State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

Jim Doyle, Governor
Jorge Gomez, Commissioner

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The Honorable Jim Doyle
Governor, State of Wisconsin
115 E. State Capitol
Madison, WI 53702

Dear Governor Doyle:

I am pleased to submit the 135th *Wisconsin Insurance Report* covering 2003.

Wisconsin's tradition of sound regulation, combined with strong consumer protections, continued over the past year. Highlights of OCI's accomplishments and innovations are as follows:

- ❒ Successful completion of accreditation requirements in accordance with the financial standards of the National Association of Insurance Commissioners (NAIC). Accreditation by the NAIC tells other states they can rely on Wisconsin's financial monitoring and examinations of insurers based in Wisconsin that do business in their state.

- ❒ Implementation of administrative rules relating to health insurance plans and grievances, small employer insurance uniform application and uniform quote form, requirements for the administration of the Wisconsin Insurance Plan and life insurance replacement.

- ❒ Publication of *Guía del Consumidor para Seguros de Automóvil* a Spanish version of the *Consumer's Guide to Auto Insurance* and *Guía del Consumidor Seguros* a Spanish version of the *Consumer's Guide to Insurance.*

- ❒ Publication of the first HMO Quality and Consumer Satisfaction Data Report. Consumer satisfaction with health maintenance organizations in Wisconsin ranked above the national average in all measured categories.

- ❒ Elimination of the requirement for original letters of certification in the nonresident licensing process by relying on technology to provide all information electronically. Wisconsin became the first state to eliminate this requirement.

Sincerely,

Jorge Gomez
Commissioner