

Mister Chairman, Members of the Committee, my name is Carol Pace. I am a volunteer with AARP Colorado. AARP has some 690,000 members in Colorado. I am also a volunteer member of the Consumer Insurance Council.

AARP is interested that the Consumer Insurance Council continue. In my work on the Council I believe this group provides important consumer perspectives, and input to the Division of Insurance. They do this on ALL insurance types and issues, regulated by the Division.

To summarize:

1. The CIC is almost no cost – non-metro area members are eligible for mileage but only occasionally claim as the Committee has conference call access. Fiscal note is minimal \$1,200.
2. The CIC is statewide – as seen on attachment, we have a geographically spread membership.
3. The CIC is balanced – representation includes small business owners, larger employers and also retired individuals

Additional detail about the council

Committee Membership – Geographical/Congressional District Representation

- We currently have 11 members.
- Members represent 6 of the 7 Congressional Districts in the state.
- Members represent 10 different Colorado counties from Montezuma County and Conejos County to Weld, Larimer and Grand counties, representing diverse areas outside of metropolitan areas. Committee members are also from Denver County, Jefferson, Douglas, Arapahoe and Boulder counties.

We have an enthusiastic, knowledgeable, attentive and balanced group of council members. We are extremely appreciative of the volunteer time/effort of this committee.

Committee Accomplishments, Workload and Agendas

The council hears presentations about wide areas of insurance topics.

At recent CIC mtg we were apprised of a consumer risk situation related to identify theft of insurance annuities---where fraudulent withdrawals were made, or asset was fraudulently used by stranger to secure a loan. Committee provided input about the consumer alert being prepared, adding to the discussion about consumer protections of their insurance assets, questioning whether legislation might be needed.

At another recent meeting committee was apprised of consumer risk related to unclaimed insurance benefits for a deceased individual; estate beneficiaries not aware of nor notified that there may be residual policy benefits—sometimes not paid out unless requested

Consumer protection is the mission of the Colorado Division of Insurance.

The Council is:

1. Low cost
2. Statewide
3. Balanced

We ask that the committee support continuance of the Consumer Insurance Council.

Respectfully,

Carol Pace, AARP volunteer, and Consumer Insurance Council member

INFORMATION IDENTIFYING CONSUMER INSURANCE COUNCIL BROAD GEOGRAPHICAL REPRESENTATION AND THEREFORE SUPPORTING REQUEST TO CONTINUE THIS VITAL CONSUMER ADVISORY COMMITTEE

CIC Council Member Representation Zip Code	County	Congressional District	Count
80238	Denver County	1st Congressional District	1
80231	Denver County	1st	1
80513	Larimer County	2nd Congressional District	1
80451	Grand County	2nd	1
81328	Montezuma County	3rd Congressional District	1
81140	Conejos County	3rd	1
80108	Douglas County	4th Congressional District	1
80503	Boulder County	4th	1
80550	Weld County	4th	1
	Candidate invited	5th Congressional District	0
80111	Arapahoe County	6th Congressional District	1
80403	Jefferson County	7th Congressional District	1
Consumer Insurance Council Members as of 4-18			11

Consumer Insurance Council All Volunteer Work Effort

11 Member Volunteer Council Represents 7 Congressional Districts, meets approx 8 times per year - conference call-in capability for all meetings

Insurance Topic	Recommendations					
	Consumer Education/ Outreach (alerts, emails, social media, newsletters, consumer groups)	Public Forums	Enhanced Tools/ Website/IT	Best Practices Research/ other states	Complaint Process/ Investigations	Legislation
1 Ins Annuity Identity Theft	XX			XX	XX	XX
2 Ins Death Benefit lost/gone missing	XX		XX	XX	XX	
3 Health Insurance-rate setting	XX	XX	XX	XX	XX	XX
4 Long term Care Insurance	XX	XX		XX		
5 Home Sharing Ins (Airbnb/VRBO)	XX		XX			
6 Roof repair scams/homeowners ins	XX				XX	
7 Mental health svc parity-health ins	XX	XX				
8 Worker's Comp - prop & casualty	XX					
9 Colo Exchange-Connect4HlthColo	XX	XX			XX	
10 Network adequacy-health/dental ins	XX		XX	XX	XX	XX
11 Title Insurance - consumer choice	XX		XX		XX	
12 Pharmacy Benefits - health ins	XX	XX	XX	XX		
13 Misleading Advertising-bait & switch	XX					
14 Market conduct/market regulation	XX					
15 Open enrollment/tax forms/hlth ins	XX	XX	XX	XX		
16 Travel insurance	XX					
17 Auto insurance/include driverless cars	XX		XX	XX		
18 Non-discrimination/consumer protection	XX					
19 Credit report used for ins rates	XX				XX	
20 Current session legislation-insurance	XX	XX	XX	XX		XX

prepared by C. Pace for Senate Committee on Business, Labor & Technology