licensing

**(801) 957-9253**  
jsueoka@utah.gov

**Media Relations/Public Information**

Steve Gooch  
Public Information Officer

**(801) 957-9322**  
sgooch@utah.gov

**Premium Tax**

Utah State Tax Commission  
<https://tax.utah.gov>

**(801) 297-7986**

**Property & Casualty**

Tracy Klausmeier  
Director, Property and Casualty

**(801) 957-9308**  
tklausmeier@utah.gov

Title Market Conduct Examiner  
Adam Martin

**(801) 957-9309**  
gmartin@utah.gov

**Surplus Lines**

Sylvia Bruno  
Director, Surplus Lines Association of Utah

**(801) 944-0114**  
sbruno@slaut.org

**Tax Commission**

Tyler McInotsh  
Tax Compliance Agent

**(801) 297-7705**  
tcmcintosh@utah.gov



# Vermont



**Kevin Gaffney**  
**Commissioner**  
**Vice Chair, Northeast Zone**

Kevin Gaffney was appointed Commissioner of the Vermont Department of Financial Regulation (DFR) effective July 8, 2022.

Commissioner Gaffney serves as technical expert for the Vermont Insurance Division on a variety of insurance issues, assisting with the development of departmental positions expressed through regulations, bulletins, or filing requirements. He also assists with bill analysis and testimony during the legislative session. He has been a key participant in several legislative summer studies that the DFR conducted, including one on credit for personal insurance and one on workers' compensation insurance. He also serves on Gov. Phil Scott's Workers' Compensation Insurance and Logger Safety Task Force.

Commissioner Gaffney was previously appointed Deputy Commissioner of Insurance by Gov. Scott in March 2019. Prior to that appointment, he worked as Director in the Rates & Forms section of the Vermont Insurance Division for more than 12 years. He has been responsible for rate and form analysis, as well as monitoring competition in the marketplace while leading the Rates & Forms Analysis team. Additionally, he has served as Director of the Producer & Individual Licensing section and as Director of Market Regulation.

Prior to working for Vermont, Commissioner Gaffney spent 23 years in various marketing, underwriting, and product management positions in Connecticut and Vermont. He began his insurance career in Connecticut as a multi-line (property/casualty [P/C] and life and health) insurance agent.

Commissioner Gaffney is a graduate of John Jay College (Manhattan, NY).

Term of Office:  
Appointed, Biennially by the  
Governor with the Advice and  
Consent of the Senate  
Appointed: May 17, 2022  
(interim)  
Reappointed: July 8, 2022

## Main

Vermont Department of Financial Regulation  
89 Main Street  
Montpelier, VT 05620-3101  
United States

## Email Address

dfr.pubinfo@vermont.gov

## Phone Numbers

Main: **(802) 828-3301**  
Captive Section: **(802) 828-3304**  
Commissioner: **(802) 828-1919**

## Fax Numbers

Main: **(802) 828-3306**  
Captive Section: **(802) 828-3460**

**Office Hours:** 7:45 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://dfr.vermont.gov/>

**Make Checks Payable to:** Premium Taxes: Commissioner of Taxes; Dept. Fees: Dept. of Financial Regulation

Anna VanFleet Director of Rates and Forms - Life & Health	(802) 828-4843
Christine Brown Director of Captives	(802) 863-3831
Dan Petterson Director of Captive Financial Examinations	(802) 828-3304
Emily Brown Deputy Commissioner of Insurance	(802) 828-4871
Emily Kisicki Director of Policy	(802) 828-2904
Karen Ducharme Insurance Examinations Director	(802) 828-1959
Karla Nuissl Director of Market Regulation and Consumer Services	(802) 828-2910
Mary Block Director of Insurance Regulation	(802) 622-4146
Rosemary Raszka Director of Rates and Forms - Property & Casualty	(802) 828-1686
Sandy Bigglestone Deputy Commissioner of Captives	(802) 828-4854
Sheila Grace General Counsel	(802) 828-1425
Vacant	

## Contact Persons

### **Agent and Broker Licensing, Examinations and Fees**

Calley Rock (802) 828-2370  
Assistant Director of Producer Licensing

### **Annual Statements**

Lisa Messier (802) 828-4844  
Insurance Examiner

### **Consumer Complaints and Inquires**

Brenda Clark (802) 828-4886  
Consumer Complaints Administrator

### **Deposits**

Mike Pieciak (802) 828-2301  
State Treasurer

### **Fees - Company Licensing**

Paige Coolbeth (802) 828-2470  
Insurance Examiner

### **Fees - Rate and Form Filing Fees (Life & Health and Property & Casualty)**

Jessica Sherpa (802) 828-2908  
Rates and Forms Analyst

### **Insurance Rates and Forms - Life & Health**

Anna VanFleet (802) 828-4843  
Director of Rates and Forms - Life & Health [anna.vanfleet@vermont.gov](mailto:anna.vanfleet@vermont.gov)

### **Insurance Rates and Forms - Property & Casualty**

Rosemary Raszka (802) 828-1686  
Director of Rates and Forms - Property & Casualty [rosemary.raszka@vermont.gov](mailto:rosemary.raszka@vermont.gov)

### **InsurTech**

Emily Brown (802) 828-4871  
Deputy Commissioner of Insurance [emily.brown@vermont.gov](mailto:emily.brown@vermont.gov)

### **Market Regulation**

Karla Nuissl (802) 828-2910  
Director of Market Regulation and Consumer Services [karla.nuissl@vermont.gov](mailto:karla.nuissl@vermont.gov)

### **Media Relations/Public Information**

Victoria Hudson (802) 828-4872

### **NAIC Liaison**

Thomas Taylor (802) 828-4842  
Executive Assistant to the Deputy Commissioner of Insurance

### **Premium Tax**

Contact (802) 828-2551  
Department of Taxes

### **Receivership**

Emily Brown (802) 828-4871  
Deputy Commissioner of Insurance [emily.brown@vermont.gov](mailto:emily.brown@vermont.gov)

# Virgin Islands



**Tregenza A. Roach**  
**Lieutenant**  
**Governor/Commissioner**  
**Southeast Zone**

Term of Office:  
Four Years

Elected:  
November 20, 2018  
Re-elected: November 8, 2022

Lieutenant Governor Tregenza A. Roach is a proud Virgin Islander who has served the people of this Territory in each branch of Government.

He earned a B.A. in Journalism from the University of Missouri and a J.D. from the University of Connecticut School of Law. While attending law school, he clerked in the Office of the Governor's Legal Counsel, the Office of the U.S. Attorney, and the Territorial Court of the Virgin Islands. Upon graduating, he worked in the Territorial Court's Civil and Family divisions and in private practice. He has been a member of the Virgin Islands Bar since 1991.

Roach began his career in public service as Legal Counsel to the Commissioner of Education, where he served for more than eight years before being selected as Executive Director of the Board of Education. In 2006, he was selected by the University of the Virgin Islands (UVI) to lead a program of public education in support of the Fifth Constitutional Convention. During this consultancy, he served as the Coordinator/Researcher of the Constitution 2008. He also represented UVI at United Nations (UN) Decolonization Seminars in Grenada and Indonesia. Although the UVI project ended in 2008, the UN qualified Roach as an expert on constitutional development processes in the U.S. territories and invited him on his own merits to a third Decolonization Seminar in St. Kitts in 2009.

He joined the UVI adjunct faculty from 1999 to 2012, teaching courses in the Humanities and a Constitutional Law course in the education graduate program. Other UVI projects, include the Legacy Report of President Emeritus LaVerne E. Ragster, Ph.D., a major environmental project with the U.S. EPA, launch of the Center for the Study of Spirituality and Professionalism, and Editor in Chief of its award-winning international literary journal.

