

Life & Health TOP TEN

2007 Most Frequent Market Conduct Issues

Our regulatory editors carefully review and analyze results from all market conduct exams in all jurisdictions. As part of the review process, they track market conduct issues by line of business. According to their reviews, the top 10 market conduct issues in **Life & Health** in 2007 were as follows.

1. Failure to acknowledge, to pay, or deny claims within specified time frames
2. Using unapproved, unfiled, and/or noncompliant forms that do not provide mandated benefits
3. Failure to provide required disclosures, such as Explanation of Benefits statements, coverage issues, or guaranty fund notices
4. Failure to adhere to advertising requirements
5. Failure to adhere to replacement requirements
6. Failure to provide notification of producer appointments or terminations
7. Using unapproved, unfiled rates and/or rating errors
8. Failure to adhere to grievance and appeals and utilization review requirements
9. Improper documentation of claim files
10. Failure to properly terminate a policy



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