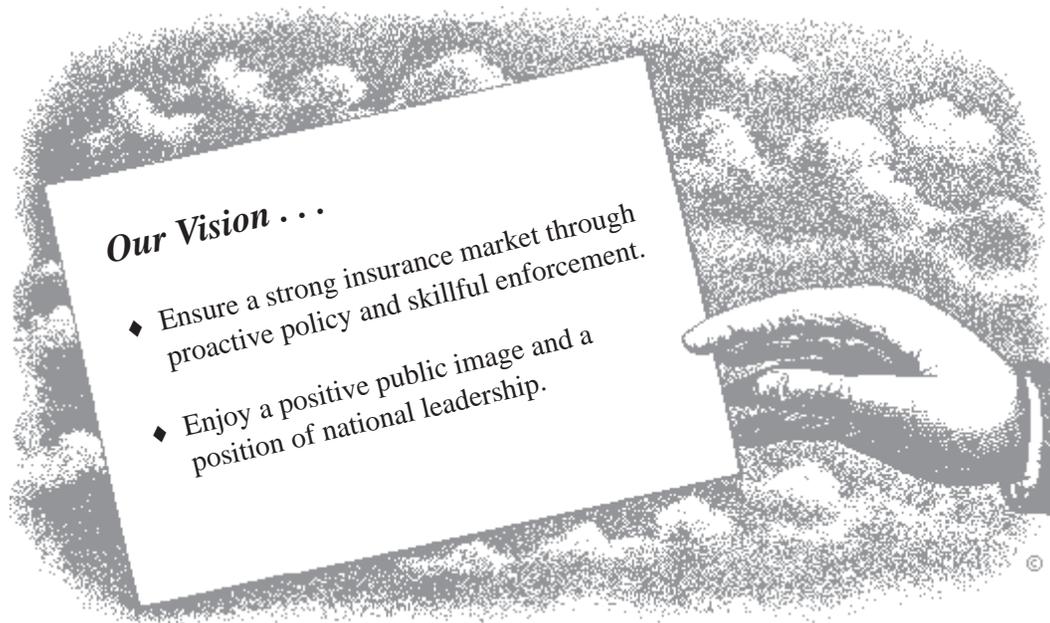
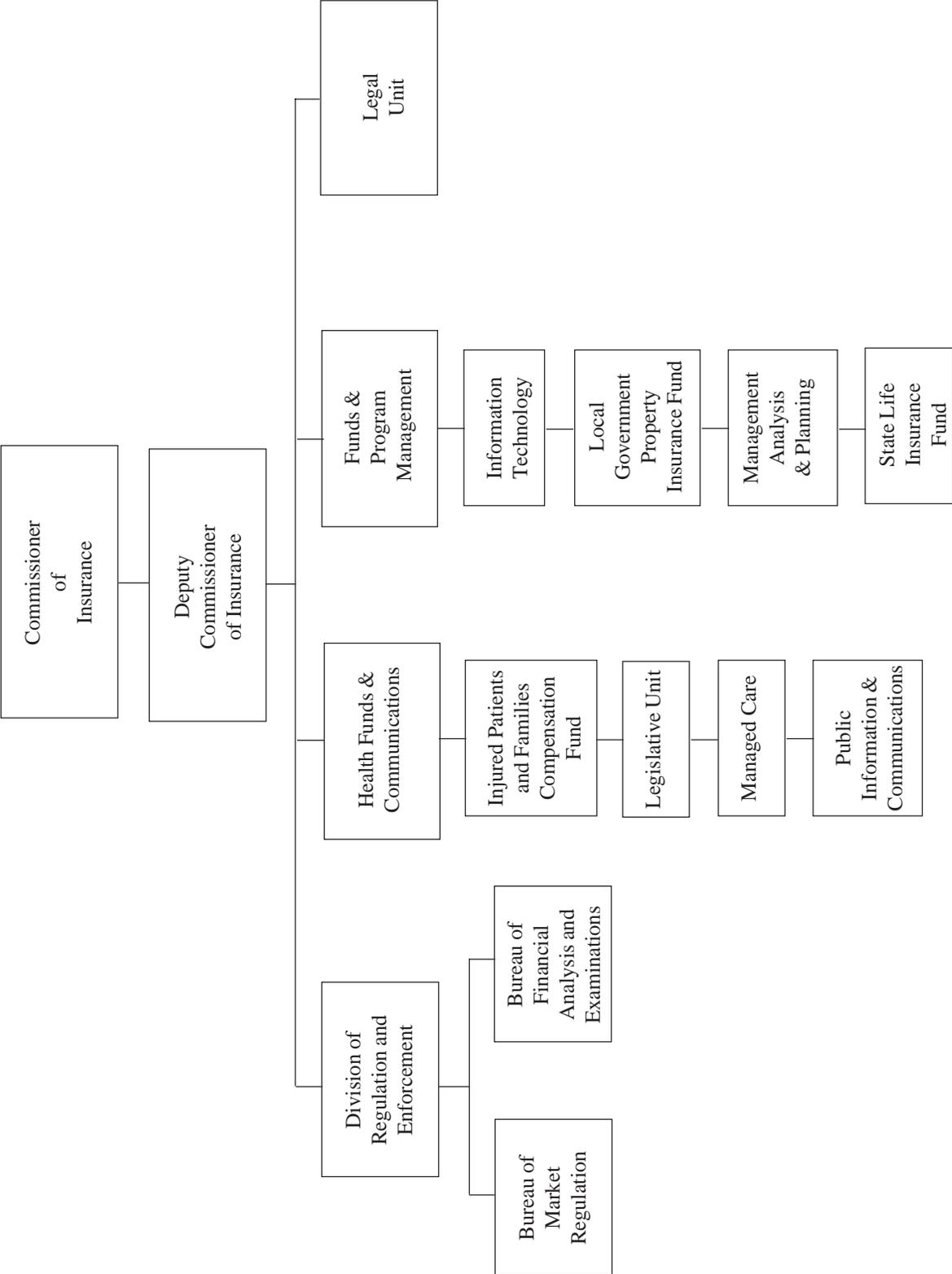


