



NATALIE A. HUBLEY
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NOTICE OF MEETING

SERVICING CARRIER SERVICE LEVELS SUBCOMMITTEE

A meeting of the Servicing Carrier Service Levels Subcommittee will be held at the Automobile Insurers Bureau Conference Center at 101 Arch Street, 7th Floor, Boston, on

THURSDAY, NOVEMBER 9, 2017 AT 10:00 A.M.

MEMBERS OF THE SUBCOMMITTEE

Mr. John Olivieri, Jr. – Chair
J.K. Olivieri Insurance Agency, Inc.

Ms. Elizabeth Brodeur
Mr. Michael Faron
Mr. Brian Hayes
Mr. Dennis Morris
Ms. Wendy Stearns
Mr. Barry Tagen

Safety Insurance Company
The Norfolk & Dedham Group
Quincy Mutual Insurance Group
Arbella Insurance Group
MAPFRE U.S.A. Corporation
Pilgrim Insurance Company

AGENDA

SCSL

17.03 CAR Conflict of Interest Policy

The Chair will read a statement relative to CAR's Conflict of Interest Policy.

SCSL

17.04 Servicing Carrier Service Levels

The Subcommittee's charge is to define overall industry expectations regarding commercial Servicing Carrier service levels as contemplated in the RFP process and the Rules of Operation. The Subcommittee should discuss service levels that may go above and beyond expectations contemplated for the selected commercial Servicing Carriers and assess potential actions and processes that may address levels that are deemed extraordinary, including, but not limited to the reimbursement of expenses. The Subcommittee's findings and recommendations will be reported to the Commercial Automobile Committee for consideration.

Other Business

To transact any other business that may properly come before this Subcommittee.

Executive Session

The Subcommittee may convene in Executive Session in accordance with the provisions of G.L. c. 30A, § 21.

JOHN METCALFE
Director – Residual Market Services

Boston, Massachusetts
October 27, 2017