Roach was elected to the 30th-32nd legislatures as a staunch advocate for education, the environment, and the youth and elderly of the Territory. He was nominated to the Education and the Law, Criminal Justice and Public Safety committees of the National Conference of State Legislatures (NCSL) and instrumental in the 2014 adoption of a resolution supporting full citizenship rights for those living in the Territory. In 2016, he presented a similar resolution that resulted in a full NCSL conference session devoted to the affairs of the remaining U.S. territories.

## Main

U.S. Virgin Islands Division of Banking, Insurance and Financial  
Regulation  
5049 Kongens Gade  
St. Thomas, VI 00802  
United States

## Phone Numbers

St. Thomas Office: **(340) 774-2991**  
St. Croix Office: **(340) 773-6449**

## Fax Numbers

St. Thomas Office: **(340) 774-6953**  
St. Croix Office: **(340) 719-3801**

**Office Hours:** 8:00 a.m.-5:00 p.m. (Atlantic Standard), Monday-Friday

**Website:** <https://ltg.gov.vi/departments/banking>

**Make Checks Payable to:** Government of the U.S. Virgin Islands

Ashton Bertrand Chief Other Financial Services (Captives)	(340) 773-6459
Cheryl Charleswell Chief Financial Services Examiner	(340) 774-7166
Chief of Licensing Leonilda Jarvis	(340) 774-7166
Glendina Matthew Assistant Director/Legal Counsel	(340) 773-6459
Gwendolyn Hall Brady Director, Division of Banking, Insurance and Financial Regulation	(340) 774-7166
Leonilda Jarvis Medicare Coordinator and SHIP Director	(340) 774-7166
Suzette Richards Legal Counsel	(340) 773-6459
Vacant Regulatory Analyst	(340) 773-6459

## Contact Persons

### **Annual Statements**

Juliette Daniel (340) 774-7166  
Financial Services Examiner

Beryl Freeman (340) 774-7166  
Administrative Assistant

Vanessa Richards (340) 774-7166  
Financial Services Examiner

### **Consumer Complaints**

Cheryl Charleswell (340) 774-7166  
Chief Financial Services Examiner

### **Examinations - Financial/Market Conduct**

Cheryl Charleswell (340) 774-7166  
Chief Financial Services Examiner

### **I-SITE DP Coordinator**

Lance Mckay (340) 774-7166  
Director, Information Technology

### **Legal Counsels**

Glendina Matthew (340) 773-6459  
Assistant Director/Legal Counsel  
glendina.matthew@lgo.vi.gov

Suzette Richards (340) 773-6459  
Legal Counsel

### **Licensing/Fees**

Beryl Freeman (340) 774-7166  
Administrative Assistant

### **Medicare Supplement**

Leonilda Jarvis (340) 774-7166  
Medicare Coordinator and SHIP Director

### **NAIC Liaison**

Gwendolyn Hall Brady (340) 774-7166  
Director, Division of Banking, Insurance and Financial Regulation

Annice F. Canton (340) 693-6194  
Executive Assistant  
annice.canton@lgo.vi.gov

### **Premium Taxes**

Vanessa Richards (340) 774-7166  
Financial Services Examiner

Juliette Daniel (340) 774-7166  
Financial Services Examiner

### **Rate Filing**

Martin G. Emanuel (340) 774-7166  
Financial Services Examiner

### **Surplus Lines**

Zaire Burns-Olive (340) 774-7166  
Financial Services Examiner

# Virginia



**Scott A. White**  
**Commissioner**  
**NAIC Vice President**  
**Southeast Zone**

Term of Office:  
At the Pleasure of the State  
Corporation Commission  
Appointed: January 1, 2018

## Main

Virginia Bureau of Insurance  
P.O. Box 1157  
Richmond, VA 23218  
United States

## Email Address

bureauofinsurance@scc.virginia.gov

## Phone Numbers

Main: **(804) 371-9741**  
Toll-Free Number: **(877) 310-6560**

## Fax Numbers

Commissioner: **(804) 371-9873**  
Assessment Unit/Surplus Lines: **(804) 371-9821**  
Agent Investigations: **(804) 371-5661**  
Agent Licensing: **(804) 371-9290**  
Financial Regulation Division: **(804) 371-9511**  
Life & Health Division: **(804) 371-9944**  
Life & Health Consumer Services: **(804) 371-9944**  
Life & Health Market Conduct: **(804) 371-9944**  
Property & Casualty Division: **(804) 371-9396**  
Property & Casualty Consumer Services: **(804) 371-9349**

**Office Hours:** 8:15 a.m. - 5:00 p.m. ET, Monday - Friday

**Website:** <http://www.scc.virginia.gov>

**Make Checks Payable to:** Fees – State Corporation Commission; Insurance Assessments – Treasurer of Virginia

Scott A. White was appointed Commissioner of the Virginia State Corporation Commission's Bureau of Insurance in 2018. He was elected NAIC Vice President in December 2023.

White joined the Bureau as a research analyst in 1998. From 1999 until 2011, he worked as an attorney advising the Bureau on all major insurance regulatory and compliance matters. In 2011 he became head of the Commission's financial services legal division, expanding his practice areas to include securities and banking.

At the NAIC, White has chaired the Financial Condition (E) Committee, the Long-Term Care Insurance (EX) Task Force, and the Southeast Zone. He is a member of the International Association of Insurance Supervisors (IAIS) Executive Committee, Macroprudential Committee, and Insurance Capital Standard Task Force.

White earned a Bachelor of Arts degree from the University of Virginia and a law degree from the University of Missouri. He and his wife, Jodi, have two grown daughters.

Jacky Small  
Assistant to Commissioner

(804) 371-9787

Vacant  
BOI Manager

### Contact Persons

#### Administration

Wanda Evans  
Manager, Administration

(804) 371-9098

wanda.evans@scc.virginia.gov

#### Agent Regulation Division

Richard Tozer  
Deputy Commissioner

(804) 786-9525

richard.tozer@scc.virginia.gov

Lee Wietz  
Supervisor, P&C Agent Investigations

(804) 371-9593

lee.wietz@scc.virginia.gov

Chuck Marshall  
Supervisor, Life & Health Agent Investigations

(804) 371-9990

chuck.marshall@scc.virginia.gov

Juan Rodriguez  
Chief, Agent Regulation

(804) 371-9930

Juan.Rodriguez@scc.virginia.gov

Angela Crooker  
RESA Manager

(804) 371-9674

angela.crooker@scc.virginia.gov

#### Automated Systems

Vicki Ayers  
Chief, Automated Systems & Revenue Management

(804) 371-9115

vicki.ayers@scc.virginia.gov

Vacant  
Manager, Tax

#### Commissioner's Office

Jacky Small  
Assistant to Commissioner

(804) 371-9787

Jacky.Small@scc.virginia.gov

Vacant  
BOI Manager

#### Consumer Outreach

Marly Santoro  
NAIC Liaison/Outreach and Education Manager

(804) 371-9389

consumeroutreach@scc.virginia.gov

#### Financial Regulation Division

Vacant  
Chief Financial Analyst

Greg Chew  
Chief Financial Analyst

(804) 371-9214

greg.chew@scc.virginia.gov

Kevin Knight  
Supervisor, HMOs, Prepaid, GSAs & Liability Pool

(804) 371-9175

kevin.knight@scc.virginia.gov

Connie Duong  
Supervisor, Financial Analysis - Domestic

(804) 371-9901

connie.duong@scc.virginia.gov

Ken Campbell  
Supervisor, Life, Accident & Health Exams

(804) 371-9226

ken.campbell@scc.virginia.gov



Daryl Hepler  
Supervisor, Company Licensing Regulatory Compliance (804) 371-9999  
daryl.hepler@scc.virginia.gov

Jennifer Blizzard  
Supervisor, Property & Casualty Exams (804) 371-9167  
jennifer.blizzard@scc.virginia.gov

