

**TITLE 365. INSURANCE DEPARTMENT
CHAPTER 1. ADMINISTRATIVE OPERATIONS**

RULEMAKING ACTION:

PERMANENT final adoption

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]

AUTHORITY:

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

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n/a

ANALYSIS:

The 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 new rule 365:1-13-1 sets out filings with the Insurance Department to be made electronically.

CONTACT PERSON:

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

PURSUANT TO THE ACTIONS DESCRIBED HEREIN, THE FOLLOWING RULES ARE CONSIDERED FINALLY ADOPTED AS SET FORTH IN 75 O.S., SECTION 308.1(A), WITH AN EFFECTIVE DATE OF JULY 14, 2008

SUBCHAPTER 9. DESCRIPTION OF FORMS AND INSTRUCTIONS

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.