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.
- 15 "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.
4
         "Recommendation" means advice provided by an insurance
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    producer, or an insurer where no producer is involved, to an
6
    individual consumer that results in a purchase or exchange of an
7
    annuity in accordance with that advice.
8
         §431:10D-B Applicability; exemptions. (a) This part
9
    shall apply to any recommendations to purchase or exchange an
10
    annuity made to a consumer by an insurance producer, or an
11
    insurer where no producer is involved, that results in the
12
    purchase or exchange recommended.
13
         (b) Unless otherwise specifically included, this part
14
    shall not apply to recommendations involving:
15
         (1) Direct response solicitations where there is no
16
              recommendation based on information collected from the
17
              consumer pursuant to this part; or
18
         (2) Contracts used to fund:
19
                   An employee pension or welfare benefit plan that
              (A)
20
                   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), |
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| 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 o | 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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- 1 have reasonable grounds for believing that the recommendation is
- 2 suitable for the consumer on the basis of the facts disclosed by
- 3 the consumer about the consumer's investments, other insurance
- 4 products, financial situation, and needs.
- 5 (b) Prior to the execution of a purchase or exchange of an
- 6 annuity resulting from a recommendation, an insurance producer,
- 7 or an insurer where no producer is involved, shall make
- 8 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
- 14 where no producer is involved, in making
- recommendations to the consumer.
- 16 (c) Except as provided under subsection (d), no insurance
- 17 producer or insurer shall have any obligation to a consumer
- 18 relating to any recommendation if a consumer:
- 19 (1) Refuses to provide relevant information requested by
- the insurer or insurance producer;

| 1 | (2) | Decides to enter into an insurance transaction that is |
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| 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 |
| 20 | adopt a s | ystem established by an insurer to supervise |
| | | |

recommendations of its insurance producers that is reasonably

designed to achieve compliance with this part, or shall

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establish and maintain such a system, which shall include but 1 2 not be limited to: 3 (1)Maintaining written procedures; and (2) Conducting a periodic review of the insurer's records 4 5 that is reasonably designed to assist in detecting and preventing violations of this part. 6 7 (g) 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 (h) 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

delegated functions, that the manager has a reasonable

| 1 | | basis to represent, and does represent, that the third |
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| 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 2 the insurer pursuant to subsection (g) shall promptly, when 3 requested by the insurer under subsection (h), give certification as described in subsection (h) or give a clear 4 5 statement that it is unable to satisfy the certification 6 criteria. 7 No person may provide certification under subsection (h) unless: 8 9 The person is a senior manager with responsibility for (1)10 the delegated functions; and 11 (2) The person has a reasonable basis for making the 12 certification. 13 (m) Compliance with the National Association of Securities Dealers Conduct Rules pertaining to suitability shall satisfy 14 15 the requirements under this section for recommending variable 16 annuities; provided that nothing in this section shall limit the 17 commissioner's ability to enforce the provisions of this part. §431:10D-D Mitigation of responsibility. (a) 18 The 19 commissioner may order:
- 20 (1) An insurer to take reasonably appropriate corrective
 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 |
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| 2 | | corrective action for any consumer harmed by the |
| 3 | | insurance producer's violation of this part; and |
| 4 | (3) | A general agent or independent agency that employs or |
| 5 | | contracts with an insurance producer to sell, or |
| 6 | | solicit the sale of annuities to consumers, to take |
| 7 | | reasonably appropriate corrective action for any |
| 8 | | consumer harmed by the insurance producer's violation |
| 9 | | of this part. |
| 10 | (b) | Any applicable penalty under article 13 for a |
| 11 | violation | of section 431:10D-C(a), (b), or (d) may be reduced or |
| 12 | eliminate | d if corrective action for the consumer was taken |
| 13 | promptly | after a violation was discovered. |
| 14 | § 431 | :10D-E Recordkeeping. Insurers, general agents, |
| 15 | independe | nt agencies, and insurance producers shall maintain or |
| 16 | otherwise | make available to the commissioner records of the |
| 17 | informati | on collected from the consumer and other information |
| 18 | used in m | aking the recommendations that were the basis for |
| 19 | insurance | transactions for five years after the insurance |
| 20 | transacti | on is completed by the insurer. An insurer may |
| 21 | maintain | documentation on behalf of an insurance producer." |

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

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| 1 | | (E) | Uses any name or title of any insurance policy or |
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| 2 | | | class of insurance policies misrepresenting the |
| 3 | | | true nature thereof; |
| 4 | | (F) | Is a misrepresentation for the purpose of |
| 5 | | | inducing or tending to induce the lapse, |
| 6 | | | forfeiture, exchange, conversion, or surrender of |
| 7 | | | any insurance policy; |
| 8 | | (G) | Is a misrepresentation for the purpose of |
| 9 | | | effecting a pledge or assignment of or effecting |
| 10 | | | a loan against any insurance policy; |
| 11 | | (H) | Misrepresents any insurance policy as being |
| 12 | | | shares of stock; |
| 13 | | (I) | Publishes or advertises the assets of any insurer |
| 14 | | | without publishing or advertising with equal |
| 15 | | | conspicuousness the liabilities of the insurer, |
| 16 | | | both as shown by its last annual statement; or |
| 17 | | (J) | Publishes or advertises the capital of any |
| 18 | | | insurer without stating specifically the amount |
| 19 | | | of paid-in and subscribed capital; |
| 20 | (2) | Fals | e information and advertising generally. Making, |
| 21 | | publ | ishing, disseminating, circulating, or placing |
| 22 | | befo | re the public, or causing, directly or indirectly, |

| 1 | | to be made, published, disseminated, circulated, or |
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| 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, |