## I. Administration of the Office





**Organization and Staffing of the  
 Office of the Commissioner of Insurance**



## Organizational Structure

The office is divided into the Legal Unit, the Health Funds and Communications and the Funds and Program Management areas, and the Division of Regulation and Enforcement.

### Legal Unit

The Legal Unit represents the office in administrative proceedings, provides legal advice to staff, represents or supervises representation of the office in litigation and insurance company receiverships, provides legal services for the Injured Patients and Families Compensation Fund, Wisconsin Health Care Liability Insurance Plan, Local Government Property Insurance Fund and State Life Insurance Fund, and develops legislative proposals and administrative rules.

### Health Funds and Communication

This unit provides advice on executive matters affecting the office's goals and initiatives, directs the office's legislative initiatives, communications activities, and provides advice on technical insurance-related issues.

The OCI managed care specialist, who serves as an ombudsman for consumers who have questions or problems with their managed care plans, is assigned to this unit. The managed care specialist investigates complex managed care complaints received by OCI and educates consumers on their rights under managed care plans. Administering the state's independent review program is the responsibility of the managed care specialist.

This unit also has administrative responsibilities for the Injured Patients and Families Compensation Fund. The Fund provides medical malpractice protection to health care providers for claims in excess of \$1,000,000 per claim or \$3,000,000 annual aggregate for each policy year.

### Funds and Program Management

This unit is responsible for all general administrative functions of the agency including information technology, project management, budget, accounting, facilities management, and support services. This area acts as liaison between the agency and the Department of Administration for procurement, staff development and human resource services.

This unit also has administrative responsibilities for the Local Government Property Insurance Fund and the State Life Insurance Fund.

