#### A BILL FOR AN ACT

RELATING TO ANNUITIES.

#### BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

- 1 SECTION 1. The legislature finds that it is necessary to
- 2 protect consumers who purchase annuity products. The purpose of
- 3 this Act is to ensure that the insurance needs and financial
- 4 objectives of consumers in a transaction involving annuity
- 5 products are appropriately addressed.
- 6 SECTION 2. Chapter 431:10D, Hawaii Revised Statutes, is
- 7 amended by adding a new part to be appropriately designated and
- **8** to read as follows:
- 9 "PART . SUITABILITY IN ANNUITY TRANSACTIONS
- 10 §431:10D-A Definitions. As used in this part, unless a
- 11 different meaning clearly appears from the context:
- 12 "Annuity" means a fixed annuity or variable annuity that is
- 13 individually solicited, whether the product is classified as an
- 14 individual or group annuity.
- "Insurance producer" means a person required to be licensed
- 16 under the laws of the State to sell, solicit, or negotiate
- 17 insurance, including annuities.

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         "Insurer" means a company required to be licensed under the
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    laws of the State to provide insurance products, including
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    annuities.
         "Recommendation" means advice provided by an insurance
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    producer, or an insurer where no producer is involved, to an
    individual consumer that results in a purchase or exchange of an
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7
    annuity in accordance with that advice.
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         §431:10D-B Applicability; exemptions. (a) This part
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    shall apply to any recommendations to purchase or exchange an
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    annuity made to a consumer by an insurance producer, or an
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    insurer where no producer is involved, that results in the
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    purchase or exchange recommended.
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              Unless otherwise specifically included, this part
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    shall not apply to recommendations involving:
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              Direct response solicitations where there is no
         (1)
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              recommendation based on information collected from the
17
              consumer pursuant to this part; or
18
         (2)
              Contracts used to fund:
19
              (A)
                   An employee pension or welfare benefit plan that
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                   is covered by the Employee Retirement and Income
21
                   Security Act;
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1	(B)	A plan described by section 401(a), 401(k),
2		403(b), 408(k), or 408(p) of the Internal Revenue
3		Code of 1986, as amended, if established or
4		maintained by an employer;
5	(C)	A government or church plan defined in section
6		414 of the Internal Revenue Code, a government or
7		church welfare benefit plan, or a deferred
8		compensation plan of a state or local government
9		or tax-exempt organization under section 457 of
10		the Internal Revenue Code;
11	(D)	A nonqualified deferred compensation arrangement
12		established or maintained by an employer or plan
13		sponsor;
14	(E)	Settlements of or assumptions of liabilities
15		associated with personal injury litigation or any
16		dispute or claim resolution process; or
17	(F)	Formal prepaid funeral contracts.
18	§431:10D-	C Duties of insurers and insurance producers.
19	(a) In recomme	ending to a consumer the purchase of an annuity or
20	the exchange of	f an annuity that results in another insurance
21	transaction or	series of insurance transactions, the insurance
22	producer, or the	he insurer where no producer is involved, shall
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    have reasonable grounds for believing that the recommendation is
    suitable for the consumer on the basis of the facts disclosed by
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    the consumer about the consumer's investments, other insurance
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    products, financial situation, and needs.
5
              Prior to the execution of a purchase or exchange of an
    annuity resulting from a recommendation, an insurance producer,
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7
    or an insurer where no producer is involved, shall make
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    reasonable efforts to obtain information concerning:
9
         (1)
              The consumer's financial status:
10
         (2)
              The consumer's tax status;
11
         (3)
              The consumer's investment objectives; and
12
         (4)
              Such other information used or considered to be
              reasonable by the insurance producer, or the insurer
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14
              where no producer is involved, in making
15
              recommendations to the consumer.
              Except as provided under subsection (d), no insurance
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    producer or insurer shall have any obligation to a consumer
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(1) Refuses to provide relevant information requested by

relating to any recommendation if a consumer:

the insurer or insurance producer;

