



NATALIE A. HUBLEY  
PRESIDENT

# COMMONWEALTH AUTOMOBILE REINSURERS

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## TRANSCRIPT OF GOVERNING COMMITTEE MEETING

A meeting of the Governing Committee was held virtually via Zoom video conferencing software on

**WEDNESDAY, APRIL 13, 2022, AT 10:30 A.M.**

Committee Members present –

Ms. Elizabeth B. Brodeur – Chair  
Safety Insurance Company

Ms. Pamela L. Bodenstab-Krynicki	P L Krynicki Insurance Agency
Mr. Ryan A. Brand	GEICO
Mr. Thomas C. DePaulo	Cabot Risk Strategies, LLC
Mr. Thomas A. Harris	Quincy Mutual Group
Mr. William S. Hughes	Arbella Insurance Group
Ms. Ida Denard Jones	Denard Insurance Agency, Inc.
Mr. M. John Olivieri, Jr.	J.K. Olivieri Insurance Agency, Inc.
Mr. Daniel P. Olohan	MAPFRE U.S.A. Corporation
Ms. Kellie A. Thibodeau	The Hanover Insurance Company
Ms. Meredith M. Woodcock	Liberty Mutual Insurance Companies

Substituted for:  
N/A

Not in Attendance:  
N/A

**PROCEEDINGS**

*(Meeting began at 10:30 a.m.)*

Ms. Brodeur: I'd like to call to order the meeting of the CAR Governing Committee for April 13, 2022. It's now 10:30 a.m.

To start off, I will briefly review our remote meeting protocols which, I'm sure, everyone is painfully familiar with. As you know, this meeting is being hosted and attended remotely and, as you just heard, is being recorded. We would ask that non-committee members please keep their video off as they listen to the meeting unless you are called upon to speak, at which point please turn your video on so we can see you as well as hear you. Throughout the course of the meeting, if you want to speak, if you could raise your hand on the screen. I confess, I'm not great at seeing those hands so you could wave your hand. I know Robin is much better at it than I am at seeing the hands on the screen to get my attention. Otherwise, if you are not speaking, can you please mute yourself to reduce background noise. I will try to call on people who want to speak so that they know to unmute themselves. All the votes will be conducted by roll call during the meeting and then CAR staff will read back the results of each vote.

**GC**

**22.01 Transcript of Previous Meeting**

Ms. Brodeur: Turning to our actual agenda for the meeting today, I would entertain a motion to accept the transcript of our prior meeting which was held on February 16, 2022.

Mr. Olivieri: So moved.

Ms. Brodeur: Do I have a second?

Mr. DePaulo: Second.

Ms. Brodeur: Any discussion on the motion? Seeing none, Robin, can you take the roll, please?

Ms. Tigges: Certainly. Pam Krynicki? Pam, you're on mute.

Ms. Bodenstab-Krynicki: I know, I couldn't get it to unmute. I don't know why. Aye.

Ms. Tigges: Ryan Brand?

Mr. Brand: Aye.

Ms. Tigges: Thom DePaulo?

Mr. DePaulo: Aye.

Ms. Tigges: Tom Harris?

Mr. Harris: Aye.

Ms. Tigges: Bill Hughes?

Mr. Hughes: Aye.

Ms. Tigges: Ida Denard Jones?

Ms. Denard Jones: Aye.

Ms. Tigges: John Olivieri?

Mr. Olivieri: Aye.

Ms. Tigges: Dan Olohan?

Mr. Olohan: Aye.

Ms. Tigges: Kellie Thibodeau?

Ms. Thibodeau: Aye.

Ms. Tigges: Meredith Woodcock?

Ms. Woodcock: Aye.

Ms. Tigges: The vote is unanimous.

Ms. Brodeur: Thank you, Robin.

**GC  
22.04 President's Report**

Ms. Brodeur: The next item on our agenda today is the President's Report. Natalie, are you...?

Ms. Hubley: I am ready. Thank you. You'll hear a number of reports today from the advisory committees and from CAR counsel, so I don't have a lot to add to those reports for you today. So, I thought I'd give the Committee a little bit of a briefing on some of the activities that CAR staff will be involved in with the committees later this spring, summer, and fall.