- The Local Government Property Insurance Fund offers property insurance protection to participating Wisconsin local government units.
- The State Life Insurance Fund offers life insurance to Wisconsin residents in amounts not exceeding \$10,000 per person.

### Division of Regulation and Enforcement

The division is responsible for carrying out all of the office's insurance regulatory and enforcement responsibilities. In addition, it assists with the office's consumer education program by providing technical expertise in the development and publication of the office's insurance consumer education publications. The division is also responsible for the development and promulgation of administrative rules interpreting insurance statutes. Finally, the division has a major role in the office's participation in the National Association of Insurance Commissioners, a trade association made up of the country's chief insurance regulators.

The division fulfills its regulatory responsibilities primarily through its two bureaus, described below.

*Bureau of Financial Analysis and Examinations.* This bureau monitors the financial solvency of insurers licensed to do business in Wisconsin. It conducts on-site financial examinations of domestic insurer operations, administers insurer rehabilitations and liquidations, audits and collects insurer premium taxes and fees, licenses insurance companies, reviews holding company transactions, reviews change of control transactions, and collects fire department dues from insurers for the fire department dues program.

*Bureau of Market Regulation.* This bureau reviews the rates, forms, and contracts filed with the agency by insurers; determines compliance with applicable laws and rules; initiates appropriate administrative actions; examines insurer underwriting and rating procedures, advertising files, claims processes and policyholder services; staffs several risk-sharing plans; provides assistance to consumers in resolving problems with insurers and agents; disseminates information to the public; investigates agent activities; conducts field reviews of insurer operations; and administers the insurance intermediaries testing and licensing program.

## **Management Staff**

**Sean Dilweg**—Governor Jim Doyle appointed Sean Dilweg Commissioner of Insurance for the State of Wisconsin on January 1, 2007. The Office of the Commissioner of Insurance regulates the business of insurance in Wisconsin. The office has a staff of 135 and is responsible for examining industry financial practices and market conduct, licensing agents, reviewing policy forms for compliance with state legislation, investigating consumer complaints and providing consumer information. In addition to its regulatory duties, the agency administers the State Life Insurance Fund, Local Government Property Insurance Fund and the Injured Patients and Families Compensation Fund.

Prior to this appointment he served as the Executive Assistant to the Secretary of the Wisconsin Department of Administration (DOA) from 2003 to 2006. In addition to managing key agency activities, including external communications, tribal negotiations and state finances, he advised the Secretary of the Department of Administration and Governor Jim Doyle on legislative and policy matters. He played a lead role for the administration in the creation of the HIRSP Authority under 2005 Act 74.

Commissioner Dilweg served as Director of Policy Analysis at Essie Consulting Group, a major Madison consulting and lobbying firm, from September 2000 to January 2003. He was a lead Policy Advisor for members of the Joint Committee on Finance during three biennial state budgets and as Committee Clerk for the Senate Committee on Environment and Energy from 1995 to 2000. He also served in several other legislative staff positions beginning in 1991.

Commissioner Dilweg holds a Masters in Public Administration from the La Follette Institute of Public Affairs at the University of Wisconsin - Madison (1998) and a B.A. in English from Lawrence University in Appleton (1989).

**Kimberly Shaul**—Commissioner Sean Dilweg appointed Kimberly Shaul Deputy Commissioner of Insurance for the State of Wisconsin on April 3, 2007. Ms. Shaul is an attorney and has extensive legal and business experience in the insurance industry. Most recently, she was Claims Director for American Family Insurance Group in its Life and Health Division. In this position, her responsibilities included general business management, customer service, claims processing, strategic planning, vendor management and contracting,

project management, budget and financial analysis and employee development. Ms. Shaul also served in legal and compliance functions at American Family. She started at the company as a litigation attorney for the Property and Casualty Claims Division. She next served as Assistant General Counsel then Life/Health Compliance Director before her work as Claims Director. Prior to her tenure at American Family, Ms. Shaul worked in a private law firm and also for the Wisconsin State Assembly.

