

## INSURANCE REGULATORY ANALYST II

This is advanced professional level work in the review, evaluation, and approval of rate, rule, and policy form filings by insurance companies and analysis of premium and loss statistics for all types of insurance; or the review and evaluation of the business practices of all types of insurance companies. Analysts will function as either policy rate analysts or market examiners and will specialize in either property and casualty or life and health insurance. Policy rate analyst work involves evaluating either proposed policy forms, riders, addenda, advertisements, statistical data of premiums, losses, number of claims and related factors in determining compliance with statutory provisions and the justification of rates, rate changes and rate schedules. Market examination work involves conducting statistical samples of underwriting and claim files to determine compliance with applicable statutes. Employees apply insurance laws, department regulations, and use appropriate work procedures and techniques on a variety of assignments with emphasis on rate, rule, and policy form filings or marketing practices, underwriting guidelines, premium determination, application of policy forms and filings, cancellation and non-renewal procedures and claims handling practices. Employees work under the general supervision of a supervisor and work is reviewed through conferences, reports, and a general review of completed work assignments.

### I. DIFFICULTY OF WORK:

Variety and Scope - Employees functioning as policy rate analysts are responsible for reviewing and approving insurance policy forms, programs, advertisements, and rate filings for compliance with applicable statutes and departmental regulations. Employees functioning as market examiners are responsible for reviewing underwriting procedures and claims practices for compliance with applicable statutes and departmental regulations. In addition to maintaining a generalist background, analysts at this level are expected to become "experts" in certain specialty areas of insurance regulation. Employees review and make recommendations for the administrative regulations of the specialty area. Employees are responsible for insuring that the information and data presented is accurate, creditable, and reasonable, and that either the proper principles of premium rate calculations and methodology, or underwriting, rating and claims handling practices and procedures have been used.

Intricacy - Policy rate analysts are responsible for determining if the policy benefits provided are reasonable and commensurate with the premium charged and the loss ratio used to determine such a premium. Employees also review premium and loss statistics to determine if trends are developing that would assist in determining whether the or not rates being filed meet the statutory standards of being not excessive, inadequate, or unfairly discriminatory. Statistical studies are conducted of the premium and loss experience for use by the department in the review of future rate filings and possible rate hearings. Market examiners are responsible for determining if a company's underwriting, rating and claim payment procedures and practices conform to applicable statutes and rules and are applied correctly. Special emphasis is placed on the company's treatment of its policyholders, procedures utilized for the marketing of a company's products, and initial review of policy forms and filings. Statistical studies are conducted on underwriting and rating error ratios and claim handling service times for determining if industry trends are developing and for use on future examinations.

Subject Matter Complexity - Policy rate analysts work with complex policy forms and rate filings, advertising materials, and evaluate statistical data. Work requires a knowledge of insurance rate making procedures and practices and the ability to interpret and apply appropriate insurance laws to rate filings. Market examiners work with complex policy forms and filings, manual and policy contract provisions and evaluate a company's compliance with statutes and Department regulations. Work requires specific knowledge of policy contracts, statutes, Departmental rules and the ability to interpret and apply appropriate insurance laws in calculating policy premiums.

Guidelines - Guidelines available for use are regulations and General Statutes of North Carolina, Department of Insurance policies and procedures, The National Association of Insurance Commissioners Examiners Handbook, and case law. Employee may be required to interpret and apply laws and policies in specific circumstances that deviate from the norm and are not specifically covered.

## II. RESPONSIBILITY:

Nature of Instructions - Instructions from a supervisor or the Division Director may be oral or written and general in nature. Employee is responsible for determining the nature of the work to be done and for selecting the course of action to be taken.

Nature of Review - Work is reviewed by a supervisor or the Division Director when completed.

Scope of Decisions - Policy rate analysts approve or recommend approval/disapproval to a supervisor or the Division Director of rate, rule and form filings following a review and evaluation of submitted data. Market examiners evaluate a company's business practices and recommend any needed corrective actions to supervisor or the division director.

Consequence of Decisions - Recommendations of policy rate analysts and market examiners may affect policyholders and the operations of insurance companies. Policy rate analysts at this level are assigned more complex filings than at the lower level and the results affect larger numbers of people. Market examiners at this level are assigned the more complex duties of a market examination. Recommendations may require additional action by other divisions within the Department of Insurance.

## III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - The range of contacts includes department personnel from this and other divisions, the insurance industry, attorneys from the Attorney General's office, and may include the general public and special interest groups.

Nature and Purpose - The purpose of the contacts is to gain information on companies, to provide explanations of internal operating procedures and policies, and to resolve problems associated with insurance rate filings or a company's operations.

## IV. OTHER WORK DEMANDS:

Work Conditions - Work is generally performed in an office setting.

Hazards - Market examiners will face any hazards associated with land and air travel to the examination sites.

## V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Considerable knowledge of insurance principles and practices and department regulation. Considerable knowledge of mathematics, with some knowledge of the fundamentals of statistics; considerable knowledge of insurance rate-making procedures and practices or policy contract and manual provisions; ability to interpret and apply provisions of the insurance laws to rate filings or premium calculation. Ability to express oneself clearly and concisely in oral and written form. Ability to work with and provide technical guidance to lower level analysts.

Minimum Training and Experience - Graduation from a four-year college or university with a degree in business or economics or a related program including at least one course in statistics of college level mathematics and four years experience in policy and rate examinations, underwriting, claims adjusting work, or financial/marketing analysis; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.