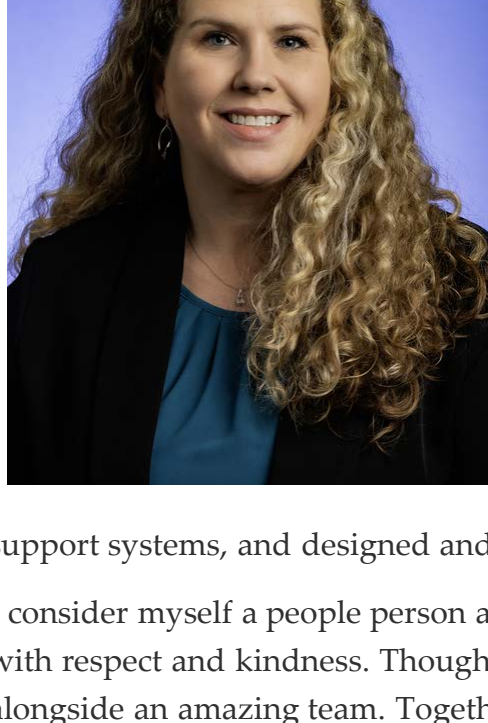


Premium News

A NEWSLETTER FROM THE TENNESSEE DEPARTMENT OF COMMERCE & INSURANCE



REGULATOR SPOTLIGHT



Happy Fall, and thank you for reading the October edition of *Premium News*!

My name is Caroline Randolph, and I am the newest director in TDCI's Insurance Division. I serve as the Director of Agent Licensing.

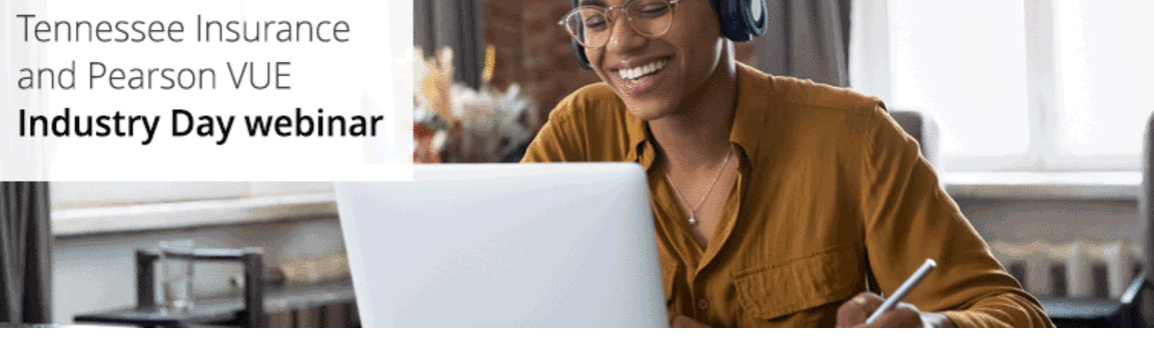
I have served Tennesseans in the Agent Licensing section for approximately three years. This was my first government job after serving two decades in various businesses where I managed teams, oversaw database and information systems, developed customer service and support systems, and designed and implemented financial processes.

I consider myself a people person and make sure that every day I treat people with respect and kindness. Though I am in a new role, I am excited to serve alongside an amazing team. Together, we will continue to take great care and precision as we process licenses for both Tennessee residence and non-residence individuals.

Since Tennessee is a highly desirable place to live — and rightfully so — and it's Open Enrollment season, we have an even higher volume of applications than typical. But we are prepared for the challenge and processing these as efficiently as possible.

If you have any questions, you can reach me at caroline.randolph@tn.gov or 615-532-6592. Thank you!

WHAT'S NEW AT TDCI



Industry Day

The Tennessee Department of Commerce and Insurance and Pearson VUE are teaming up for a strategic review meeting regarding key updates to the state's insurance licensing exam program.

Join us for a webinar on November 2 to learn about:

- Recent publication of Spanish licensing examinations
- The latest testing program updates
- Additional insights from a Q&A session

WEBINAR DETAILS

Tennessee Insurance and Pearson VUE Industry Day Webinar

Date: November 2, 2023

Time: 1:30 P.M. CDT

[Register Now](#)

We look forward to seeing you!

[Industry Day Webinar](#)

Coming Soon!

The Insurance Division is in the process of printing 2024 wall calendars with helpful insurance tips for consumers. If your agency would like to have calendars for your office and clients, please reach out to Jennifer Ramcharan at jennifer.ramcharan@tn.gov. Take a look at last year's calendar [here](#).



All Industry Day

TDCI Commissioner Carter Lawrence spoke at the All Industry Day at Middle Tennessee State University (MTSU). Thank you to the members of The Institutes Knowledge Group Chartered Property Casualty Underwriters (CPCU) Society Middle Tennessee Chapter for the hospitality and engaging questions. Congratulations to all the recent CPCU graduates on their achievement!