Ms. Shaul received both her law degree and B.A. from the University of Wisconsin-Madison.

**Eileen Mallow**—Ms. Mallow was appointed Assistant Deputy Commissioner of Insurance in November 1999. Her duties at the agency include executive assistance on public policy issues affecting insurance regulation at the state and national level, managing the agency's public information and legislative activities, and supervision of the Injured Patients and Families Compensation Fund. She also sits on the Health Insurance Risk-Sharing Plan (HIRSP) Board of Governors, the Group Insurance Board, the Governor's Council on Financial Literacy and the State Council on Alcohol and Other Drug Abuse.

Ms. Mallow has worked in the OCI since 1995. Prior to her current assignment, she was responsible for analyzing public policy and legislative issues for the Commissioner. From 1995 to 1996, she was the director of HIRSP.

Prior to OCI, Ms. Mallow worked as an analyst at the Cost Containment Commission reviewing applications by hospitals, ambulatory surgery centers and home health agencies to expand. Ms. Mallow has also been an analyst for nursing home reimbursement policy for the Wisconsin Medical Assistance program and as a Budget Analyst in the state Department of Health and Family Services.

Ms. Mallow has a B.S. degree from the University of Wisconsin-Madison.

**John Montgomery**—A state employee since 1977, Mr. Montgomery has worked at OCI since 2001. He is currently serving as Insurance Administrator for the Funds and Program Management unit. Prior to coming to OCI, he worked 14 years as Deputy State Budget Director in the State Budget Office and also served as Chief of Budget Operations where he was responsible for budget, accounting, personnel and information technology. A

native of Chicago, he has Masters' Degrees in both public administration and in planning from the University of Wisconsin-Madison.

**Fred Nepple**—Mr. Nepple has served as OCI General Counsel since 1984. Mr. Nepple received his B.A. (1971), law (1974) and masters in accounting (1986) degrees from the University of Wisconsin. After a period in private practice he became a staff attorney for the Wisconsin Council on Criminal Justice and then for the Wisconsin state legislature. He served as General Counsel for the Commissioner of Savings and Loan from 1980 to 1984 before joining OCI. Mr. Nepple chairs the NAIC ERISA Working Group and NAIC Regulatory Framework Task Force and received the NAIC Robert Dineen Award in 2003.

**Guenther Ruch**—Mr. Ruch heads up the Division of Regulation and Enforcement at the OCI and is responsible for the enforcement of the Wisconsin insurance laws. Mr. Ruch has been involved in the regulation of insurance for over 27 years. He has been active in the National Association of Insurance Commissioners, a trade association consisting of the country's chief insurance regulatory officials, for over 12 years, heading up the Senior Issues Task Force and actively participating in its insurance market conduct and financial solvency activities.

Prior to his current position, Mr. Ruch served as Senior Vice President at WPS Health Insurance in Madison where he headed up the Actuarial, Underwriting and Marketing Divisions.

Mr. Ruch also served as the director of the OCI's Market Regulation Bureau within the Division of Regulation and Enforcement. The Bureau is responsible for handling consumer complaints, processing insurance policy forms, investigating insurance companies and agents for insurance law violations, and participating in the development of administrative rules. He also served as the Assistant Director of OCI's Financial Analysis and Examinations Bureau within the Division of Regulation and Enforcement. Mr. Ruch also was an accounting manager with a major insurance company based in Madison.

Mr. Ruch has written a number of insurance-related articles including "Medicare Supplement Insurance Standardization – Myth or Miracle" and "The Use of CPA Working Papers in the Financial Examination Process." He has a BBA from the University of Wisconsin – Whitewater and was the 1998 recipient of the NAIC's Robert Dineen Award for outstanding service and contribution to state regulation of insurance.

