# DEPARTMENT OF BANKING AND INSURANCE OVERVIEW

The mission of the Department of Banking and Insurance is to regulate the banking, insurance, and real estate industries in a professional and timely manner that protects and educates consumers and promotes the growth, financial stability, and efficiency of those industries.

The Department's goals are to ensure the solvency of the financial institutions through regular financial examinations and analysis; to protect the public from unlawful or unfair practices by insurers, financial institutions, and real estate licensees by promptly investigating complaints filed by consumers and aggressively prosecuting violators; to issue licenses to qualified individuals and companies to provide banking, insurance, and real estate services to New Jersey citizens; to improve the efficient and effective review of insurance rates and forms; and to apply technology, where appropriate, to more effectively interact with the public and regulated industries.

### FY 2007 Budget Highlights

The Fiscal 2007 Budget for the Department of Banking and Insurance totals \$68 million and remains essentially unchanged from fiscal 2006. Two offsetting factors impacted the fiscal 2007 appropriation: lower salary and related administrative costs, in addition to the elimination of funded vacancies and attrition contributed \$1.9 million in reductions. This reduction was partially offset by an increase of \$1.8 million that represents the movement of 21 managed care positions from the Department of Health & Senior Services to the Department of Banking and Insurance, pursuant to Reorganization Plan #005-2005. In addition to its central mission of regulating the banking, insurance, and real estate industries, \$29.9 million of the Department's budget is used to fund the activities of the Office of the Insurance Fraud Prosecutor in the Department of Law & Public Safety.

### **Consumer Protection**

The Enforcement Unit and the Ombudsman's Office answer and investigate complaints about insurance issues from consumers and take action against companies that have behaved improperly. In fiscal 2005, these units, along with the Office of Consumer Finance and Real Estate Commission, recovered more than \$11 million for consumers and collected more than \$3.1 million in fines. In the first three quarters of fiscal 2006, the Department recovered nearly \$8.8 million and collected fines of more than \$2.2 million.

## **Department Accomplishments**

The continuing progress of the auto insurance reform initiative codified in P.L.2003, c.89, resulted in the entrance of AMEX Assurance Company and the Progressive Group of Companies into the New Jersey auto insurance marketplace and economy. Eight of the top ten national companies now write business in New Jersey. Since calendar year 2003, 76% of New Jersey drivers have received rate reductions and special dividends of more than \$436 million.

Fiscal 2006 saw the initial payments from the Medical Malpractice Liability Insurance Subsidy, provided for in the "New Jersey Medical Care and Responsibility and Patients First Act" of 2004. The Department distributed over \$13 million to more than 1,200 eligible physicians in high-risk specialties and subspecialties to assist in payment of medical malpractice insurance premiums.

P.L.2005, c.199 establishes assessment-based dedicated funding of the Division of Banking, beginning in fiscal 2007. The legislation not only provides a stable source of funding for the Division, but also will result in advantages for the financial services industry, including lower costs for licensed lenders and the elimination of fees that are now part of the assessment.

# DEPARTMENT OF BANKING AND INSURANCE

# SUMMARY OF APPROPRIATIONS BY FUND

(thousands of dollars)

	——Year F	Ending June 30	), 2005——		,	2007	Year Ending —June 30, 2007—		
Orig. & <sup>(S)</sup> Supple- mental	Reapp. & <sup>(R)</sup> Recpts.	Transfers & <sup>(E)</sup> Emer- gencies	Total Available	Expended		2006 Adjusted Approp.	Requested	Recom- mended	
					GENERAL FUND				
67,703	7,686		75,389	64,386	Direct State Services	68,033	67,965	67,965	
67,703	7,686		75,389	64,386	Total General Fund	68,033	67,965	67,965	
67,703	7,686		75,389	64,386	Total Appropriation, Department of Banking and Insurance	68,033	67,965	67,965	

# SUMMARY OF APPROPRIATIONS BY PROGRAM

(thousands of dollars)