Craig Chupp  
Supervisor, Life Actuarial (804) 371-9131  
craig.chupp@scc.virginia.gov

Doug Stolte  
Deputy Commissioner (804) 371-9397  
doug.stolte@scc.virginia.gov

Stephen Thomas  
Manager, Financial Analysis - Non-Domestic (804) 371-9161  
stephen.thomas@scc.virginia.gov

Michael S. Smith  
Manager, Company Licensing (804) 371-9667  
michael.s.smith@scc.virginia.gov

#### General Counsel

Donnie Kidd  
General Counsel (804) 371-9671  
donnie.kidd@scc.virginia.gov

#### InsurTech

Eric Lowe  
Chief, Data Analytics & Cyber Initiatives (804) 371-9628  
eric.lowe@scc.virginia.gov

Rebecca Nichols  
Deputy Commissioner, Strategy, Data & Cyber Initiatives (804) 371-9331  
Rebecca.Nichols@scc.virginia.gov

#### Life & Health Division

Kim Naoroz  
Manager, External Appeals (804) 371-9913  
kim.naoroz@scc.virginia.gov

Greg Smith  
Manager, Health Rates (804) 371-9348  
greg.smith@scc.virginia.gov

Michelle McNamee  
Manager, Consumer Services (804) 371-9194  
michelle.mcnamee@scc.virginia.gov

Julie Blauvelt  
Deputy Commissioner (804) 371-9865  
julie.blauvelt@scc.virginia.gov

Jackie Myers  
Chief, Consumer Assistance (804) 371-9630  
jackie.myers@scc.virginia.gov

Bryan Wachter  
Manager, Market Conduct - Health (804) 371-9745  
bryan.wachter@scc.virginia.gov

Elsie Andy  
Manager, Health, Life and Annuity (804) 371-9072  
elsie.andy@scc.virginia.gov

Sharon Holston  
Manager, Plan Management & ACA Forms (804) 371-9153  
sharon.holston@scc.virginia.gov

Melissa Gerachis  
Manager, Market Analysis (804) 371-9880  
melissa.gerachis@scc.virginia.gov

Todd Bryant  
Manager, Managed Care Ombudsman (804) 371-9760  
ombudsman@scc.virginia.gov

Julie Fairbanks  
Chief, Market Regulation (804) 371-9385  
julie.fairbanks@scc.virginia.gov

**Media Relations**

Andy Farmer  
Director, Information Resources

**(804) 371-9141**  
andy.farmer@scc.virginia.gov

**NAIC Liaison**

Marly Santoro  
NAIC Liaison/Outreach and Education Manager

**(804) 371-9389**  
consumeroutreach@scc.virginia.gov

**Policy Compliance Division**

Vacant  
Deputy Commissioner

**(804) 786-3366**

**Property & Casualty Division**

Andrea Baytop  
Manager, Market Conduct

**(804) 371-9547**  
andrea.baytop@scc.virginia.gov

Jessica Baggarley  
Manager, Personal Lines

**(804) 371-9190**  
Jessica.Baggarley@scc.virginia.gov

William Felvey  
Manager, Consumer Services

**(804) 371-9732**  
william.felvey@scc.virginia.gov

Lee Ann Robertson  
Manager, Commercial Casualty

**(804) 371-9003**  
leeann.robertson@scc.virginia.gov

Zuhairah Tillinghast  
Deputy Commissioner

**(804) 371-9230**  
zuhairah.tillinghast@scc.virginia.gov

Vacant  
Chief Insurance Market Examiner

# Washington



**Mike Kreidler**  
**Commissioner**  
**Western Zone**

Term of Office:  
Four years

Elected:  
November 7, 2000  
Re-elected: November 2, 2004,  
November 4, 2008, November 6,  
2012, November 8, 2016,  
November 3, 2020

## Main

Washington State Office of the Insurance Commissioner  
P.O. Box 40255  
Olympia, WA 98504-0255  
United States

## Phone Numbers

Main: **(360) 725-7000**  
Insurance Consumer Hotline: **(800) 562-6900**  
Tumwater Office: **(360) 725-7000**  
Seattle Office: **(206) 464-6263**  
Olympia Office: **(360) 725-7100**  
Criminal Investigations (Anti-fraud): **(360) 586-2566**

## Fax Numbers

Main: **(360) 586-3535**  
Tumwater Office: **(360) 664-2782**  
Seattle Office: **(206) 587-4244**  
Olympia Office: **(360) 586-3535**  
Criminal Investigations (Anti-fraud): **(360) 586-2574**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.insurance.wa.gov/>

**Make Checks Payable to:** Insurance Commissioner

## Contact Persons

Company Supervision Division

Mike Kreidler is Washington State's eighth Insurance Commissioner. He was first elected in November 2000 and re-elected to a sixth term in November 2020. He has earned a reputation as a staunch advocate for consumer protection and a fair and balanced regulator of Washington's diverse insurance markets.

Kreidler earlier served in the state legislature and the United States Congress. He was a member of the Northwest Power Planning Council and a regional director for the United States Department of Health and Human Services.

A doctor of optometry, Kreidler practiced at Group Health Cooperative of Puget Sound for 20 years. He has a master's degree in Public Health from UCLA and was a founding director of a community bank. He retired as a lieutenant colonel from the United States Army Reserve in 2003 with 20 years of service.

Of the current NAIC membership, Kreidler is the longest-serving insurance commissioner in the United States. He was honored in 2009 with the "Excellence in Consumer Advocacy Award" presented by consumer advisors to the NAIC, and with the "2010 Leadership Award" by the Statewide Poverty Action Network.