**Clare Stapleton Concord**—The OCI appointed Clare Stapleton Concord as Deputy Division Administrator of the Division of Regulation and Enforcement on April 2, 2007, after she had served as Deputy Commissioner of Insurance from May 15, 2005. For the previous ten years, Ms. Stapleton Concord served as Division Administrator for the Division of Administrative Services at OCI. In this position, her responsibilities included strategic and contingency planning, information technology, budget, human resources, accounting, contracting and procurement, and other support services for the agency. Ms. Stapleton Concord received an M.S. and Ph.D. from Northwestern University, Evanston, Illinois. A native of Sydney, Australia, she completed her undergraduate work at the University of New South Wales.

**Susan Ezalarab**—Ms. Ezalarab has been the Director of the Bureau of Market Regulation for the OCI since 1994. Her current responsibilities include managing the market analysis and market conduct examination; policy form and rate filing; complaints and enforcement; producer licensing and continuing education functions.

Ms. Ezalarab received a B.S. in Education and a M.A. in Public Policy and Administration from the University of Wisconsin-Madison. She holds the following designations: Certified Insurance Examiner (CIE), Fellow, Life Management Institute (FLMI), and Chartered Property Casualty Underwriter (CPCU).

Ms. Ezalarab is a member of the Insurance Regulatory Examiners Society and serves on the Accreditation and Ethics Committee. She is also a regulator member of the Association of Insurance Compliance Professionals (AICP) and co-chairs the Government and Industry Relations Committee for AICP.

**Roger Peterson**—Mr. Peterson became Director of the Bureau of Financial Analysis and Examinations in June 2004. Mr. Peterson's current responsibilities focus on monitoring the solvency of insurers operating in the state and enforcement of the related Wisconsin insurance laws. Mr. Peterson has been involved in the regulation of insurance since 1988. His previous positions include Insurance Financial Examiner Chief, Policy and Claim Reserve Specialist and financial examiner.

Mr. Peterson is active in the NAIC including chairing three financial analysis-related working groups. Mr. Peterson received a B.S. in Business and Economics from the University of Wisconsin-Platteville and a M.B.A. in Finance from the University of Wisconsin-Whitewater.

## Office Personnel

(as of June 2007)

Sean Dilweg, Commissioner  
Kimberly Shaul, Deputy Commissioner

Anne Debevoise Ostby  
Mary Reines  
Trudie Rusu  
Alice Shuman-Johnson

Attorney  
Executive Staff Assistant  
Executive Staff Assistant  
Attorney

### Legal Unit

Fred Nepple  
Sheila Becker  
James Harris  
Robert Luck  
Holly Strop  
Julie Walsh

General Counsel  
Legal Secretary  
Attorney  
Attorney  
Insurance Examiner  
Attorney

### Health Funds and Communications

Eileen Mallow

Insurance Administrator

### Injured Patients and Families Compensation Fund

Theresa Wedekind  
Audrey Hawk  
Jeffrey Kohlmann  
Mary Moore  
Andrea Nelson  
Rodney Orr  
Thomas Raymakers

Insurance Program Officer  
Office Operations Associate  
Insurance Program Specialist  
Financial Specialist  
Insurance Program Specialist  
Regulatory Specialist  
Accountant

### Legislative Unit

James Guidry  
Jennifer Stegall

Legislative Liaison  
Policy Initiatives Advisor-Administrator

### Managed Care

Barbara Belling

Managed Care Specialist

### Public Information and Communications

Matthew Berigan  
Marcia Elliott  
Mikaela Reck  
Betsey Rewey  
Jean Terry  
Inger Williams

Records/Forms Management Specialist  
IS Comprehensive Services Senior  
Communications Specialist  
Office Operations Associate  
Program and Planning Analyst  
Office Operations Associate

### Funds and Program Management

John Montgomery

Insurance Administrator

### Information Services Section

James Angus  
Theresa Daggett  
Jackson Ellis  
Steve Nickell  
Benjamin Schilling  
Shawn Vang  
Kaz Wojtkow