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1	(2)	Decides to enter into an insurance transaction that is
2		not based on a recommendation of the insurer or
3		insurance producer; or
4	(3)	Fails to provide complete or accurate information.
5	(d)	An insurer or insurance producer's recommendation that
6	is subjec	t to subsection (c) shall be reasonable under all of
7	the circu	mstances actually known to the insurer or insurance
8	producer	at the time of the recommendation.
9	(e)	An insurer either shall ensure that a system to
10	supervise	recommendations that is reasonably designed to achieve
11	complianc	e with this part is established and maintained by
12	complying	with subsections (f) through (h), or shall establish
13	and maint	ain such a system, which shall include but not be
14	limited t	o:
15	(1)	Maintaining written procedures; and
16	(2)	Conducting a periodic review of the insurer's records
17		that is reasonably designed to assist in detecting and
18		preventing violations of this part.
19	(f)	A general agent and independent agency either shall

adopt a system established by an insurer to supervise

designed to achieve compliance with this part, or shall

recommendations of its insurance producers that is reasonably

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    establish and maintain such a system, which shall include but
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    not be limited to:
3
              Maintaining written procedures; and
         (1)
4
         (2) Conducting a periodic review of the insurer's records
5
              that is reasonably designed to assist in detecting and
6
              preventing violations of this part.
7
              An insurer may contract with a third party, including
8
    a general agent or independent agency, to comply with the
9
    requirements of subsection (e) and to establish and maintain a
10
    system of supervision of insurance producers under contract with
11
    or employed by the third party.
12
              An insurer shall make reasonable inquiry to ensure
13
    that the third party contracting under subsection (g) is
14
    performing the functions required under subsection (e) and shall
15
    take such action as is reasonable under the circumstances to
16
    enforce the contractual obligation to perform the functions.
                                                                   An
17
    insurer may comply with its obligation to make reasonable
18
    inquiry by:
19
         (1) Annually obtaining a certification from a third party
20
              senior manager who has responsibility for the
21
              delegated functions, that the manager has a reasonable
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1		basis to represent, and does represent, that the third
2		party is performing the required functions;
3	(2)	Based on reasonable selection criteria, periodically
4		reviewing the performance of selected third parties
5		contracting under subsection (g) to determine whether
6		the third parties are performing the required
7		functions. The insurer shall perform those procedures
8		to conduct the review that are reasonable under the
9		circumstances.
10	(i)	An insurer that contracts with a third party pursuant
11	to subsec	tion (g) and that complies with the requirements to
12	supervise	in subsection (h) shall have fulfilled its
13	responsib	ilities under subsection (e).
14	(j)	An insurer, general agent, or independent agency is
15	not requi	red by subsections (e) and (f) to:
16	(1)	Review, or provide for review of, all insurance
17		producer-solicited transactions; or
18	(2)	Include in its system of supervision an insurance
19		producer's recommendations to consumers of products
20		other than the annuities offered by the insurer,
21		general agent, or independent agency.

1 (k) A general agent or independent agency contracting with the insurer pursuant to subsection (g) shall promptly, when 2 3 requested by the insurer under subsection (h), give 4 certification as described in subsection (h) or give a clear 5 statement that it is unable to satisfy the certification 6 criteria. 7 (1)No person may provide certification under subsection 8 (h) unless: 9 (1)The person is a senior manager with responsibility for 10 the delegated functions; and 11 (2)The person has a reasonable basis for making the 12 certification. 13 Compliance with the National Association of Securities 14 Dealers Conduct Rules pertaining to suitability shall satisfy 15 the requirements under this section for recommending variable annuities; provided that nothing in this section shall limit the 16 17 commissioner's ability to enforce the provisions of this part. 18 **§431:10D-D** Mitigation of responsibility. (a) The 19 commissioner may order: 20 An insurer to take reasonably appropriate corrective (1)21 action for any consumer harmed by the insurer's, or by 22 its insurance producer's, violation of this part;

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1	(2)	An insurance producer to take reasonably appropriate
2		corrective action for any consumer harmed by the
3		insurance producer's violation of this part; and
4	(3)	A general agenct or independent agency that employs o

- (3) A general agenct or independent agency that employs or contracts with an insurance producer to sell, or solicit the sale of annuities to consumers, to take reasonably appropriate corrective action for any consumer harmed by the insurance producer's violation of this part.
- (b) Any applicable penalty under article 13 for a violation of section 431:10D-C(a), (b), (c), or (d) may be reduced or eliminated if corrective action for the consumer was taken promptly after a violation was discovered.