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Record-Breaking Restitution

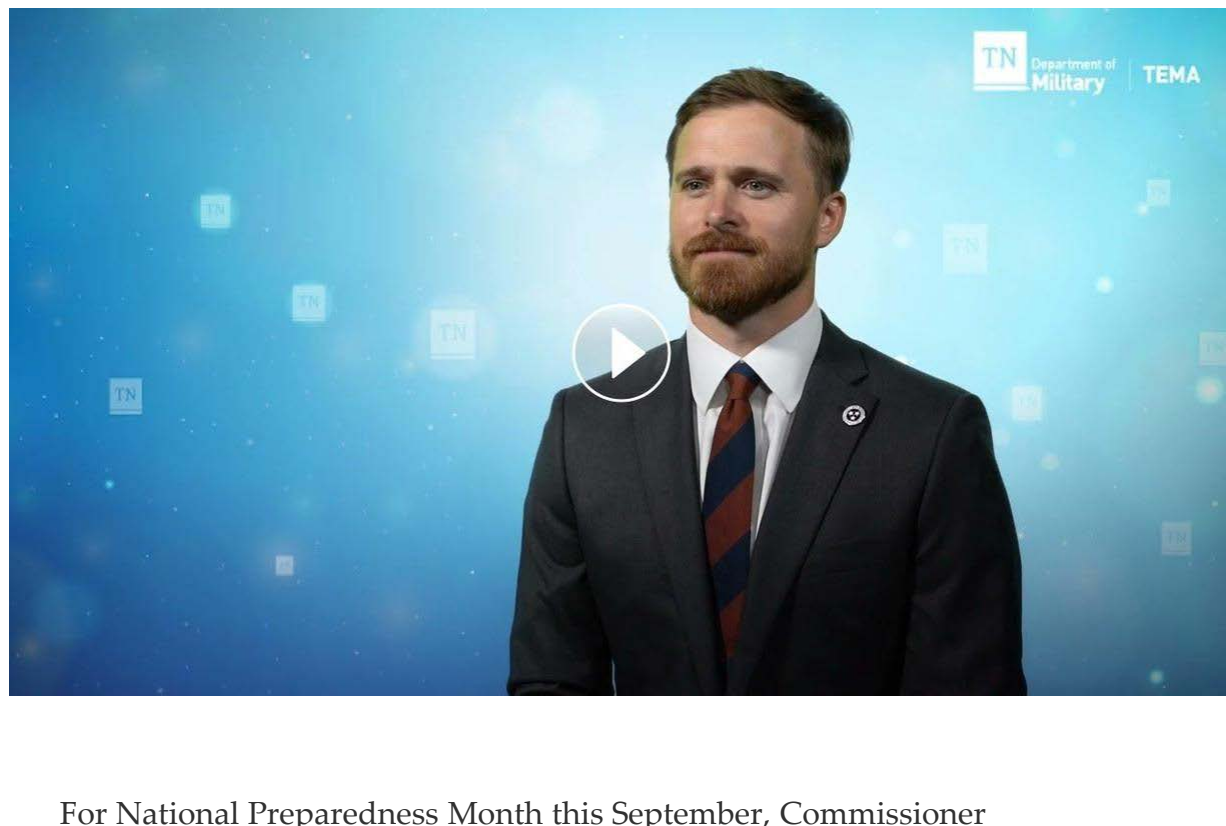
TDCI announced a record-breaking amount of \$13.08 million has been returned to Tennesseans so far in 2023 through

Consumer Insurance Services' mediation and restitution efforts. The previous highest total occurred in 2022 when over \$11.49 million was returned during that calendar year.



[Record-Breaking \\$13M Returned to Tennesseans](#)

National Preparedness Month



For National Preparedness Month this September, Commissioner Lawrence and the Tennessee Emergency Management Agency (TEMA) teamed to help raise awareness about ways that Tennesseans can prepare *before* severe weather or an emergency strikes.

[Be Prepared for Severe Weather](#)

Life Insurance Awareness Month

September marked Life Insurance Awareness Month and TDCI encouraged

consumers to talk with their agents to see if life insurance is right for them. For more

information about life insurance, visit TDCI's

Consumer Education page

tn.gov/commerce/insurance/consumer-edu/life.html.



[Life Insurance Awareness](#)

NAIC UPDATE

NAIC Life Insurance Locator Tool

The National Association of Insurance Commissioners (NAIC) announced its Life Insurance Policy Locator connected consumers with more than \$6 billion in unclaimed benefits from annuities and life insurance policies since the tool's launch in November 2016.

The free online tool has received 606,140 requests nationwide, resulting in 312,557 matches.

Read more in this [article](#).

[Life Insurance Policy Locator](#)

INFORMATION FOR YOUR CLIENTS

The Insurance Division has a multitude of materials, including brochures, booklets, magnets and more for consumers to learn additional information about insurance and the Department. If your agency is interested in receiving free materials to offer to your clients, contact Education and Outreach Specialist Jennifer Ramcharan at jennifer.ramcharan@tn.gov.

[TDCI Consumer Education](#)

MEET AND GREET

Would your agency or company like to have a Meet and Greet with the Insurance Division? Contact Education and Outreach Specialist Jennifer Ramcharan at jennifer.ramcharan@tn.gov.

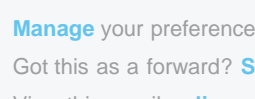
SPREAD THE NEWS

Premium News is the Insurance Division's quarterly newsletter for insurance professionals in Tennessee. If you know someone who would like to be on our email list, please direct them to sign up by clicking [here](#).



tn.gov/commerce

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