Jason Carr  
Company Licensing & Compliance Manager

**(360) 725-7193**  
jason.carr@oic.wa.gov

Vacant  
Chief Market Conduct Examiner

Ron Pastuch  
Holding Company Manager

**(360) 725-7211**  
ron.pastuch@oic.wa.gov

John Haworth  
Deputy Commissioner/Company Supervision

**(360) 725-7223**  
john.haworth@oic.wa.gov

John Kelcher  
Chief Market Analyst

**(360) 725-7216**  
john.kelcher@oic.wa.gov

Vacant  
Assistant Chief Examiner

Tarik Subbagh  
Chief Financial Examiner

**(206) 389-2906**  
tarik.subbagh@oic.wa.gov

Steve Drutz  
Chief Financial Analyst

**(360) 725-7209**  
steve.drutz@oic.wa.gov

#### **Consumer Advocacy Program**

Melissa Kershner  
Consumer Advocacy Manager

**(360) 725-7095**  
Melissa.Kershner@oic.wa.gov

Josh Martinsen  
Property & Casualty

**(360) 725-7239**  
josh.martinsen@oic.wa.gov

Jeannie Lockhart  
Life & Health

**(360) 725-7243**  
Jeannie.Lockhart@oic.wa.gov

#### **Consumer Protection Division**

Ari Laguna-Antu  
Continuing Education

**(360) 725-7649**  
Ari.LagunaAntu@oic.wa.gov

Todd Dixon  
Deputy Commissioner/Consumer Protection

**(360) 725-7262**  
todd.dixon@oic.wa.gov

Jeff Baughman  
Producer Licensing & Oversight Program Manager

**(360) 725-7156**  
jeff.baughman@oic.wa.gov

#### **Criminal Investigations Unit (Anti-fraud)**

Bruce Lantz  
CIU Director

**(360) 586-2577**  
bruce.lantz@oic.wa.gov

#### **Executive Division**

Jenny Kropelnicki  
Executive Assistant to Chief Deputy

**(360) 725-7104**  
jenny.kropelnicki@oic.wa.gov

Michael Marchand  
Deputy Commissioner/Public Affairs

**(360) 725-7052**  
michael.marchand@oic.wa.gov

Stephanie Marquis  
Public Affairs Director

**(360) 725-7051**  
stephanie.marquis@oic.wa.gov

Jim Odiorne  
Chief Deputy Commissioner

jim.odiorne@oic.wa.gov

Vacant  
Executive Assistant to Commissioner

Katie Bennett  
Human Resources Director

**(360) 725-7013**  
katie.bennett@oic.wa.gov

**InsurTech**

Ned Gaines  
Deputy Commissioner, Rates, Forms & Provider Networks

**(360) 725-7126**  
ned.gaines@oic.wa.gov

**Legal Affairs and Investigations Division**

Charles Malone  
Deputy Commissioner/Legal Affairs and Investigations

**(360) 725-7050**  
charles.malone@oic.wa.gov

Tyler Robbins  
Investigations Manager

**(360) 725-7044**  
tyler.robbs@oic.wa.gov

**NAIC Liaison**

Jenny Kropelnicki  
Executive Assistant to Chief Deputy

**(360) 725-7104**  
jenny.kropelnicki@oic.wa.gov

**Operations Division**

Nabila Gomes  
Deputy Commissioner/Operations

**(360) 725-7007**  
nabila.gomes@oic.wa.gov

Paul Gronka  
Application Services Manager

**(360) 725-7017**  
paul.gronka@oic.wa.gov

Stacey Warick  
Chief Financial Officer

**(360) 725-7030**  
stacey.warick@oic.wa.gov

**Policy and Legislative Affairs Division**

David Forte  
Senior Property & Casualty Policy Advisor

**(360) 725-7268**  
david.forte@oic.wa.gov

Bryon Welch  
Deputy Commissioner/Policy and Legislative Affairs

**(360) 725-7037**  
bryon.welch@oic.wa.gov

Bryon Welch  
Legislative Liaison

**(360) 725-7037**  
bryon.welch@oic.wa.gov

Jay Bruns  
Senior Climate Advisor

**(360) 725-9651**  
jay.bruns@oic.wa.gov

Jane Beyer  
Senior Health Policy Advisor

**(360) 725-7043**  
jane.beyer@oic.wa.gov

**Public Affairs**

Michael Marchand  
Deputy Commissioner/Public Affairs

**(360) 725-7052**  
michael.marchand@oic.wa.gov

**Rates, Forms, and Provider Networks Division**

Eric Slavich  
Actuarial Services, Property & Casualty Manager

**(360) 725-7137**  
eric.slavich@oic.wa.gov

Ned Gaines  
Deputy Commissioner, Rates, Forms & Provider Networks

**(360) 725-7126**  
ned.gaines@oic.wa.gov

Heather Shimoji  
Health Forms Manager

**(360) 725-7119**  
Heather.shimoji@oic.wa.gov

Jennifer Kreitler  
Provider Networks Oversight Manager

**(360) 725-7127**  
jennifer.kreitler@oic.wa.gov

Lichiou Lee  
Chief Actuary, Actuarial Services, Life & Health

**(360) 725-7128**  
lichou.lee@oic.wa.gov

**Statewide Health Insurance Benefits Advisors (SHIBA) Program**

Tim Smolen  
SHIBA Manager

**(360) 725-7091**

[tim.smolen@oic.wa.gov](mailto:tim.smolen@oic.wa.gov)

# West Virginia



**Allan L. McVey**  
**Commissioner**  
**Southeast Zone**

Term of Office:  
At the Pleasure of the Governor  
Appointed: September 22, 2021

Allan L. McVey was appointed West Virginia Insurance Commissioner by Governor Jim Justice on March 21, 2017. He was then appointed by the Governor to serve as Cabinet Secretary of the West Virginia Department of Administration in January 2019. He served in that position until his reappointment as West Virginia Insurance Commissioner effective September 22, 2021.

Commissioner McVey is responsible for the regulation of the insurance market, as well as protection of insurance consumers. He believes in the mission of the West Virginia Insurance Commissioner's office of promoting a competitive and solvent insurance market with adequate consumer protection by fairly and consistently administering the insurance laws of West Virginia.

Prior to his appointment in 2017, Commissioner McVey was a licensed insurance agent who served in several capacities during his long tenure in the insurance industry in West Virginia. His experience includes a position as a medical claims examiner with the West Virginia Workers' Compensation Fund, underwriter with a large national insurance company and since 1976 a licensed insurance agent and broker with several firms, both local and national. His latest assignment included both sales and management of the West Virginia operations for a large national insurance brokerage firm.

Commissioner McVey earned a Bachelor of Science, Business Administration degree from West Virginia State University and has several post-graduate insurance designations.

## Main

West Virginia Offices of the Insurance Commissioner  
P.O. Box 50540  
Charleston, WV 25305-0540  
United States

## Email Address

OICConsumerServices@wv.gov

## Phone Numbers

Main: **(304) 558-3354**  
Toll-Free Number (In-state only): **(888) 879-9842**

## Fax Numbers

Main: **(304) 558-0412**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.wvinsurance.gov/>

**Make Checks Payable to:** Premium Taxes and Dept. Fees: WV Insurance Commissioner

Debbie Hughes  
Director, Administrative Services

**(304) 414-8400**

Erin Hunter  
General Counsel

**(304) 414-8400**

Janice Hemmelgarn  
Executive Assistant

**(304) 414-8486**

Melinda Kiss  
Assistant Commissioner - Finance

**(304) 414-8488**

## Contact Persons

**Accounting Services**

Cheri Harpold  
Chief Financial Officer

(304) 414-8470  
cheri.a.harpold@wv.gov

**Administrative Services**

Debbie Hughes  
Director, Administrative Services

(304) 414-8400  
debbie.m.hughes@wv.gov

**Consumer Advocacy**

Dennis Garrison  
Director, Consumer Advocacy

(304) 414-8040  
dennis.garrisonIII@wv.gov

**Consumer Services**

Consumer Services & Inquiries

(304) 558-3386  
OICConsumerServices@wv.gov

**Executive Division**

Melinda Kiss  
Assistant Commissioner - Finance

(304) 414-8488  
melinda.a.kiss@wv.gov

**Financial Examinations**

Mary Jo Lewis  
Director, Financial Conditions Unit and Chief Examiner

(304) 414-8010  
mary.j.lewis@wv.gov

**Information Systems/Record Management**

Mike Farren  
Information Systems Manager III

(304) 414-5333  
mike.k.farren@wv.gov

**Insurance Inspector General**

Kirby Stickler  
Insurance Inspector General

(304) 414-8444  
kirby.s.stickler@wv.gov

**InsurTech**

Joylynn Fix  
Director, Life & Health

(304) 414-8035  
joylynn.fix@wv.gov

**Legal Division**

Gregory A. Elam  
Associate Counsel-Fraud Prosecution

(304) 414-8024  
greg.a.elam@wv.gov

Jeff Black  
Associate Counsel, Attorney Supervisor, Compliance and  
Enforcement

(304) 558-0401  
jeffrey.c.black@wv.gov

Victor Mullins  
Associate Counsel-Legislation/Rules

(304) 558-0401  
victor.a.mullins@wv.gov

**Licensing and Education (Agent/Agency Licensing, Education and Fees)**

Rob Grishaber  
Director, Agents Licensing and Education

(304) 558-0610  
robert.e.grishaber@wv.gov

**Life & Health Insurance**

Joylynn Fix  
Director, Life & Health

(304) 414-8035  
joylynn.fix@wv.gov

**Media Relations/Public Information**

Erin Hunter  
General Counsel

(304) 414-8400  
erin.k.hunter@wv.gov

**NAIC Liaison**

Janice Hemmelgarn  
Executive Assistant

(304) 414-8486  
janice.l.hemmelgarn@wv.gov



**Premium Taxes**

Rhonda Hartwell  
Financial Reporting Manager

**(304) 414-8467**  
rhonda.c.hartwell@wv.gov

**Property & Casualty Insurance**

Ellen Potter  
Director, Property & Casualty

**(304) 414-8480**  
Ellen.J.Potter@wv.gov

**Statistical Reporting**

Juanita Wimmer  
Insurance Market Analyst

**(304) 414-8491**  
juanita.d.wimmer@wv.gov

**Workers' Compensation**

Angela Shepherd  
Director, Workers' Compensation Employer Accounts and Claims  
Services

**(304) 414-7740**  
angela.h.shepherd@wv.gov

**Workers' Compensation - Board of Review**

Nick Casey  
Chair, Board of Review

**(304) 558-5230**  
Nick.Casey@wv.gov

# Wisconsin



**Nathan Houdek**  
**Commissioner**  
**Midwest Zone**

Term of Office:

At the Pleasure of the Governor

Appointed: January 2, 2022

Reappointed: January 2023

Nathan Houdek was appointed as Wisconsin's Insurance Commissioner by Gov. Tony Evers in January 2022. He previously served as Deputy Commissioner of Insurance for three years under former Commissioner Mark Afable.