\$431:10D-E Recordkeeping. Insurers, general agents, independent agencies, and insurance producers shall maintain or otherwise make available to the commissioner records of the information collected from the consumer and other information used in making the recommendations that were the basis for insurance transactions for five years after the insurance transaction is completed by the insurer. An insurer may maintain documentation on behalf of an insurance producer."

1	SECTION 3. Section 431:13-103, Hawaii Revised Statutes, is
2	amended by amending subsection (a) to read as follows:
3	"(a) The following are defined as unfair methods of
4	competition and unfair or deceptive acts or practices in the
5	business of insurance:
6	(1) Misrepresentations and false advertising of insurance
7	policies. Making, issuing, circulating, or causing to
8	be made, issued, or circulated, any estimate,
9	illustration, circular, statement, sales presentation,
10	omission, or comparison which:
11	(A) Misrepresents the benefits, advantages,
12	conditions, or terms of any insurance policy;
13	(B) Misrepresents the dividends or share of the
14	surplus to be received on any insurance policy;
15	(C) Makes any false or misleading statement as to the
16	dividends or share of surplus previously paid on
17	any insurance policy;
18	(D) Is misleading or is a misrepresentation as to the
19	financial condition of any insurer, or as to the
20	legal reserve system upon which any life insurer
21	operates;

(E)	Uses any name or title of any insurance policy or
	class of insurance policies misrepresenting the
	true nature thereof;
(F)	Is a misrepresentation for the purpose of
	inducing or tending to induce the lapse,
	forfeiture, exchange, conversion, or surrender of
	any insurance policy;
(G)	Is a misrepresentation for the purpose of
	effecting a pledge or assignment of or effecting
	a loan against any insurance policy;
(H)	Misrepresents any insurance policy as being
	shares of stock;
(I)	Publishes or advertises the assets of any insurer
	without publishing or advertising with equal
	conspicuousness the liabilities of the insurer,
	both as shown by its last annual statement; or
(J)	Publishes or advertises the capital of any
	insurer without stating specifically the amount
	of paid-in and subscribed capital;
False	e information and advertising generally. Making,
	ishing, disseminating, circulating, or placing
	re the public, or causing, directly or indirectly,
	(F) (G) (H) (J) False publ:

1		to be made, published, disseminated, circulated, or
2		placed before the public, in a newspaper, magazine, or
3		other publication, or in the form of a notice,
4		circular, pamphlet, letter, or poster, or over any
5		radio or television station, or in any other way, an
6		advertisement, announcement, or statement containing
7		any assertion, representation, or statement with
8		respect to the business of insurance or with respect
9		to any person in the conduct of the person's insurance
10		business, which is untrue, deceptive, or misleading;
11	(3)	Defamation. Making, publishing, disseminating, or
12		circulating, directly or indirectly, or aiding,
13		abetting, or encouraging the making, publishing,
14		disseminating, or circulating of any oral or written
15		statement or any pamphlet, circular, article, or
16		literature which is false, or maliciously critical of
17		or derogatory to the financial condition of an
18		insurer, and which is calculated to injure any person
19		engaged in the business of insurance;
20	(4)	Boycott, coercion, and intimidation.
21		(A) Entering into any agreement to commit, or by any
22		action committing, any act of boycott, coercion,

or intimidation resulting in or tending to result
in unreasonable restraint of, or monopoly in, the
business of insurance; or

- (B) Entering into any agreement on the condition, agreement, or understanding that a policy will not be issued or renewed unless the prospective insured contracts for another class or an additional policy of the same class of insurance with the same insurer;
- (5) False financial statements.
  - (A) Knowingly filing with any supervisory or other public official, or knowingly making, publishing, disseminating, circulating, or delivering to any person, or placing before the public, or knowingly causing, directly or indirectly, to be made, published, disseminated, circulated, delivered to any person, or placed before the public, any false statement of a material fact as to the financial condition of an insurer; or
  - (B) Knowingly making any false entry of a material fact in any book, report, or statement of any insurer with intent to deceive any agent or