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| 1 | | | or intimidation resulting in or tending to result |
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| 2 | | | in unreasonable restraint of, or monopoly in, the |
| 3 | | | business of insurance; or |
| 4 | | (B) | Entering into any agreement on the condition, |
| 5 | | | agreement, or understanding that a policy will |
| 6 | | | not be issued or renewed unless the prospective |
| 7 | | | insured contracts for another class or an |
| 8 | | | additional policy of the same class of insurance |
| 9 | | | with the same insurer; |
| 10 | (5) | Fals | e financial statements. |
| 11 | | (A) | Knowingly filing with any supervisory or other |
| 12 | | | public official, or knowingly making, publishing, |
| 13 | | | disseminating, circulating, or delivering to any |
| 14 | | | person, or placing before the public, or |
| 15 | | | knowingly causing, directly or indirectly, to be |
| 16 | | | made, published, disseminated, circulated, |
| 17 | | | delivered to any person, or placed before the |
| 18 | | | public, any false statement of a material fact as |
| 19 | | | to the financial condition of an insurer; or |
| 20 | | (B) | Knowingly making any false entry of a material |
| 21 | | | fact in any book, report, or statement of any |

insurer with intent to deceive any agent or

| 1 | | examiner lawfully appointed to examine into its |
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| 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 | | [contract] policy of life insurance or [of life] |

| 1 | | annuity contract or in the dividends or other |
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| 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 | (ii) The refusal, cancellation, or limitation is |
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| 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 |
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| 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 |
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| 2 | refuses to consent to the release of information |
| 3 | which is confidential as provided in section 325- |
| 4 | 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; |
| | |

- (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 |
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| 2 | | rebate of premiums payable on the contract, or |
| 3 | | any special favor or advantage in the dividends |
| 4 | | or other benefits, or any valuable consideration |
| 5 | | or inducement not specified in the contract; or |
| 6 | | (B) Giving, selling, or purchasing, or offering to |
| 7 | | give, sell, or purchase as inducement to the |
| 8 | | insurance or in connection therewith, any stocks, |
| 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 |
| 13 | | the contract; |
| 14 | (9) | Nothing in paragraph (7) or (8) shall be construed as |
| 15 | | including within the definition of discrimination or |
| 16 | | rebates any of the following practices: |
| 17 | | (A) In the case of any [contract of] life insurance |
| 18 | | <pre>policy or [life] annuity[7] contract, paying</pre> |
| 19 | | bonuses to policyholders or otherwise abating |
| 20 | | their premiums in whole or in part out of surplus |
| 21 | | accumulated from nonparticipating insurance; |

provided that any bonus or abatement of premiums

| 1 | | shall be fall and equitable to policyholders and |
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| 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) | Relu | sing | to provide or limiting coverage available to |
|----|------|------|-------|--|
| 2 | | an i | ndivi | dual 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 |
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| 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 |

| 1 | promptness, in no case more than fifteen working |
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| 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 |
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| 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; |

| 1 | (K) | Attempting to settle claims on the basis of an |
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| 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 of the insurance policy coverage to |
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| 2 | | influence settlements under other portions of the |
| 3 | | insurance policy coverage; |
| 4 | | P) Failing to promptly provide a reasonable |
| 5 | | explanation of the basis in the insurance policy |
| 6 | | in relation to the facts or applicable law for |
| 7 | | denial of a claim or for the offer of a |
| 8 | | compromise settlement; and |
| 9 | | Q) Indicating to the insured on any payment draft, |
| 10 | | check, or in any accompanying letter that the |
| 11 | | payment is "final" or is "a release" of any claim |
| 12 | | if additional benefits relating to the claim are |
| 13 | | probable under coverages afforded by the policy; |
| 14 | | unless the policy limit has been paid or there is |
| 15 | | a bona fide dispute over either the coverage or |
| 16 | | the amount payable under the policy; |
| 17 | (12) | Failure to maintain complaint handling procedures. |
| 18 | | Failure of any insurer to maintain a complete record |
| 19 | | of all the complaints which it has received since the |
| 20 | | date of its last examination under section 431:2-302. |
| 21 | | This record shall indicate the total number of |
| 22 | | complaints, their classification by line of insurance, |

| 1 | | the nature of each complaint, the disposition of these |
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| 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), or |
| 15 | | (d) by making reasonable efforts to obtain information |
| 16 | | about a consumer before making a recommendation to a |
| 17 | | consumer to purchase or exchange an annuity." |
| 18 | SECT | ION 4. Nothing in this Act shall be construed to |
| 19 | affect in | any manner any provision of Chapter 485, Hawaii |
| 20 | Revised S | tatutes. |
| 21 | SECT | ION 5. In codifying the new sections added by section |
| 22 | 2 of this | Act, the revisor of statutes shall substitute |
| | | |

- 1 appropriate section numbers for the letters used in designating
- 2 the new sections in this Act.
- 3 SECTION 6. This Act does not affect rights and duties that
- 4 matured, penalties that were incurred, and proceedings that were
- 5 begun, before its effective date.
- 6 SECTION 7. Statutory material to be repealed is bracketed
- 7 and stricken. New statutory material is underscored.
- 8 SECTION 8. This Act shall take effect upon its approval.

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. Stipulates that the Commissioner of Securities maintains jurisdiction over variable annuities. (HB273 HD1)