	——Year E	nding June 3	0, 2005——				Year Ending —June 30, 2007—	
Orig. & <sup>(S)</sup> Supple- mental	Reapp. & <sup>(R)</sup> Recpts.	Transfers & <sup>(E)</sup> Emer- gencies	Total Available	Expended		2006 Adjusted Approp.	Requested	Recom- mended
					DIRECT STATE SERVICES - GENERAL FU	ND		
					Economic Regulation			
15,992	244	167	16,403	16,039	Consumer Protection Services and Solvency			
					Regulation	17,234	17,880	17,880
5,820	33	-464	5,389	5,226	Actuarial Services	6,194	6,344	6,344
3,151	46	1	3,198	2,934	Regulation of the Real Estate Industry	3,151	3,009	3,009
1,844	8		1,852	1,825	Public Affairs, Legislative and Regulatory			
					Services	2,012	1,971	1,971
					Unsatisfied Claims			
32,976	36		33,012	29,739	Insurance Fraud Prevention	31,976	31,747	31,747
3,600	6,321	-343	9,578	3,627	Supervision and Examination of Financial Institutions	3,547	3,404	3,404
	987		987	187	Pinelands Development Credit Bank			
4,320	11	639	4,970	4,809	Administration and Support Services	3,919	3,610	3,610
67,703	7,686		75,389	64,386	Subtotal	68,033	67,965	67,965
67,703	7,686		75,389	64,386	Total Direct State Services -			
					General Fund	68,033	67,965	67,965
67,703	7,686		75,389	64,386	TOTAL DIRECT STATE SERVICES	68,033	67,965	67,965
67,703	7,686		75,389	64,386	Total Appropriation, Department of Banking and Insurance	68,033	67,965	67,965

# 50. ECONOMIC PLANNING, DEVELOPMENT, AND SECURITY 52. ECONOMIC REGULATION

### **OBJECTIVES**

- 1. To ensure fair and equitable treatment of the public by financial institutions.
- 2. To inform and educate the public concerning financial matters.
- 3. To protect the public from financial loss resulting from the failure of financial and consumer credit institutions.
- 4. To ensure that fair and equitable insurance markets exist to provide reliable insurance coverage.
- 5. To improve the efficiency and responsiveness of the prior approval rate making process.
- 6. To protect the public from unlawful or unfair practices by insurance or real estate agents, brokers, solicitors, and salespersons.
- 7. To provide research and legislative support for new or revised legislation and regulations which will ensure equitable pricing and reasonable underwriting standards.
- 8. To examine, monitor, and investigate the affairs of insurance companies, banks, and consumer finance companies authorized to do business in New Jersey.
- 9. To aggressively combat insurance fraud through prevention, investigations, and prosecution.
- To oversee the provision of services by managed care organizations, develop analytical data on managed care quality, and outcome measures for dissemination to the public,

manage external appeals of managed care denials of care, and investigate consumer complaints.

## PROGRAM CLASSIFICATIONS

01. Consumer Protection Services and Solvency Regulation. Insurance companies, brokers, and agents are licensed to engage in the business of insurance in the State. Companies are examined periodically for solvency and compliance with statutes and regulations and market conduct with regard to treatment of consumers. In instances of serious financial problems or insolvency, domiciled firms may be placed under the Department's jurisdiction as the rehabilitator or liquidator. The Office of the Ombudsman investigates direct propertycasualty claims settlements to determine the appropriate disposition of claims. As a result of complaints and investigations, the Department may fine licensees and suspend or revoke licenses.

Responsible for the chartering of commercial banks, savings banks, credit unions, and savings and loan associations which operate in New Jersey. Responsible for investigating complaints against these institutions and/or licensees. Responsible for the licensing of all consumer credit lenders and vendors of credit as well as mortgage bankers and brokers. Processes applications of licensees and financial institutions and performs the necessary statistical, economic, and demographic research to determine the merits of these applications. Responsible for review and development of regulations, which includes regulating managed care organizations, addressing consumer complaints, and assessing the performance of Health Maintenance Organizations.