Commissioner Houdek serves as the state's chief regulator of insurance and oversees the operations of the Office of the Commissioner of Insurance (OCI). He is also chair of the Injured Patients and Families Compensation Fund (IPFCF), which is governed by the Board of Governors. Additionally, he is a member of the Wisconsin Retirement Board and the board of directors for the Wisconsin Insurance Security Fund, the state's guaranty fund.

Having spent more than 20 years working in state legislative and regulatory affairs, Commissioner Houdek has extensive experience finding solutions to complex public policy and regulatory challenges across all lines of insurance. He has held several senior-level roles in the public and private sectors, including serving as a principal at one of Wisconsin's largest public affairs and business consulting firms and as chief of staff to a former minority leader in the Wisconsin State Senate.

As a member of the National Association of Insurance Commissioners (NAIC), Commissioner Houdek is chair of the Financial Condition (E) Committee, the Accelerated Underwriting (A) Working Group, and the Health Innovations (B) Working Group. Additionally, he is a member of the Life Insurance and Annuities (A) Committee and various task forces and working groups. He is also vice chair of the Governance Committee of the Interstate Insurance Product Regulation Commission (Compact).

Commissioner Houdek earned a master of business administration and a bachelor's degree from the University of Wisconsin-Madison (Madison, WI). He is actively involved with the Madison Public Library Foundation.

## Main

Wisconsin Office of the Commissioner of Insurance  
P.O. Box 7873  
Madison, WI 53707-7873  
United States

## Email Address

[ocicomplaints@wisconsin.gov](mailto:ocicomplaints@wisconsin.gov)

## Phone Numbers

Main: **(608) 266-3586**

Toll-Free Number (In-state only): **(800) 236-8517**

State Life Insurance Fraud: **(800) 562-5558**

Hearing/Speech Impaired: **(608) 226-3586**

## Fax Numbers

Main: **(608) 266-9935**

**Office Hours:** 7:45 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://oci.wi.gov>

**Make Checks Payable to:** State of Wisconsin, Commissioner of Insurance

## Mailing Address for Agent Licensing

Wisconsin Office of the Commissioner of Insurance  
P.O. Box 7872  
Madison, WI 53707-7872  
United States

Amy J. Malm Administrator, Division of Financial Regulation	(608) 261-8562
Jesse Patchak Director, Office of Operational Management	(608) 267-5198
Kristina Thole Director, Office of Administrative Services	(608) 261-8566
Lauren Van Buren Chief Legal Counsel	(608) 261-8283
Nathan Houdek Commissioner	(608) 266-2493
Rebecca Easland Deputy Commissioner	(608) 264-8126
Rebecca Rebholz Administrator, Division of Market Regulation & Enforcement	(608) 264-8111
Sarah Smith Director of Public Affairs	(608) 267-9460

#### **Contact Persons**

##### **Agent Licensing**

Melody Esquivel Insurance Program Manager, Agent Licensing Section	(608) 264-8132 melody.esquivel@wisconsin.gov
---	---

##### **Annual Statement and Company Licensing**

Mary Sue Gilardi Records Management Supervisor	(608) 266-0091 marysue.gilardi@wisconsin.gov
---	---

##### **Consumer Complaints and Inquiries**

Christina Keeley Chief, Consumer Affairs Section	(608) 267-3868 christina.keeley@wisconsin.gov
---	--

##### **Consumer Counseling Program for Seniors**

Vicki Buchholz Medigap Coordinator	(608) 246-7016 boaltc@wisconsin.gov
---------------------------------------	--

##### **Continuing Education**

Melody Esquivel Insurance Program Manager, Agent Licensing Section	(608) 264-8132 melody.esquivel@wisconsin.gov
---	---

##### **Department Counsel**

Lauren Van Buren Chief Legal Counsel	(608) 261-8283 lauren.vanburen@wisconsin.gov
---	---

##### **Deposits**

Mary Sue Gilardi Records Management Supervisor	(608) 266-0091 marysue.gilardi@wisconsin.gov
---	---

##### **Examinations - Agent**

Melody Esquivel Insurance Program Manager, Agent Licensing Section	(608) 264-8132 melody.esquivel@wisconsin.gov
---	---

##### **Examinations - Financial**

Kristin Forsberg Chief, Section I, Division of Financial Regulation	(608) 266-9896 kristin.forsberg@wisconsin.gov
--	--

Aaron Kenseth  
Chief, Section II, Division of Financial Regulation

(608) 267-4385  
aaron.kenseth@wisconsin.gov

Elena Vetrina  
Chief, Section III, Division of Financial Regulation

(608) 266-0105  
elena.vetrina@wisconsin.gov

Karl Albert  
Chief, Section IV, Division of Financial Regulation

Amy J. Malm  
Administrator, Division of Financial Regulation

(608) 261-8562  
amy.malm@wisconsin.gov

**Examinations - Market Conduct**

Rebecca Rebholz  
Administrator, Division of Market Regulation & Enforcement

(608) 264-8111  
rebecca.rebholz@wisconsin.gov

**Fees - Agents**

Melody Esquivel  
Insurance Program Manager, Agent Licensing Section

(608) 264-8132  
melody.esquivel@wisconsin.gov

**Fees - Companies**

Suzanne Vinmans  
License Permit Program Associate, Support Section

(608) 266-9891  
suzanne.vinmans@wisconsin.gov

**Health and Life Insurance**

Christina Keeley  
Chief, Consumer Affairs Section

(608) 267-3868  
christina.keeley@wisconsin.gov

**Information Services**

Jane Frankiewicz  
IT Director, Information Services Section

(608) 266-7392  
janef.frankiewicz@wisconsin.gov

**InsurTech**

Nathan Houdek  
Commissioner

(608) 266-2493  
nathan.houdek@wisconsin.gov

**Life Insurance**

Christina Keeley  
Chief, Consumer Affairs Section

(608) 267-3868  
christina.keeley@wisconsin.gov

**Market Analysis**

Darcy Paskey  
Chief, Market Analysis Section

(608) 264-6234  
darcy.paskey@wisconsin.gov

**Media Relations/Public Information**

Sarah Smith  
Director of Public Affairs

(608) 267-9460  
sarah.smith2@wisconsin.gov

**NAIC Liaison**

Sarah Smith  
Director of Public Affairs

(608) 267-9460  
sarah.smith2@wisconsin.gov

Jill Kelly  
Executive Staff Assistant

(608) 267-1233  
jillm.kelly@wisconsin.gov

**Premium Tax**

John Litweiler  
Chief, Division of Financial Regulation

(608) 267-4390  
john.litweiler@wisconsin.gov

**Property & Casualty - Commercial Lines**

Christina Keeley  
Chief, Consumer Affairs Section

(608) 267-3868  
christina.keeley@wisconsin.gov

**Property & Casualty - Personal Lines**

Christina Keeley  
Chief, Consumer Affairs Section

**(608) 267-3868**  
christina.keeley@wisconsin.gov

**State Life Insurance Fund**

Sarah Wehnes  
Insurance Program Manager

**(608) 267-4392**  
sarah.wehnes@wisconsin.gov

**Statistical Reporting**

Christina Keeley  
Chief, Consumer Affairs Section

**(608) 267-3868**  
christina.keeley@wisconsin.gov

**Training Opportunities**

Kendra Lazzeroni  
Training Coordinator, Office of Administrative Services

**(608) 261-8282**  
kendram.lazzeroni@wisconsin.gov

# Wyoming



**Jeff Rude**  
**Insurance Commissioner**  
**Western Zone**

Jeffrey 'Jeff' Rude was appointed Insurance Commissioner of the Wyoming Department of Insurance by Governor Mark Gordon on September 19, 2019.

