AGENCY PERFORMANCE PLAN

**FY 2004**

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| **Name of Agency: Iowa Insurance Division** |
|  |
| **Agency Mission: The Iowa Insurance Division shall protect consumers through consumer education and by effectively and efficiently providing a fair, flexible and positive regulatory environment.** |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **CF: Regulation and Compliance** |  |  |  |
|  |  |  |  |
| **Desired Outcome(s):**  |  |  |  |
| **1. Conduct market conduct examinations pursuant to NAIC recommendations.** | **All market conduct exams completed under NAIC guidelines.** | **100% market conduct exams in compliance by December 2003.** | **Protect consumers through effective regulation/NAIC accreditation.** |
| **2. Review rates and forms within the statutory guidelines** | **Rates and forms reviewed as required by statute.** | **100% rates and forms acted upon within 30 days.** | **Modernize regulatory system. NAIC Speed to market initiatives.** |
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| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **`Strategies/Recommended Actions** |
| **1.** **Org#Consumer Affairs/Consumer Complaints** | **Time frame for resolution of complaints.** | **90% resolved in 80 days.** | **Improve 1-800# system for intake calls. Cross training of staff.** |
|  **A Investigate Complaints.** |  |  |  |
|  **B** |  |  |  |
|  **C** |  |  |  |
|  **D** |  |  |  |
|  |  |  |  |
| **2.****Org#Fraud Bureau-Criminal Complaints (same as #1)** | **Track # of referrals submitted on the on-line system vs traditional methods. Track time frame of completed criminal cases.** | **Unknown. Just commencing the program.** | **Introduce on-line reporting complaint system.** |
|  **A** |  |  |  |
|  **B** |  |  |  |
|  **C** |  |  |  |
|  **D** |  |  |  |
|  |  |  |  |
| **3.****Org# Senior Health Insurance Information Program** | **Increase # of Iowans served by 5%.** | **Increase to 50,450** | **Consumer outreach and advertising** |
|  A Provide increased outreach service to Iowans. |  |  |  |
|  **B** |  |  |  |
|  **C** |  |  |  |
|  **D** |  |  |  |

**4. Examinations. Examine all companies 100% NAIC accreditation.**

 **Examine insurance per statutory requirements Maintenance of**

**Companies pursuant qualified staff**

**To Iowa law.**

**5. Securities/Insurance Agents and producers Less than 1% error in Modernize regulatory**

**agents/producers. licensed with no errors. licensing of agents and system**

**Provide efficient and producers**

**Effective licensing system**

**for securities and insurance**

**agents and producers.**