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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

TUESDAY, FEBRUARY 6, 2018 AT 1:00 P.M.

MEMBERS OF THE SUBCOMMITTEE

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

Mr. Peter Chung
Ms. Mayre Hammond
Mr. Brian Hayes
Mr. Brian Lam
Ms. Wendy Stearns
Mr. Barry Tagen

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

AGENDA

SCSL

18.01 Records of Previous Meeting

The Records of the Servicing Carrier Service Levels Subcommittee meeting of January 23, 2018 should be read and approved.

SCSL

18.03 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 expectations of CAR and the industry regarding commercial Servicing Carrier service levels as contemplated in the RFP process (or otherwise). 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 CAR's Commercial Automobile Committee for action.

At its January 23, 2018 meeting, the Subcommittee reviewed draft procedures and agreed to the development of a review process to address potential requests for reimbursement of extraordinary expenses associated with the Commercial Automobile and Taxi/Limo Servicing Carrier Programs. As a result of the Subcommittee's discussions, Staff was directed to amend the draft proposal to reflect the agreed upon comments and suggestions, to develop appropriate Rule language and to recommend language relative to the review process for inclusion in CAR's Manual of Administrative Procedures, for consideration at the Subcommittee's next meeting. This documentation will be distributed as additional information prior to the meeting.

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
January 25, 2018