Before becoming Insurance Commissioner, Rude spent five years in the Wyoming Department of Insurance as the Deputy Commissioner and one year as the Senior Health Policy and Planning Analyst.

Before working at the Wyoming Department of Insurance, Rude served 24 years in the United States Air Force as a Judge Advocate. He was General Counsel for a number of different organizations, the last being 20th Air Force, Cheyenne, Wyoming. He also specialized in the investigation of aircraft mishaps and retired in the rank of Colonel.

Rude has a Bachelor of Science in Public Administration from George Mason University, a Juris Doctorate from the University of North Dakota, and a Master of Military Operational Art and Science from Air University.

Rude and his wife, Kris, have two children.

#### Term of Office:

At the Pleasure of the Governor  
Appointed: September 19, 2019

#### Main

Wyoming Insurance Department  
106 E. 6th Avenue  
Cheyenne, WY 82002-0440  
United States

#### Email Address

wyinsdep@wyo.gov

#### Phone Numbers

Main: **(307) 777-7401**  
Toll-Free Number (In-State Only): **(800) 438-5768**

#### Fax Numbers

Main: **(307) 777-2446**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <http://doi.wyo.gov>

**Make Checks Payable to:** Wyoming State Treasurer

Becky McFarland **(307) 777-6889**  
Staff Attorney

Jeff Rude **(307) 777-6887**  
Insurance Commissioner

Jill Reinking **(307) 777-7401**  
Senior Policy and Planning Analyst

Tana Howard **(307) 777-6896**  
Deputy Commissioner

#### Contact Persons

**Accident & Health Insurance**

Lela Ladd  
Section Manager, Rate & Form Filings

**(307) 777-2448**  
lela.ladd@wyo.gov

**Administration**

Kim Gallegos  
Business Officer Coordinator

**(307) 777-6887**  
kim.gallegos@wyo.gov

**Agent Licensing**

Crystal Munson  
Office Support Specialist

**307-777-3588**  
crystal.munson@wyo.gov

Elijah Lowry  
Office Support Specialist

**307-777-7310**  
elijah.lowry@wyo.gov

**Annual Statements**

Tammy Rathburn  
Auditor

**(307) 777-6884**  
tammy.rathburn@wyo.gov

**Company Licensing**

Cathy Anderson  
Accountant

**(307) 777-7318**  
cathy.anderson1@wyo.gov

**Consumer Complaints and Inquiries**

Kristi Alma Jose  
Consumer Affairs Specialist, Property and Casualty

**(307) 777-6557**  
kristi.almajose@wyo.gov

Wendy Horton  
Consumer Affairs Specialist, Life and Health

**(307) 777-6556**  
wendy.horton1@wyo.gov

**Department Counsel**

Tabetha Wolf  
Assistant Attorney General

**Deposits**

Tracy McEwen  
Chief Financial Examiner

**(307) 777-5619**  
tracy.mcewen@wyo.gov

**Examinations - Agent**

Lisa Hastings  
Licensing Administrator

**(307) 777-7344**  
lisa.hastings@wyo.gov

**Examinations - Financial**

Tracy McEwen  
Chief Financial Examiner

**(307) 777-5619**  
tracy.mcewen@wyo.gov

**Examinations - Market Conduct**

Bryan Stevens  
Market Conduct Manager

**(307) 777-6870**  
bryan.stevens@wyo.gov

**Fees - Agents**

Lisa Hastings  
Licensing Administrator

**(307) 777-7344**  
lisa.hastings@wyo.gov

**Fees - Companies**

Tracy McEwen  
Chief Financial Examiner

**(307) 777-5619**  
tracy.mcewen@wyo.gov

**Health Policy**

Vacant  
Health Program Manager

Jill Reinking  
Senior Policy and Planning Analyst

**(307) 777-7401**  
Jill.Reinking3@wyo.gov

**Information Systems**

Tana Howard  
Deputy Commissioner

**(307) 777-6896**  
tana.howard@wyo.gov

**InsurTech**

Tana Howard  
Deputy Commissioner

**(307) 777-6896**  
tana.howard@wyo.gov

**Life Insurance**

JoAnne DeBella  
Insurance Standards Consultant

**(307) 777-7336**  
joanne.debella@wyo.gov

**NAIC Liaison**

Tana Howard  
Deputy Commissioner

**(307) 777-6896**  
tana.howard@wyo.gov

**Policy and Form Filing - Life & Health**

Kelley Shepp  
Insurance Standards Consultant

**(307) 777-6888**  
kelley.shepp1@wyo.gov

Lela Ladd  
Section Manager, Rate & Form Filings

**(307) 777-2448**  
lela.ladd@wyo.gov

**Policy and Form Filing - Property & Casualty**

Joy Magee  
Insurance Standards Consultant

**(307) 777-7308**  
joy.magee@wyo.gov

Shamika McDonald  
Insurance Standards Consultant

**307-777-2447**  
shamika.mcdonald@wyo.gov

**Premium Tax**

Tammy Rathburn  
Auditor

**(307) 777-6884**  
tammy.rathburn@wyo.gov

**Property & Casualty - Commercial Lines**

Joy Magee  
Insurance Standards Consultant

**(307) 777-7308**  
joy.magee@wyo.gov

**Property & Casualty - Personal Lines**

Shamika McDonald  
Insurance Standards Consultant

**307-777-2447**  
shamika.mcdonald@wyo.gov

**Receivership**

Tracy McEwen  
Chief Financial Examiner

**(307) 777-5619**  
tracy.mcewen@wyo.gov



## Northern Mariana Islands



**Remedio C. Mafnas**  
**Secretary of Commerce**  
**Western Zone**

Term of Office:  
Concurrent with Current  
Governor  
Appointed: May 10, 2024  
Confirmed: August 8, 2024

Remedio C. Mafnas was confirmed as Secretary of Commerce of the Commonwealth of the Northern Mariana Islands (CNMI) by the Senate on Aug. 8, 2024. She previously served as Acting Secretary, appointed by Gov. Arnold I. Palacios and Lt. Gov. David M. Apatang in November 2023.

Secretary of Commerce Mafnas oversees the efficient operation of all six divisions under the CNMI Department of Commerce. She concurrently serves as the CNMI Insurance Commissioner within the Banking and Insurance Section. She is responsible for developing policies to ensure consumer protection in all aspects of insurance regulation. She collaborates with regulatory bodies, law enforcement, and industry stakeholders to maintain a healthy and competitive insurance market while advocating for and protecting consumer interests.

Prior to her role as Acting Secretary, Secretary of Commerce Mafnas was the Registrar of Corporations in April 2003, overseeing daily operations and ensuring compliance with statutory mandates until December 2009. During the COVID-19 pandemic, she ventured into the private sector, spending 18 months as a Compliance Administrator for Imperial Pacific International Saipan. She resumed the role of the Registrar of Corporations in August 2021, contributing her wealth of experience, attention to detail, and a strong sense of responsibility to the CNMI.