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1		examiner lawfully appointed to examine into its
2		condition or into any of its affairs, or any
3		public official to whom the insurer is required
4		by law to report, or who has authority by law to
5		examine into its condition or into any of its
6		affairs, or, with like intent, knowingly omitting
7		to make a true entry of any material fact
8		pertaining to the business of the insurer in any
9		book, report, or statement of the insurer;
10	(6)	Stock operations and advisory board contracts.
11		Issuing or delivering or permitting agents, officers,
12		or employees to issue or deliver, agency company stock
13		or other capital stock, or benefit certificates or
14		shares in any common-law corporation, or securities or
15		any special or advisory board contracts or other
16		contracts of any kind promising returns and profits as
17		an inducement to insurance;
18	(7)	Unfair discrimination.
19		(A) Making or permitting any unfair discrimination
20		between individuals of the same class and equal
21		expectation of life in the rates charged for any
22		[ <del>contract</del> ] policy of life insurance or [ <del>of life</del> ]

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1		annuity <u>contract</u> or in the dividends or other
2		benefits payable thereon, or in any other of the
3		terms and conditions of the contract;
4	(B)	Making or permitting any unfair discrimination in
5		favor of particular individuals or persons, or
6		between insureds or subjects of insurance having
7		substantially like insuring, risk, and exposure
8		factors, or expense elements, in the terms or
9		conditions of any insurance contract, or in the
10		rate or amount of premium charge therefor, or in
11		the benefits payable or in any other rights or
12		privilege accruing thereunder;
13	(C)	Making or permitting any unfair discrimination
14		between individuals or risks of the same class
15		and of essentially the same hazards by refusing
16		to issue, refusing to renew, canceling, or
17		limiting the amount of insurance coverage on a
18		property or casualty risk because of the
19		geographic location of the risk, unless:
20		(i) The refusal, cancellation, or limitation is
21		for a business purpose which is not a mere
22		pretext for unfair discrimination; or

1	(11) The refusal, cancellation, or limitation is
2	required by law or regulatory mandate;
3	(D) Making or permitting any unfair discrimination
4	between individuals or risks of the same class
5	and of essentially the same hazards by refusing
6	to issue, refusing to renew, canceling, or
7	limiting the amount of insurance coverage on a
8 .	residential property risk, or the personal
9	property contained therein, because of the age of
10	the residential property, unless:
11	(i) The refusal, cancellation, or limitation is
12	for a business purpose which is not a mere
13	pretext for unfair discrimination; or
14	(ii) The refusal, cancellation, or limitation is
15	required by law or regulatory mandate;
16	(E) Refusing to insure, refusing to continue to
17	insure, or limiting the amount of coverage
18	available to an individual because of the sex or
19	marital status of the individual; however,
20	nothing in this subsection shall prohibit an
21	insurer from taking marital status into account

1		for the purpose of defining persons eligible for
2		dependent benefits;
3	(F)	Terminating or modifying coverage, or refusing to
4		issue or renew any property or casualty policy or
5		contract of insurance solely because the
6		applicant or insured or any employee of either is
7		mentally or physically impaired; provided that
8		this subparagraph shall not apply to accident and
9		health or sickness insurance sold by a casualty
10		insurer; provided further that this subparagraph
11		shall not be interpreted to modify any other
12		provision of law relating to the termination,
13		modification, issuance, or renewal of any
14		insurance policy or contract;
15	(G)	Refusing to insure, refusing to continue to
16		insure, or limiting the amount of coverage
17		available to an individual based solely upon the
18		individual's having taken a human
19		immunodeficiency virus (HIV) test prior to
20		applying for insurance; or
21	(H)	Refusing to insure, refusing to continue to
22		insure, or limiting the amount of coverage

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1		available to an individual because the individual
2		refuses to consent to the release of information
3		which is confidential as provided in section 325-
· <b>4</b>		101; provided that nothing in this subparagraph
5		shall prohibit an insurer from obtaining and
6		using the results of a test satisfying the
7		requirements of the commissioner, which was taken
8		with the consent of an applicant for insurance;
9		provided further that any applicant for insurance
10		who is tested for HIV infection shall be afforded
11		the opportunity to obtain the test results,
12		within a reasonable time after being tested, and
13		that the confidentiality of the test results
14		shall be maintained as provided by section 325-
15		101;
16	(8)	Rebates. Except as otherwise expressly provided by

- (8) Rebates. Except as otherwise expressly provided by law:
  - (A) Knowingly permitting or offering to make or making any contract of insurance, or agreement as to the contract other than as plainly expressed in the contract, or paying or allowing, or giving or offering to pay, allow, or give, directly or

