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BULLETIN 20-03

Date: January 21, 2020

To: Insurers, Nonprofit Health Service Plans, and Health Maintenance Organizations
("Carriers")

Re: Change of Insurance Producer of Record

The purpose of this bulletin is to provide guidance and to remind insurance carriers doing business in the State regarding the requirements of § 27-911(a) which states:

"Each authorized insurer doing business in the State shall accept and honor each request by a policyholder for a change of insurance producer of record within 30 working days after receipt of the request unless the policyholder withdraws the request in writing."

For compliance with § 27-911, each authorized insurer must ensure that the request for a change of insurance producer of record is in writing and include the following items consistent with § 27-911(d)(2):

- (i) The policyholder's name and address;
- (ii) The authorized insurer's name and address;
- (iii) The policy number;
- (iv) The name and address of the new insurance producer of record;
- (v) The date of the request;
- (vi) The signature of the policyholder; and
- (vii) The signature of acceptance by the new insurance producer.

Questions about this Bulletin may be directed to Theresa Morfe, Life & Health Market Conduct, Compliance and Enforcement at 410-468-2237 or email to Theresa.morfe@maryland.gov.