Secretary of Commerce Mafnas has received many accolades, including the Supervisory Training Model, the Customer Is Always Right recognition, and Employee of the Month during her leadership at the Hyatt Regency Hotel Saipan. She also was the Employee of the Year during her time as the Assistant Registrar of Corporations/Administrative Officer II/Time Keeper at the Office of the Attorney General.

The CNMI Department of Commerce is a governmental agency responsible for fostering economic development, trade, and business activities. It plays a vital role in formulating policies, facilitating business operations, and promoting overall regional economic growth.

### Main

Northern Mariana Islands Office of the Insurance Commissioner  
P.O. Box 5795 CHRB  
Saipan, MP 96950  
United States

### Email Address

[info@commerce.gov.mp](mailto:info@commerce.gov.mp)

### Phone Numbers

Main: **(670) 664-3000**

### Fax Numbers

Main: **(670) 664-3067**

**Office Hours:** 7:30 a.m.-4:00 p.m. (Monday-Friday), Closed Holidays

**Website:** <https://www.commerce.gov.mp/>

**Make Checks Payable to:** CNMI Treasurer

Aristona M. Tudela  
Banking Examiner II (670) 664-3000

Charlette C. Borja  
Insurance Licensing Officer 670-664-8020

Francisco D. Cabrera  
Acting Secretary of Commerce

Jenny C. Norita  
WCC Officer (670) 664-3000

Mary Ann T. Santos  
Banking Examiner II (670) 664-3000

**Contact Persons**

**InsurTech**

Charlette C. Borja  
Insurance Licensing Officer

670-664-8020  
cnmi.insurance@commerce.gov.mp

# Puerto Rico



**Alexander S. Adams Vega**  
**Commissioner**  
**Southeast Zone**

Term of Office:  
Indefinite

Appointed: December 20, 2021

## Main

Office of the Commissioner of Insurance  
361 Calle Calaf  
P.O. Box 195415  
San Juan, PR 00919  
United States

## Phone Numbers

Main: **(787) 304-8686**  
Toll-Free: **(888) 722-8686**

## Fax Numbers

Main: **(787) 273-6082**

**Office Hours:** 8:00 a.m.-4:30 p.m., Monday-Friday

**Website:** <https://www.ocs.pr.gov/en-us>

**Make Checks Payable to:** Secretary of Treasury, Commonwealth of Puerto Rico

Alexander S. Adams Vega was appointed Puerto Rico's Insurance Commissioner by Gov. Pedro Pierluisi Urrutia on Dec. 20, 2021.

Commissioner Adams has served in the Puerto Rico Office of the Commissioner of Insurance for more than 10 years, first as a legal adviser and later as deputy commissioner for legal affairs. In these roles, Commissioner Adams gained extensive experience on a wide range of insurance regulatory matters and led policy implementation in diverse areas of the insurance industry, such as financial solvency, market conduct, licensing, credit for reinsurance, holding company regulation, health care plans, and property/casualty (P/C).

Prior to working for the Puerto Rico Office of the Commissioner of Insurance, he served as a law clerk in the Supreme Court of Puerto Rico, where he began his professional career. Additionally, Commissioner Adams has participated in multiple NAIC meetings throughout the years.

Commissioner Adams earned a Juris Doctor (J.D.) and a master's degree in public administration from the Pontifical Catholic University of Puerto Rico. He also earned a bachelor's degree in political science from the University of Puerto Rico, Mayaguez Campus.

Brenda N. Pérez, Esq. Deputy Commissioner of Legal Affairs	(787) 304-8686 x3100
Glorimar Santiago Rivera Deputy Commissioner of Supervision and Compliance	(787) 304-8686
Iris M. Calvente Galindez Deputy Commissioner of Services	
Jessica Medina Administrative Assistant	(787) 304-8686
Johanna Mulero Barreto Special Aide	(787) 304-8686 x1000
María S. Morcelo Vázquez Special Aide	(787) 304-8686
Mireysa S. Paz Rodriguez Deputy Commissioner of Administration	(787) 304-8686
Vacant Legal Advisor	(787) 304-8686

## Contact Persons

### **Agent Licensing**

Itsia Rosario  
Acting Customer Service Director

**(787) 304-8686 x 2301**  
irosario@ocs.pr.gov

### **Annual Statements**

Glorimar Santiago-Rivera  
Deputy Commissioner of Supervision and Compliance

**(787) 304-8686 x 4400**  
gsantiago@ocs.pr.gov

### **Chapter Papers - Filing**

Glorimar Santiago-Rivera  
Deputy Commissioner of Supervision and Compliance

**(787) 304-8686 x 4400**  
gsantiago@ocs.pr.gov

### **Company Authorization**

Glorimar Santiago-Rivera  
Deputy Commissioner of Supervision and Compliance

**(787) 304-8686 x 4400**  
gsantiago@ocs.pr.gov

### **Consumer Complaints and Inquires**

Doris Diaz Diaz  
Director, Consumer Services Division

**(787) 304-8686 x 2400**  
ddiaz@osc.pr.gov

### **Customer Service**

Itsia Rosario  
Acting Customer Service Director

**(787) 304-8686 x 2301**  
irosario@ocs.pr.gov

### **Department Counsel**

Brenda N. Pérez, Esq.  
Deputy Commissioner of Legal Affairs

**(787) 304-8686 x3100**  
bperez@ocs.pr.gov

### **Deposits**

Jaime Adorno  
Acting Finance Director, Finance Division

**(787) 304-8686 x 6200**  
jadorno@ocs.pr.gov

### **Taxes**

Glorimar Santiago-Rivera  
Deputy Commissioner of Supervision and Compliance

**(787) 304-8686 x 4400**  
gsantiago@ocs.pr.gov

## Guam



**Michelle B. Santos**  
**Banking and Insurance**  
**Commissioner**  
**Western Zone**

Michelle B. Santos is the Commissioner of Banking and Insurance for the Island of Guam. Mrs. Santos is a native of the Island and has spent most of her working career in Government of Guam service. Mrs. Santos has held various positions directing and managing many aspects of different agencies at the top management level. Her experience includes accounting, budgeting, financial planning, and administrative and operations management.

Mrs. Santos earned her bachelor's degree in Business Administration from the University of Portland.

Term of Office:

At the Pleasure of the Governor

Appointed: December 7, 2020

### Main

Department of Revenue and Taxation Regulatory Division  
P.O. Box 23607  
GMF, GU 96921  
United States

### Email Address

Michele.Santos@revtax.guam.gov

### Phone Numbers

Main: **(671) 635-1816**

### Fax Numbers

Main: **(671) 633-2643**

**Office Hours:** 8:00 a.m.-5:00 p.m., Monday-Friday

**Website:** <https://www.guamtax.com/>

**Make Checks Payable to:** Treasurer of Guam

Alice P. Sebastian-Cruz Regulatory Examiner Supervisor	<b>(671) 635-1844</b>
Anita M. Superales Regulatory Examiner I	<b>(671) 635-7664</b>
Christina G. Taimanao Regulatory Examiner I	<b>(671) 635-7668</b>
John Paul G. Duenas Regulatory Examiner I	<b>(671) 635-7669</b>
Michele Marie R. Rabago Regulatory Examiner I	<b>(671) 635-1846</b>
Nemencio David E. Briones Regulatory Examiner II	<b>(671) 635-1845</b>
Robert D. Tongson Regulatory Examiner I	<b>(671) 635-1833</b>

**Contact Persons**

**Accident & Health Insurance**

Alice P. Sebastian-Cruz Regulatory Examiner Supervisor	<b>(671) 635-1844</b> alice.cruz@revtax.guam.gov
Nemencio David E. Briones Regulatory Examiner II	<b>(671) 635-1845</b> nemencio.briones@revtax.guam.gov