- 02. Actuarial Services. Reviews insurance policies and other insurance forms relating to individual and group accident health, life, property and liability insurance; regulates compliance with the rating law for property and liability insurance; verifies and analyzes liability calculations of domestic life and health insurers; participates with the Department of Health and Senior Services in regulating the financial aspects of health care facilities; and determines reasonableness of benefits provided in relation to premium charged.
- 03. **Regulation of the Real Estate Industry.** Ensures that members of the industry comply with existing statutes and regulations; investigates and resolves complaints; conducts hearings involving violations and improper practices; registers and regulates out-of-state land sales arranged through New Jersey brokers; inspects brokers' offices; examines and licenses brokers and salespersons; and maintains a directory of licensees and publishes bulletins.
- 04. **Public Affairs, Legislative and Regulatory Services.** Promulgates regulations and monitors proposed legislation and legal issues affecting the regulation of the banking, insurance, and real estate industries for the Department; publishes a quarterly newsletter and consumer booklets and provides consumer educational outreach programs; researches policy questions and investigates consumer issues.
- 06. **Insurance Fraud Prevention.** The Office of the Insurance Fraud Prosecutor thoroughly and aggressively investigates allegations of insurance fraud in order to fully develop the facts of each case and thus determine whether criminal prosecution, civil fraud enforcement, or administrative professional licensing enforcement are required. Activities of State and local law enforcement and regulatory agencies are coordinated to develop a statewide enforcement strategy addressing insurance fraud in its many forms. Information is

collected and analyzed about persons and entities engaging in insurance fraud related conduct to assist the prosecution in criminal, civil, or administrative forums. Fines are assessed with restitution made to insurance carriers. Activities related to Fraud Prevention are handled as part of a company's market conduct exam, including audits of fraud prevention and detection plans. Collection of all civil penalties related to insurance fraud and training for industry groups and law enforcement groups are also handled by the Department.

- 07. Supervision and Examination of Financial Institutions. Responsible for the supervision and examination of State chartered commercial banks, savings banks, credit unions, and savings and loan associations, as well as consumer credit associations such as check cashers, check sellers, insurance premium finance companies, pawnbrokers, secondary mortgage loan companies, and foreign money remitters. Ensures compliance with the mortgage loan discrimination statute (C17:16F et seq.). Regulates, supervises, and examines mortgage bankers and brokers (C17:11B-1 et seq.). Determines financial and legal compliance with all applicable statutes and regulations and takes appropriate legal and regulatory action to ensure compliance with existing statutes and regulations. Responsible for the examination of bank holding companies (C17:9A-1 et seq.) and savings and loan holding companies (C17:12B-281 et seq.).
- 08. **Pinelands Development Credit Bank.** Empowered to purchase and sell Pinelands development credits in accordance with the Comprehensive Management Plan for the Pinelands, thus preserving the resources of this area and accommodating regional growth in an orderly fashion.
- 99. Administration and Support Services. Directs the activities of the Department and provides administrative and support services. The Office of the Commissioner provides legislative and policy guidance to programs within the Department and coordinates all regulatory and legislative initiatives with the Legislature, Executive Branch, and the financial community.

	Actual FY 2004	Actual FY 2005	Revised FY 2006	Budget Estimate FY 2007
PROGRAM DATA				
<b>Consumer Protection Services and Solvency Regulation</b>				
Consumer Credit Associations - Banking				
Licenses issued	6,732	8,061	6,700	6,700
Associations subject to examination	2,262	2,172	2,200	2,200
Examinations conducted	384	336	365	415
Consumer Complaints				
Received	2,577	2,450	2,100	2,200
Completed	2,430	2,215	2,100	2,200
Inquiries and Referrals	732	700	745	865
Insurance Licensing				
Licenses issued	37,778	38,014	42,000	43,000
Candidates examined	18,480	13,432	13,500	14,000
Phone inquiries handled	38,111	34,951	35,000	40,000
Number of Insurance Companies and Regulated Entities	1,827	1,830	1,916	1,950
Field financial exams	27	30	24	24
Office analysis of companies - exams	554	554	600	625

