

Insurance Department

☛ *Mission and philosophy*

The mission of the Wyoming Insurance Department is to enforce the insurance laws and regulations of the state impartially, honestly and expeditiously; to serve the consumers of insurance; to encourage a healthy insurance marketplace and to promote change to better serve the public interest. To this end, the highest ethical, professional and work quality standards will be exercised in all formal and informal relationships with individuals, agencies and companies affected by the policies and actions of the department.

The regulatory philosophy of the department recognizes that the department exists to serve the residents of the state of Wyoming. As public servants, the employees of the Wyoming Insurance Department take pride in the services performed for fellow residents. In meeting the needs of consumers, the department is committed to making every effort to ensure that all complaints and claims are handled in a fair, prompt and professional manner. The Wyoming insurance consumer is to be treated with respect and courtesy and the department is committed to improving consumer information through education.

The Wyoming Insurance Department believes that it has a responsibility to the insurance industry and the people working in the insurance industry that serve Wyoming. The Wyoming Insurance Department supports a fair, efficient and productive industry dedicated to the long-term concept of insurance and its contributions to society. The Wyoming Insurance Department pledges to communicate concerns, problems and issues to the industry and encourages the industry to communicate its suggestions and concerns to the department. The Wyoming Insurance Department believes that each employee of the department is an integral part of its team effort to serve the people of the state of Wyoming. The Wyoming Insurance Department believes in decentralizing power and delegating authority to its employees. The employees of the department have pledged to do their best individually and to recognize that each is responsible and accountable for their actions. The Wyoming Insurance Department has an open door to all and promises to the people of Wyoming that it will conduct itself with the highest standards of ethics and accountability.

☛ *Results of outcomes*

Customer service and consumer protection continue to be areas of focus for the department. The department opened 412 consumer complaint files during the year. The department reviewed more than 8,500 policy form and rate filings for statutory compliance during the past year. Through diligent efforts of the Examination Section, the backlog of certificate of authority applications was reduced from 23 outstanding applications to seven. The ultimate goal is to become current on

General information

John P. McBride, Insurance Commissioner

Agency contact

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Year established

1919

Statutory references

W.S. 26-1-101 et seq.

Number of authorized personnel

Full-time 25

Organization structure

Consumer Affairs Section, Policy Review Section, Agent Licensing Section, Examination Section

Clients served

The department regulates the insurance industry in the state of Wyoming and serves the Wyoming insurance consumer.

Budget information

Department Operations (Administrative Budget)	\$1,232,070
Health Insurance Pool	1,635,852
State Board of Insurance Agent Examiners	\$1,949

processing of outstanding applications. During the course of the year, 57 insurance companies were admitted to do business in the state of Wyoming. The department is responsible for licensing and overseeing the actions of more than 9,000 resident and non-resident agents and 1,100 insurance companies authorized to do business in the state of Wyoming. In addition to customer service and consumer protection, the department continued its focus on financial solvency and regulatory compliance of the insurance industry.

• *Strategic plan changes*

Please refer to the agency strategic plan submitted September 2, 1997.

Insurance Department organization chart