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1 indirectly, as inducement to the insurance, any 2 rebate of premiums payable on the contract, or 3 any special favor or advantage in the dividends or other benefits, or any valuable consideration 5 or inducement not specified in the contract; or Giving, selling, or purchasing, or offering to 6 (B) 7 give, sell, or purchase as inducement to the insurance or in connection therewith, any stocks, 8 9 bonds, or other securities of any insurance 10 company or other corporation, association, or 11 partnership, or any dividends or profits accrued 12 thereon, or anything of value not specified in

the contract;

- (9) Nothing in paragraph (7) or (8) shall be construed as including within the definition of discrimination or rebates any of the following practices:
  - (A) In the case of any [contract of] life insurance

    policy or [life] annuity[7] contract, paying

    bonuses to policyholders or otherwise abating

    their premiums in whole or in part out of surplus

    accumulated from nonparticipating insurance;

    provided that any bonus or abatement of premiums

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1		shall be fair and equitable to policyholders and
2		in the best interests of the insurer and its
3		policyholders;
4 (	B)	In the case of life insurance policies issued on
5		the industrial debit plan, making allowance to
6		policyholders who have continuously for a
7		specified period made premium payments directly
8		to an office of the insurer in an amount which
9		fairly represents the saving in collection
10		expense;
11 (	C)	Readjustment of the rate of premium for a group
12		insurance policy based on the loss or expense
13		experience thereunder, at the end of the first or
14		any subsequent policy year of insurance
15		thereunder, which may be made retroactive only
16		for the policy year; and
17 (	D)	In the case of any contract of insurance, the
18		distribution of savings, earnings, or surplus
19		equitably among a class of policyholders, all in
20		accordance with this article;

1	(10)	I/GT (	isting	to provide or rimiting coverage available to	
2		an individual because the individual may have a third			
3		part	y cla	im for recovery of damages; provided that:	
4		(A)	Wher	e damages are recovered by judgment or	
5			sett	lement of a third-party claim, reimbursement	
6			of p	ast benefits paid shall be allowed pursuant	
7			to s	ection 663-10;	
8		(B)	This	paragraph shall not apply to entities	
9			lice	nsed under chapter 386 or 431:10C; and	
10		(C)	For	entities licensed under chapter 432 or 432D:	
11			(i)	It shall not be a violation of this section	
12				to refuse to provide or limit coverage	
13				available to an individual because the	
14				entity determines that the individual	
15				reasonably appears to have coverage	
16				available under chapter 386 or 431:10C; and	
17			(ii)	Payment of claims to an individual who may	
18				have a third-party claim for recovery of	
19				damages may be conditioned upon the	
20				individual first signing and submitting to	
21				the entity documents to secure the lien and	
22				reimbursement rights of the entity and	

1		providing information reasonably related to
2		the entity's investigation of its liability
3		for coverage.
4		Any individual who knows or reasonably should
5		know that the individual may have a third-party
6		claim for recovery of damages and who fails to
7		provide timely notice of the potential claim to
8		the entity, shall be deemed to have waived the
9		prohibition of this paragraph against refusal or
10		limitation of coverage. "Third-party claim" for
11		purposes of this paragraph means any tort claim
12		for monetary recovery or damages that the
13		individual has against any person, entity, or
14		insurer, other than the entity licensed under
15		chapter 432 or 432D;
16	(11)	Unfair claim settlement practices. Committing or
17		performing with such frequency as to indicate a
18		general business practice any of the following:
19		(A) Misrepresenting pertinent facts or insurance
20		policy provisions relating to coverages at issue;
21		(B) With respect to claims arising under its
22		policies, failing to respond with reasonable

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1		promptness, in no case more than fifteen working
2		days, to communications received from:
3		(i) The insurer's policyholder;
4		(ii) Any other persons, including the
5		commissioner; or
6	( :	iii) The insurer of a person involved in an
7		incident in which the insurer's policyholder
8		is also involved.
9		The response shall be more than an acknowledgment
10		that [such] the person's communication has been
11		received, and shall adequately address the
12		concerns stated in the communication;
13	(C)	Failing to adopt and implement reasonable
14		standards for the prompt investigation of claims
15		arising under insurance policies;
16	(D)	Refusing to pay claims without conducting a
17		reasonable investigation based upon all available
18		information;
19	(E)	Failing to affirm or deny coverage of claims
20		within a reasonable time after proof of loss
21		statements have been completed;