# EVALUATION DATA

# **BANKING AND INSURANCE**

	Actual FY 2004	Actual FY 2005	Revised FY 2006	Budget Estimate FY 2007
Insurance Consumer Assistance				
Complaints received	12,035	10,226	10,500	10,500
Complaints resolved	10,714	13,648	10,500	10,500
Inquiries handled	62,980	63,758	57,200	54,200
Market analysis of companies		102	150	175
Companies data audited	16	20	25	25
Funds recovered on behalf of complainants	\$5,486,152	\$5,143,363	\$4,500,000	\$4,500,000
Actuarial Services				
Property and Casualty				
Commercial lines filings	1,871	2,139	2,200	2,300
Personal lines filings	857	774	900	925
Individual risk filings	14	18	20	22
Consent-to-rate filings	12	10	15	16
Authorization filings	115	107	125	130
Excess profits filings	49	47	49	50
Statistical filings	175	175	175	175
Surveys	598	598	600	600
Record requests	323	361	400	425
Complaints/inquiries	360	285	300	325
Life and Health				
Policy forms processed	25,952	23,258	26,000	28,000
Dental rate filings	134	195	200	200
HMO filings	87	23	20	20
Office of Managed Care				
Written complaints	811	608	966	1,000
Phone complaints/inquiries	2,936	1,200	1,614	1,700
Independent Utilization Review Organization	394	322	462	600
Eligible/forwarded requests	284	229	326	500
Ineligible/returned requests	110	93	136	125
Regulation of the Real Estate Industry				
Licensed brokers and salespersons	86,259	87,050	87,500	88,000
Candidates examined	20,297	20,500	20,700	20,900
Broker offices	660	675	690	705
Offices inspected	280	290	300	310
Complaints investigated	2,935	3,000	3,100	3,200
Licensed schools	121	131	135	139
Licensed instructors	220	247	260	272
Public Affairs, Legislative and Regulatory Services				
OAL submissions	119	124	116	125
Bulletins and orders issued	127	102	100	125
Written inquiries handled	926	588	616	650
Services of process handled	953	899	846	900
Newsletters and booklets published	48	70	76	76
Insurance Fraud Prevention				
Market conduct examinations	15	9	9	10
Civil fines collected	\$2,133,250	\$4,873,550	\$4,000,000	\$4,000,000
Restitution of fraudulently obtained dollars	\$88,071	\$69,606	\$78,000	\$78,000
Type of cases investigated (%)				
Auto	77%	66%	72%	72%
Health	8%	9%	8%	8%
Workers' compensation	3%	4%	3%	3%
Homeowners	2%	4%	3%	3%
Commercial	2%	3%	2%	2%
All other	270 8%	14%	12%	12%
New investigations referred	8,821	7,266	7,700	7,700
Pending investigations	6,536	5,082	5,700	5,700
	0,000	2,302	2,700	5,700

	Actual FY 2004	Actual FY 2005	Revised FY 2006	Budget Estimate FY 2007
Supervision and Examination of Financial Institutions				
State Chartered Institutions				
Banks and Savings and Loans	98	94	97	98
Examinations conducted	39	39	41	41
Bank Holding Companies	15	11	19	20
Specialty examinations	56	31	44	59
PERSONNEL DATA				
Affirmative Action Data				
Male Minority	48	50	52	55
Male Minority %	9.6	10.1	10.5	11.1
Female Minority	97	99	105	110
Female Minority %	19.4	19.9	21.1	22.1
Total Minority	145	149	157	165
Total Minority %	29.0	30.0	31.6	33.2
Position Data				
Filled Positions by Funding Source				
State Supported	4	4	3	4
All Other	478	495	498	501
Total Positions	482	499	501	505
Filled Positions by Program Class				
Consumer Protection Services and Solvency Regulation	206	226	236	243
Actuarial Services	69	72	73	72
Regulation of the Real Estate Industry	44	45	45	45
Public Affairs, Legislative and Regulatory Services	26	28	30	31
Unsatisfied Claims	14			
Insurance Fraud Prevention	27	27	23	23
Supervision and Examination of Financial Institutions	41	39	36	41
Pinelands Development		4	3	4
Administration and Support Services	55	58	55	46
Total Positions (a)	482	499	501	505

## Notes:

Actual payroll counts are reported for fiscal years 2004 and 2005 as of December and revised fiscal year 2006 as of March. The Budget Estimates for fiscal year 2007 reflect the number of positions funded. All Other includes positions supported by fees or other dedicated resources previously reported as State Supported.
(a) Per executive Reorganization Plan No. 005-2005, the total positions listed for fiscal year 2007 reflect the transfer of 21 Managed Care positions from the Department of Health and Senior Services.