Management Information Chief  
IS Network Services Specialist  
IS Systems Development Services Senior  
IS Data Services Specialist  
IS Systems Development Services Consultant/Administrator  
IS Comprehensive Services Senior  
IS Systems Development Services Specialist  
IS Systems Development Services Senior

**Management Analysis and Planning**

Candace Buckles

Policy & Analysis Administrator

**Financial Management**

Jacquelynn Gernetzke

Financial Specialist

Timothy Mero

Budget and Policy Analyst

Danielle Rogacki

Accountant

**Office Management**

Office Management Specialist

**Project Management Program/Staff Development**

Kathleen Keleher

Program & Planning Analyst

**Local Government Property Insurance Fund**

Danford Bubolz

Insurance Program Officer

**State Life Insurance Fund**

Mary Sprague

Insurance Program Officer

Greg Luft

Accountant

Alice Sundt

Office Operations Associate

Jean Wendlick

Office Operations Associate

**Division of Regulation and Enforcement**

Guenther Ruch

Administrator

Clare Stapleton Concord

Policy Initiatives Advisor - Executive

Scott Bradach

IS Comprehensive Services Senior

Mary Sue Gilardi

Executive Staff Assistant

**Bureau of Financial Analysis and Examinations**

Roger Peterson

Director

Karl Albert

Insurance Financial Examiner

Richard Anderson

Insurance Financial Examiner

Stephen Caughill

Insurance Financial Examiner Chief

Victoria Chi

Insurance Financial Examiner

Jerry DeArmond

Insurance Financial Examiner

David Dougherty

Insurance Financial Examiner

Rebecca Easland

Insurance Financial Examiner

Stephen Elmer

Insurance Financial Examiner

Andrew Fell

Insurance Financial Examiner

William Genne

Insurance Financial Examiner

Angie Graff

Insurance Financial Examiner

David Grinnell

Insurance Financial Examiner

Sarah Haeft

Insurance Financial Examiner

Joseph Hilgendorf

Insurance Financial Examiner

Richard Hinkel

Insurance Financial Examiner

Thomas Houston

Insurance Financial Examiner

Thomas Janke

Insurance Financial Examiner

David Jensen

Insurance Financial Examiner

Steven Junior

Insurance Financial Examiner Chief

Jackie Karls

License Permit Program Associate

DuWayne Kottwitz

Insurance Financial Examiner

Russell Lamb

Insurance Financial Examiner

Cindy Lawton

Office Operations Associate

John Litweiler

Insurance Financial Examiner

Terry Lorenz

Insurance Financial Examiner

Amy Malm

Insurance Financial Examiner

Penny Marten

Office Operations Associate

Peter Medley

Insurance Financial Examiner Chief

Linda Meinholz

Insurance Financial Examiner

Judith Michael

Insurance Financial Examiner

Randal Milquet

Insurance Financial Examiner

Glen Navis	Insurance Financial Examiner
Eleanor Oppriecht	Insurance Financial Examiner
Gene Renard	Insurance Financial Examiner
Carmenza Rincon	Insurance Financial Examiner
Angela Romaker	Insurance Financial Examiner
Yvonne Sherry	Records Management Supervisor
Thomas Thomas	Insurance Financial Examiner
Frederick Thornton	Insurance Financial Examiner
Timothy VandeHey	Insurance Financial Examiner
Elena Vetrina	Insurance Financial Examiner
Julie Wipperfurth	Operations Program Associate

**Bureau of Market Regulation**

Susan Ezalarab	Director
Stephanie Cook	Insurance Examiner
Deborah Hamele	Operations Program Associate
Jo LeDuc	Insurance Examiner
Ashley Natysin	Insurance Examiner

