



DEPARTMENT OF INSURANCE, FINANCIAL
INSTITUTIONS AND PROFESSIONAL REGISTRATION

P.O. Box 690, Jefferson City, Mo. 65102-0690

INSURANCE BULLETIN 13-02

Market Conduct Information Requests Issued June 19, 2013

To: All insurers authorized to conduct insurance business in Missouri.
All insurers delivering policies covering Missouri residents.

From: John M. Huff, Director

Re: Market Conduct Information Requests

DIFP's Market Conduct Section has been contacted by multiple insurance company representatives indicating that they have received a request for information purporting to be from the Market Conduct Section of DIFP. The correspondence has been routed internally within the organization, often through multiple recipients. When asked the addressee name on the request, the representatives indicate the correspondence has been altered – in that the name of the insurance company and other identifying information have been whited out.

DIFP staff has determined these altered requests have **not** been initiated by DIFP but rather are being circulated within the insurance industry. This circulation of an altered request has resulted in industry confusion. Unfortunately, this circulation may result in companies providing information that has not been requested by DIFP and which the companies are not obligated to provide.

DIFP appreciates company efforts to fully comply with departmental requests; however, the DIFP wishes to clarify that companies should not respond to data calls or inquiries that are not specifically directed by DIFP to them.

If any company has questions regarding the authenticity of any request for information, particularly if the requests appear to have been altered in some fashion, please immediately contact the DIFP.