# APPROPRIATIONS DATA (thousands of dollars)

Orig. &	—Year Ending	g June 30, 2005- Transfers &					2006	Year Ending ——June 30, 2007———	
<sup>(S)</sup> Supple- mental	Reapp. & <sup>(R)</sup> Recpts.	<sup>(E)</sup> Emer- gencies	Total Available 1	Expended		Prog. Class.	Adjusted Approp.	Requested	Recom- mended
					DIRECT STATE SERVICES				
					Distribution by Fund and Program	l			
15,992	244	167	16,403	16,039	Consumer Protection Services and Solvency Regulation	01	17,234	17,880	17,880
5,820	33	-464	5,389	5,226	Actuarial Services	02	6,194	6,344	6,344
3,151	46	1	3,198	2,934	Regulation of the Real Estate Industry	03	3,151	3,009	3,009
1,844	8		1,852	1,825	Public Affairs, Legislative and Regulatory Services	04	2,012	1,971	1,971
32,976	36		33,012	29,739	Insurance Fraud Prevention	06	31,976	31,747	31,747
3,600	6,321	-343	9,578	3,627	Supervision and Examination of Financial Institutions	07	3,547	3,404	3,404

# **BANKING AND INSURANCE**

Orig. &	—Year Ending	June 30, 2005 Transfers &					2006		Year Ending ——June 30, 2007———	
<sup>(S)</sup> Supple- mental	Reapp. & <sup>(R)</sup> Recpts.	<sup>(E)</sup> Emer- gencies	Total	Expended		Prog. Class.	2006 Adjusted Approp.	Requested	Recom- mended	
					DIRECT STATE SERVICES					
	987		987	187	Pinelands Development Credit Bank	08				
4,320	11	639	4,970	4,809	Administration and Support Services	99	3,919	3,610	3,610	
67,703	7,686		75,389	64,386	Total Direct State Services	_	<b>68,033</b> (a)	67,965	67,965	
					<b>Distribution by Fund and Object</b> Personal Services:					
29,532		790	30,322	30,173	Salaries and Wages		31,643	31,519	31,519	
29,532		790	30,322	30,173	Total Personal Services		31,643	31,519	31,519	
317		-14	303	275	Materials and Supplies		332	332	332	
5,009		58	5,067	4,919	Services Other Than Personal		5,340	5,396	5,396	
203		20	223	208	Maintenance and Fixed Charges Special Purpose:		211	211	211	
	179									
	31 R		210		Public Adjusters Licensing	01				
711			711	633	Ombudsman Program	01	(b)			
600		-464	136	35	Actuarial Services	02	600	600	600	
29,877					Insurance Fraud Prosecution					
1,000 <sup>S</sup>			30,877	27,750	Services	06	29,877	29,877	29,877	
	400 5,921 R	-387	5,934		Supervision and Examination of Financial Institutions	07				
	5,921 987		3,934 987	187		07				
	987		98/	18/	Pinelands Development Credit Bank	08				
30			30	29	Affirmative Action and Equal Employment Opportunity	99	30	30	30	
424	168	-3	589	177	Additions, Improvements and					
					Equipment					
67,703	7,686		75,389	64,386	Grand Total State Appropriation		68,033	67,965	67,965	

#### OTHER RELATED APPROPRIATIONS

#### Federal Funds

					reucial runus				
		170	170		Supervision and Examination of Financial Institutions	07			
		170	170		Total Federal Funds				
					All Other Funds				
	150 365 <b>R</b>		515	401	Consumer Protection Services and Solvency Regulation	01	445	445	445
	169				Regulation of the Real Estate				
	71 <b>R</b>		240	31	Industry	03	51	51	51
	<u> </u>				Supervision and Examination of Financial Institutions	07	400	400	400
	755		755	432	Total All Other Funds		<u>896</u>	<u>896</u>	<u>896</u>
67,703	8,441	170	76,314	64,818	GRAND TOTAL ALL FUNDS		68,929	68,861	68,861

# Notes -- Direct State Services - General Fund

- (a) The fiscal year 2006 appropriation has been adjusted for the allocation of salary program and reallocation of administrative efficiencies.
- (b) Appropriation of \$711,000 for the Ombudsman Program has been reallocated to the Consumer Protection Services and Solvency Regulation salary account.