1	(F)	Failing to offer payment within thirty calendar
2		days of affirmation of liability, if the amount
3		of the claim has been determined and is not in
4		dispute;
5	(G)	Failing to provide the insured, or when
6		applicable the insured's beneficiary, with a
7		reasonable written explanation for any delay, on
8		every claim remaining unresolved for thirty
9		calendar days from the date it was reported;
10	(H)	Not attempting in good faith to effectuate
11		prompt, fair, and equitable settlements of claims
12		in which liability has become reasonably clear;
13	(I)	Compelling insureds to institute litigation to
14		recover amounts due under an insurance policy by
15		offering substantially less than the amounts
16		ultimately recovered in actions brought by the
17		insureds;
18	(J)	Attempting to settle a claim for less than the
19		amount to which a reasonable person would have
20		believed the person was entitled by reference to
21		written or printed advertising material
22		accompanying or made part of an application;

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1	(K)	Attempting to settle claims on the basis of an
2		application which was altered without notice,
3		knowledge, or consent of the insured;
4	(L)	Making claims payments to insureds or
5		beneficiaries not accompanied by a statement
6		setting forth the coverage under which the
7		payments are being made;
8	(M)	Making known to insureds or claimants a policy of
9		appealing from arbitration awards in favor of
10		insureds or claimants for the purpose of
11		compelling them to accept settlements or
12		compromises less than the amount awarded in
13		arbitration;
14	(N)	Delaying the investigation or payment of claims
15		by requiring an insured, claimant, or the
16		physician of either to submit a preliminary claim
17		report and then requiring the subsequent
18		submission of formal proof of loss forms, both of
19		which submissions contain substantially the same
20		information;
21	(0)	Failing to promptly settle claims, where
22		liability has become reasonably clear, under one

1		portion c	f the insurance policy coverage to
2		influence	settlements under other portions of the
3		insurance	policy coverage;
4		(P) Failing t	o promptly provide a reasonable
5		explanati	on of the basis in the insurance policy
6		in relati	on to the facts or applicable law for
7		denial of	a claim or for the offer of a
8		compromis	e settlement; and
9		(Q) Indicatin	g to the insured on any payment draft,
10		check, or	in any accompanying letter that the
11		payment i	s "final" or is "a release" of any claim
12		if additi	onal benefits relating to the claim are
13		probable	under coverages afforded by the policy;
14		unless th	e policy limit has been paid or there is
15		a bona fi	de dispute over either the coverage or
16		the amoun	t payable under the policy;
17	(12)	Failure to mai	ntain complaint handling procedures.
18		Failure of any	insurer to maintain a complete record
19		of all the com	plaints which it has received since the
20		date of its la	st examination under section 431:2-302.
21		This record sh	all indicate the total number of
22		complaints, th	eir classification by line of insurance,



1		the nature of each complaint, the disposition of these
2		complaints, and the time it took to process each
3		complaint. For purposes of this section, "complaint"
4		means any written communication primarily expressing a
5		grievance; [and]
6	(13)	Misrepresentation in insurance applications. Making
7		false or fraudulent statements or representations on
8		or relative to an application for an insurance policy,
9		for the purpose of obtaining a fee, commission, money,
10		or other benefit from any insurer, producer, or
11		individual[→]; and
12	(14)	Failure to obtain information. Failure of any
13		insurance producer, or an insurer where no producer is
14		involved, to comply with section 431:10D-C(a), (b),
15		(c), or (d) by making reasonable efforts to obtain
16		information about a consumer before making a
17		recommendation to a consumer to purchase or exchange
18		an annuity."
19	SECT	ION 4. In codifying the new sections added by section
20	2 of this	Act, the revisor of statutes shall substitute
21	appropria	te section numbers for the letters used in designating
22	the new s	ections in this Act.



1	SECTION 5. This Act does not affect rights and duties that
2	matured, penalties that were incurred, and proceedings that were
3	begun, before its effective date.
4	SECTION 6. Statutory material to be repealed is bracketed
5	and stricken. New statutory material is underscored.
6	SECTION 7. This Act shall take effect upon its approval.
7	
	INTRODUCED BY:

JAN 1 8 2007

#### Report Title:

Protection in Annuity Transactions

#### Description:

Establishes standards and procedures to be followed by insurers or insurance producers when making recommendations to consumers who are considering the purchase or exchange of any annuity.