

**TITLE 365. INSURANCE DEPARTMENT
CHAPTER 1. ADMINISTRATIVE OPERATIONS
SUBCHAPTER 9. DESCRIPTION OF FORMS AND INSTRUCTIONS**

INTENDED RULEMAKING ACTION:

Notice of proposed PERMANENT rulemaking

PROPOSED RULES:

Subchapter 9. Description of Forms and Instructions

365:1-9-12. Agent and customer service representative appointment forms [AMENDED]

Subchapter 13. Electronic Filings [NEW]

365:1-13-1. Required electronic filings [NEW]

SUMMARY:

The proposed amendment to Rule 365:1-9-12 adds customer service representative appointment and cancellation forms. Customer service representatives are required to be appointed by licensed insurance producers. Forms are needed to process the appointments and cancellations. The proposed new rule 365:1-13-1 sets out filings with the Insurance Department to be made electronically.

AUTHORITY:

Insurance Commissioner, 36 O.S. §§ 307.1, 1435.19 and 12A O.S. § 15-118.

COMMENT PERIOD:

Written or oral comments regarding the proposed rule amendment shall be received on or before March 3, 2008. Comments shall be directed to Karl Kramer, First Assistant General Counsel, Oklahoma Insurance Department, P.O. Box 53408, Oklahoma City, Oklahoma 73152-3408.

PUBLIC HEARING:

A public hearing regarding the proposed rule amendment will be held March 4, 2008 at 9:30 a.m. at the Oklahoma Insurance Department, 2401 N.W. 23rd Street, Suite 28, Oklahoma City, Oklahoma 73107.

REQUEST FOR COMMENTS FROM BUSINESS ENTITIES:

Business entities are requested to provide any increase in costs expected to be incurred due to compliance with the proposed rules. The comments shall be submitted to Karl Kramer, First Assistant General Counsel, Oklahoma Insurance Department, at the mailing address above on or before March 3, 2008.

COPIES OF PROPOSED RULES:

Copies of the proposed rule amendments may be inspected at the Oklahoma Insurance Department at the physical address listed above. Office hours are from 8:00 a.m. through 5:00 p.m., Monday through Friday. Additional copies of the rules may also be obtained at the Oklahoma Insurance Department.

RULE IMPACT STATEMENT:

A rule impact statement will be prepared prior to February 1, 2008 in accordance with 75 O.S. § 303(D). A copy of the statement may be obtained at the physical address above.

CONTACT PERSON:

Karl Kramer, First Assistant General Counsel, (405) 521-2746.

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365:1-9-12. Agent and customer service representative appointment forms

(a) **Company Appointment form (R-11).** The company appointment form is to be completed by an insurer appointing specific individuals as agents of the company and for renewal of agents' appointments.

(b) **Cancellation of Appointment form (CAA).** The cancellation of appointment form is to be used by an insurer when canceling the appointment of an agent or agents. This form is to be reproduced by the insurer in quantities sufficient for their needs.

(c) **Customer Service Representative Appointment form (CSR-1).** The customer service representative appointment form shall be completed by a licensed insurance producer appointing and employing a customer service representative.

(d) **Cancellation of Customer Service Representative Appointment form (NAN-1) .** The cancellation of appointment form shall be utilized by a licensed producer to cancel the customer service representative's appointment and employment.

SUBCHAPTER 13. Electronic Filings

365:1-13-1. Required electronic filings

(a) Effective January 1, 2009, the following filings, and fees relating thereto, shall be made with the Insurance Department by electronic means and format as approved by the Insurance Commissioner:

- (1) Insurance agent/producer initial and renewal license applications;
- (2) Insurance adjuster initial and renewal license applications;
- (3) Limit lines producers initial and renewal license applications;
- (4) Life, accident and health insurance brokers initial and renewal license applications;
- (5) Insurance consultants initial and renewal license applications;
- (6) Customer service representatives initial and renewal license applications;
- (7) Motor service club agent's initial and renewal license applications;
- (8) Appointments and terminations of appointments of those listed in Paragraphs 1 through 7 of this section;
- (9) Continuing education providers initial and renewal applications; and
- (10) Continuing education course submissions;

(b) The Insurance Commissioner may exclude a specific filing, filings or categories of filings from the requirements of this section at the Commissioner's discretion.