## AGENCY PERFORMANCE PLAN FY 2015

## Name of Agency: INSURANCE DIVISION

Agency Mission: The lowa Insurance Division shall protect consumers through consumer education and by effectively and efficiently providing a fair, flexible and positive regulatory environment.

Core Function	Performance Measure (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
CF:			
Desired Outcome(s):			
1. Become more efficient and responsive to stakeholders	Percent of consumer and industry stakeholders satisfied services through postcard follow up.	90%	Eliminate unnecessary delays in major regulatory activities involving investigating company consumer complaints.
	Percentage of NAIC modernization initiatives implemented.	90%	Implement regulatory modernization initiatives of the NAIC.
2. Integrate supervision of insurance and securities markets	Percentage of regulatory investigations with full cross- sectional database searches.	90%	Increase communication of relevant information between bureaus in investigations.
3. Respond to increased complexity in the insurance and securities markets.	Number of educational press releases issues.	1 per month	Provide Division website that provides information useful to our stakeholders.
Services, Products, Activities 1. Org# Organizations: Market Regulation, Securities, and Company Regulation	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
License qualified individuals and companies to participate in lowa's insurance, securities and regulated industries markets and review and approve products that meet statutory requirements.			

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## **APPENDIX A**

A	Percentage of products acted upon within 30 days of a completed applications	100%	Continuing training of staff. Adopt technology including upgrading databases to assist in review. Adopt national standards to insure quality.
В	Percentage of agent applications processed within 7 days.	98%	Continue to modernize regulatory system for licensing.
С			
D			
2.			
Org# Company Regulation,			
Securities, and Regulated			
Industries			
Ensure companies and regulated			
industries that operate in Iowa			
continue to meet lowa's financial			
regulation requirements.			
A	Examine all companies and	100%	Maintain NAIC accreditation.
	industries as required by statute.	100 / 0	Maintenance of qualified staff
	industries as required by statute.		through training and remuneration.
В			
 C			
D			
3.			
Org# Organizations: Market			
Regulation, Securities, and Fraud			
Enforce lowa's market-oriented			
insurance and securities laws and			
regulations			
A	Percentage of complaints resolved	91%	Continue on-line reporting
	in 80 days.		complaint system.
			Ongoing review and update of 1- 800 system and website
В			
С			
D			