# Language Recommendations -- Direct State Services - General Fund

- Receipts derived from extraordinary financial condition examinations or actuarial certifications of loss reserves are appropriated for the conduct of such examinations or certifications, subject to the approval of the Director of the Division of Budget and Accounting.
- The unexpended balance at the end of the preceding fiscal year in the Public Adjusters' Licensing account, together with receipts derived from the "Public Adjusters' Licensing Act," P.L. 1993, c. 66 (C.17:22B-1 et seq.), are appropriated for the administration of the act, subject to the approval of the Director of the Division of Budget and Accounting.

Receipts from the investigation of out-of-State land sales are appropriated for the conduct of those investigations.

- There are appropriated from the Real Estate Guaranty Fund such sums as may be necessary to pay claims.
- There are appropriated from the assessments imposed by the New Jersey Individual Health Coverage Program Board, created pursuant to P.L. 1992, c. 161 (C.17B:27A-2 et seq.), and by the New Jersey Small Employer Health Benefits Program Board, created pursuant to P.L. 1992, c. 162 (C.17B:27A-17 et seq.), those sums as may be necessary to carry out the provisions of those acts, subject to the approval of the Director of the Division of Budget and Accounting.
- Receipts in excess of anticipated revenues from examination and licensing fees, bank assessments, fines and penalties, and the unexpended balances at the end of the preceding fiscal year, not to exceed \$400,000, are appropriated to the Division of Banking, subject to the approval of the Director of the Division of Budget and Accounting.
- Proceeds from the sale of credits by the Pineland Development Credit Bank pursuant to P.L.1985, c.310 (C.13:18A-30 et. seq.) shall be appropriated to the Pineland Development Credit Bank for the same purpose.
- The unexpended balance at the end of the preceding fiscal year in the Pinelands Development Credit Bank account is appropriated for the same purpose.
- In addition to the amounts appropriated hereinabove, such other sums as the Director of the Division of Budget and Accounting shall determine, are appropriated from the assessments of the insurance industry pursuant to P.L. 1995, c. 156 (C.17:1C-19 et seq.) and from the assessments of the banking and consumer finance industries pursuant to P.L. 2005, c.199 (C.17:1C-33 et seq.) for the purpose of implementing the requirements of those statutes.
- The amount hereinabove for the Division of Insurance accounts is payable from receipts received from the Special Purpose Assessment of insurance companies pursuant to section 2 of P.L.1995, c.156 (C.17:1C-20). If the Special Purpose Assessment cap calculation is less than the amount herein appropriated for this purpose for the Division of Insurance, the appropriation shall be reduced to the level of funding supported by the Special Purpose Assessment cap calculation.
- All monies deposited in the Division of Motor Vehicles Surcharge Fund are appropriated to the Market Transition Facility Revenue Fund in accordance with the provisions of P.L. 1994, c. 57 (C.34:1B-21.1 et seq.).
- The amount hereinabove appropriated for FAIR Act Administration shall be funded from the additional taxes on the taxable premiums of insurers for the payment of Department of Banking and Insurance administrative costs related to its statutory duties, pursuant to P.L. 1990, c. 8 (C.17:33B-1 et al.).
- There is appropriated such sums as are necessary to fund the administrative costs of the New Jersey Hospital Care Payment Commission pursuant to P.L.2003, c. 112, (C.17B:30-41 et seq.), subject to the approval of the Director of the Division of Budget and Accounting.
- Notwithstanding the provision of any other law to the contrary, such sums as the Director of the Division of Budget and Accounting determines are necessary for the administrative costs associated with the "New Jersey Medical Care Access and Responsibility and Patients First Act," P.L. 2004, c.17 (C.2A:53A-37 et al.), are appropriated from the Medical Malpractice Liability Insurance Premium Assistance Fund. Such other sums as the Director of the Division of Budget and Accounting shall determine as necessary on behalf of State employees are appropriated to the Interdepartmental, Unemployment Insurance Liability account for deposit in the Medical Malpractice Liability Insurance Premium Assistance Fund. If annual receipts deposited in the Medical Malpractice Liability Insurance Premium Assistance Fund are higher or lower than the amounts projected for specific spending categories in the "New Jersey Medical Care Access and Responsibility and Patients First Act," the difference shall be pro-rated among those categories in the same proportion as established in section 27 of P.L.2004, c.17 (C.17:30D-29).

# NOTES