**Complaints Unit**

Annette Byrnes	Insurance Supervisor
Karen Becker	Operations Program Associate
Melody Esquivel	Operations Program Associate
Monica Hale	Consumer Complaint Program Associate
Jennifer Harris	Consumer Complaint Program Associate
Shasta Hoffhein	Office Operations Associate
Mary Richardson	Office Operations Associate

**Property and Casualty Unit**

Rhonda Peterson	Insurance Examiner Chief
Ronnie Demergian	Insurance Examiner
Drew Hunkins	Insurance Examiner
Gary Morris	Insurance Examiner
Katherine Otis	Insurance Examiner
Rebecca Rebholz	Insurance Examiner
Ellen Schwartz	Insurance Examiner

**Life and Health Unit**

Michael Honeck	Insurance Examiner Chief
Veronica Cid	Insurance Examiner
Renee Fabry	Insurance Examiner
John Kitslaar	Insurance Examiner
John Pegelow	Insurance Examiner

**Accident and Health Unit**

Diane Dambach	Insurance Examiner Chief
Brian Baird	Insurance Examiner
Linda Low	Insurance Examiner
Nitza Pfaff	Insurance Examiner
Lynn Pink	Insurance Examiner
Marcia Zimmer	Insurance Examiner
Kevin Zwart	Insurance Examiner

**Agent Licensing Section**

Laurna Landphier	Insurance Program Officer
Laura Adkins	Office Operations Associate
Linda Goad	License Permit Program Associate
Donald Peckham	Office Associate
Phyllis Scott	Operations Program Associate

**Office of the Commissioner of Insurance—Office Finances  
General Fund—Supervision of the Insurance Industry  
Fiscal Year 2006 (Amounts in \$000s)**

	Total Revenue	Retained by Office of the Commissioner of Insurance	Transferred to State's General Purpose & Other Revenue Funds <sup>1</sup>
Premium Taxes	\$134,666	\$	\$134,666
Fire Department Dues	16,151		16,151
Liquidation Account Interest	1,020		1,020
Forfeitures	1,069		1,069
Insurance Company Examination Charges	5,828	5,245	583
Agent Initial Appointment Billing	2,050	1,845	205
Agent Appointment Renewal	8,030	7,227	803
Agent Continuing Education Fees	607	546	61
Producer License Issuance	1,413	1,272	141
Producer License Renewal	3,261	2,935	326
Company Licenses, Admissions, and Renewals	478	430	48
Certifications/Clearances	47	42	5
Miscellaneous <sup>2</sup>	200	195	5
<b>Total Revenue</b>	<b><u>\$174,820</u></b>	<b><u>19,737</u></b>	<b><u>\$155,083</u></b>
Less Total Operating Expenditures		<u>12,179</u>	
<b>Net Operating Revenue/(Loss)</b>		<b><u>\$ 7,558</u></b>	

<sup>1</sup> The Office of the Commissioner of Insurance retains 90% of licenses, services, and various other revenues. Taxes plus 10% of licenses, services, and various other revenues are remitted to the State of Wisconsin General Purpose Revenue Fund. Fire Department Dues are remitted to Wisconsin Fire Departments. Liquidation Account Interest accrues to liquidation account bank balances. Forfeitures are remitted to the Common School Fund.

<sup>2</sup> Miscellaneous collections include: 1) photocopying, 2) service of process, 3) publications, and 4) reimbursements for prior year expenditures.

**Office of the Commissioner of Insurance—Office Finances  
Segregated Funds  
Fiscal Year 2006 (Amounts in \$000s)**

	Total Revenue	Admin. Expenses	Operating Expenses	Net Operating Revenue*
Injured Patients and Families Compensation Fund	\$25,854	\$ 985	\$ (3,297)	\$28,166
Local Government Property Insurance Fund	23,236	1,342	17,483	4,411
State Life Insurance Fund	(2,502)	628	5,217	(8,347)

\* The State Life Insurance Fund experienced a loss in its investment income in 2006. The fund along with the other segregated funds continues to operate with adequate cash and fund reserves.