

**P&C Industry Meeting**  
**Preparation for Hurricane Season - May 8, 2017**

1. Welcome: Nancy Grodin, Deputy Insurance Commissioner
2. Steps MIA has taken to prepare since last hurricane season – Joy Hatchette, Associate Commissioner for Consumer Education & Advocacy (CEAU)
  - company contacts updated
  - training Disaster Response Team
  - training on updates to the NFIP
  - increased use of social media
3. What the MIA does before, during and after a disaster – Joy Hatchette, Associate Commissioner for CEAU
  - MEMA weather calls
  - reach out to carriers to learn what they are doing to prepare (After the event, we will ask for preliminary claims numbers - this allows us to determine extent of damage and whether an official data call will be necessary.)
  - place information on website, social media, etc. to give consumers information
  - potentially work at disaster recovery sites or increase staff at MIA to cover phones
  - handle complaints
4. Question for companies – Anything you have done to prepare for the upcoming hurricane season? – Robert Baron, Associate Commissioner for Property & Casualty (P&C)
5. Severe event data collection template – Nour Benchaaboun, Chief of Market Analysis
6. Bulletins that might be issued in the event of a disaster – Joy Hatchette, Associate Commissioner for CEAU
7. Procedure for moratoriums – Ronald Coleman, Director of Rates & Forms for P&C

8. Percentage Deductibles – Nancy Egan, Director of Government Relations & External Affairs
9. Carriers access to damaged areas – Joy Hatchette, Associate Commissioner for CEAU
  - use of Drones
10. Rapid Response Program – Mary Jo Rogers, Supervisor, CEAU
11. What can the MIA do to assist the Carriers help their policyholders? – Nancy Grodin, Deputy Commissioner
12. What the MIA needs from Carriers so that we can assist policyholders. – Robert Baron, Associate Commissioner for P&C
  - Make sure company contact information that is filed every April is up to date
  - Provide information requested in data calls promptly
  - If community meetings are held or disaster villages are established provide representatives when possible
  - Keep open lines of communication with the MIA and Rapid Response Program
13. Any other items.