**Agent Licensing**

Anita M. Superales Regulatory Examiner I	<b>(671) 635-7664</b> anita.superales@revtax.guam.gov
Christina G. Taimanao Regulatory Examiner I	<b>(671) 635-7668</b> christina.taimano@revtax.guam.gov
Robert D. Tongson Regulatory Examiner I	<b>(671) 635-1833</b> robert.tongson@revtax.guam.gov
John Paul G. Duenas Regulatory Examiner I	<b>(671) 635-7669</b> johnpaul.duenas@revtax.guam.gov
Nemencio David E. Briones Regulatory Examiner II	<b>(671) 635-1845</b> nemencio.briones@revtax.guam.gov

**Annual Statements**

Alice P. Sebastian-Cruz Regulatory Examiner Supervisor	<b>(671) 635-1844</b> alice.cruz@revtax.guam.gov
Nemencio David E. Briones Regulatory Examiner II	<b>(671) 635-1845</b> nemencio.briones@revtax.guam.gov

**Company Licensing**

Anita M. Superales Regulatory Examiner I	<b>(671) 635-7664</b> anita.superales@revtax.guam.gov
Christina G. Taimanao Regulatory Examiner I	<b>(671) 635-7668</b> christina.taimano@revtax.guam.gov
Robert D. Tongson Regulatory Examiner I	<b>(671) 635-1833</b> robert.tongson@revtax.guam.gov

John Paul G. Duenas  
Regulatory Examiner I

**(671) 635-7669**  
johnpaul.duenas@revtax.guam.gov

**Consumer Complaints and Inquires**

Nemencio David E. Briones  
Regulatory Examiner II

**(671) 635-1845**  
nemencio.briones@revtax.guam.gov

Anita M. Superales  
Regulatory Examiner I

**(671) 635-7664**  
anita.superales@revtax.guam.gov

Christina G. Taimanao  
Regulatory Examiner I

**(671) 635-7668**  
christina.taimano@revtax.guam.gov

Robert D. Tongson  
Regulatory Examiner I

**(671) 635-1833**  
robert.tongson@revtax.guam.gov

John Paul G. Duenas  
Regulatory Examiner I

**(671) 635-7669**  
johnpaul.duenas@revtax.guam.gov

Alice P. Sebastian-Cruz  
Regulatory Examiner Supervisor

**(671) 635-1844**  
alice.cruz@revtax.guam.gov

**Deposits**

Anita M. Superales  
Regulatory Examiner I

**(671) 635-7664**  
anita.superales@revtax.guam.gov

**Examinations - Financial**

Nemencio David E. Briones  
Regulatory Examiner II

**(671) 635-1845**  
nemencio.briones@revtax.guam.gov

Alice P. Sebastian-Cruz  
Regulatory Examiner Supervisor

**(671) 635-1844**  
alice.cruz@revtax.guam.gov

**Examinations - Market Conduct**

Nemencio David E. Briones  
Regulatory Examiner II

**(671) 635-1845**  
nemencio.briones@revtax.guam.gov

Christina G. Taimanao  
Regulatory Examiner I

**(671) 635-7668**  
christina.taimano@revtax.guam.gov

Robert D. Tongson  
Regulatory Examiner I

**(671) 635-1833**  
robert.tongson@revtax.guam.gov

John Paul G. Duenas  
Regulatory Examiner I

**(671) 635-7669**  
johnpaul.duenas@revtax.guam.gov

Alice P. Sebastian-Cruz  
Regulatory Examiner Supervisor

**(671) 635-1844**  
alice.cruz@revtax.guam.gov

**Fees**

Nemencio David E. Briones  
Regulatory Examiner II

**(671) 635-1845**  
nemencio.briones@revtax.guam.gov

Anita M. Superales  
Regulatory Examiner I

**(671) 635-7664**  
anita.superales@revtax.guam.gov

**Information Systems**

Christina M. San Agustin  
Programmer/Analyst Supervisor

**(671) 635-1810**  
christina.sanagustin@revtax.guam.gov

**Life Insurance**

Nemencio David E. Briones  
Regulatory Examiner II

**(671) 635-1845**  
nemencio.briones@revtax.guam.gov



Christina G. Taimanao  
Regulatory Examiner I

**(671) 635-7668**  
christina.taimano@revtax.guam.gov

Robert D. Tongson  
Regulatory Examiner I

**(671) 635-1833**  
robert.tongson@revtax.guam.gov

John Paul G. Duenas  
Regulatory Examiner I

**(671) 635-7669**  
johnpaul.duenas@revtax.guam.gov

Anita M. Superales  
Regulatory Examiner I

**(671) 635-7664**  
anita.superales@revtax.guam.gov

**Policy and Form Filing - Life & Health**

Alice P. Sebastian-Cruz  
Regulatory Examiner Supervisor

**(671) 635-1844**  
alice.cruz@revtax.guam.gov

Nemencio David E. Briones  
Regulatory Examiner II

**(671) 635-1845**  
nemencio.briones@revtax.guam.gov

**Policy and Form Filing - Property & Casualty**

Robert D. Tongson  
Regulatory Examiner I

**(671) 635-1833**  
robert.tongson@revtax.guam.gov

Anita M. Superales  
Regulatory Examiner I

**(671) 635-7664**  
anita.superales@revtax.guam.gov

**Premium Tax**

Alice P. Sebastian-Cruz  
Regulatory Examiner Supervisor

**(671) 635-1844**  
alice.cruz@revtax.guam.gov

**UCC (Uniform Commercial Code) Filings, Health Insurance Policy Forms and Rates Review**

Robert D. Tongson  
Regulatory Examiner I

**(671) 635-1833**  
robert.tongson@revtax.guam.gov

Alice P. Sebastian-Cruz  
Regulatory Examiner Supervisor

**(671) 635-1844**  
alice.cruz@revtax.guam.gov

Christina G. Taimanao  
Regulatory Examiner I

**(671) 635-7668**  
christina.taimano@revtax.guam.gov

John Paul G. Duenas  
Regulatory Examiner I

**(671) 635-7669**  
johnpaul.duenas@revtax.guam.gov

Nemencio David E. Briones  
Regulatory Examiner II

**(671) 635-1845**  
nemencio.briones@revtax.guam.gov

# American Samoa



**Peni 'Ben' Itula Sapini Teo**  
**Commissioner**  
**Western Zone**

Term of Office:  
At the Pleasure of the Governor  
Appointed: January 3, 2021

## Main

American Samoa Insurance Commissioner's Office  
Pentagon Bldg. 2nd Floor Nuuuli  
Pago Pago, AS 96799  
United States

## Phone Numbers

Main: **(684) 699-4626 ext. 8113**

## Fax Numbers

Main: **(684) 633-2269**

## Office Hours:

**Website:** <https://www.americansamoa.gov/insurance>

**Make Checks Payable to:** American Samoa Office of the Insurance Commissioner

Peni 'Ben' Itula Sapini Teo  
Commissioner

**(684) 633-4116**

## Contact Persons

### **Administrative**

Elizabeth 'Liz' Perri  
Deputy Commissioner

**011 (684) 633-4116 x 297**  
[elizabeth.perri@go.as.gov](mailto:elizabeth.perri@go.as.gov)

Peni 'Ben' Itula Sapini Teo was appointed Insurance Commissioner by Governor Lemanu Palepoi Sialega Mauga on January 3, 2021.

Teo has vast experience in personnel management, marketing, purchasing, financial management, budgeting, auditing, import and export, finance and accounting. He is currently in term 9 of an online MBA program.

Teo is founder and managing partner of BJ Company Investors LLC (a partnership), doing business in Utah, southern Idaho, western Wyoming and northern Nevada. BJ Company Investors LLC performs validation and valuation inspections for businesses, residential homes and mobile homes for the U.S. Department of Housing and Urban Development (HUD), as well as banks and other financial institutions.

Teo is a U.S. Marine Corps veteran with 23 years of honorable service.