The Compliance and Operations Committee will be hearing a lot of audit reports at its upcoming meetings. We currently have three private passenger HAP audits in process. We have a number of focus audits in process as well that are targeted towards known reporting problems. All private passenger reporting companies are going to be focus audited so

that we can establish the quality of the merit rating data reported and have all companies treated the same in that regard. That committee will also be considering some commercial procedures manuals updates and some statistical reporting changes that may come out of some of our commercial rate filings and some of our other activities.

The Commercial Auto Committee is going to be continuing its review of CAR's policy forms and endorsements to find out where some changes may be warranted. CAR staff is developing, for that group, a taxi/limo/car service inspection form. We'll be doing our annual review of the ERP market need criteria for the upcoming meeting in June. Also, we'll be continuing to address the items on that committee's list for continued improvements in the commercial residual market.

The Commercial Program Oversight Committee will continue its review of a request for extraordinary expenses relating to earned but uncollected premium in the COVID environment. They will also be reviewing the Servicing Carriers 2021 Annual Reports.

We expect to have the Joint Actuarial Commercial Lines Committee convene to look at addressing non-owned and hired auto stand-alone coverage, short-term rentals, and to have a report on CAR's, and the AIB's, consideration of the loss ratio methodology approach to rate making.

The MAIP Steering Committee will convene. They haven't met for a couple of years. They will be taking a look at an electronic stamp for the MAIP Policy Application. CAR staff is working on that. When they're ready to present that, there are a number of other issues that the committee will consider as well. They'll be looking at procedures related to foreign licenses to ensure that any changes at the Registry are addressed appropriately and consistent with the commercial procedures that we have in place. They will be looking at some rating manual rules relating to vehicles with gross vehicle weight greater than 10,000 pounds. This will affect the definition of certain vehicle types eligible for MAIP placement and will specify that those are restricted for personal use. The Procedures Manual will be updated to reflect changes that CAR recently made to prefill data from the RMV. We'll also look at some limited-use vehicles if appropriate for MAIP assignment. We will consider some physical damage rating issues, coverage limits relating to physical damage, and out-of-state registrations. So, the MAIP Steering Committee will have a number of issues to take a look at as well.

The Actuarial Committee will begin its annual review of the MAIP credit offer. I know Tim Galligan and his group are getting ready for them to begin their review later this spring.

Finally, we'll be working with the AIB to review private passenger indications for a potential MAIP rate filing in the fall.

There's a lot that we have on our plate coming up this summer and this fall. If anybody has any questions, I'd be happy to address those.

Ms. Brodeur: Does anyone have any questions for Natalie?

Ms. Tigges: I see no hands, Liz.

Ms. Brodeur: Thank you. Seeing none, thank you very much, Natalie.

**GC  
22.05 Counsel's Report**

Ms. Brodeur: Let's move on the Counsel's Report. Is that going to be Ben or Steve? Ben?

Mr. Hincks: I've got it this morning. Thank you, Madam Chair. Good morning, everyone. There are four items on today's Counsel's Report and no action items.

The first item is an update on the longstanding Calianos Insurance Agency appeal to the Division of Insurance. This matter has been fully briefed and argued and we await a decision from the hearing officer at the Division.

The second item relates to the Point Insurance appeals. Just as a highlight, in summary, the Point I and Point III appeals that we've been reporting about for the past couple of years have now been concluded. The Point II appeal, which I'll give a little more detail on now, has resumed. Following the final adjudication of the Point I appeal, the hearing officer at the Division issued an order dated January 31 of this year ending the stay that was in place in the Point II matter, the proceeding at the Division in which Point is challenging Arbella's termination of Point. The hearing officer will convene a virtual hearing to assess what issues were decided in the Point I appeal and what issues remain open in Point II. In preparation for the conference, Point, Arbella and CAR have submitted briefs to the Division describing the issues that each party argues are now fully resolved, have been resolved in part, or are fully contested. The parties await a notice from the Division scheduling the hearing.

Moving on to the third item, in regard to the Rule 31 amendment, the Governing Committee's Rule 31 amendment is also pending at the Division, and we await a decision or ruling on that as well.

The final item on today's Counsel's Report relates to the March 31, 2022 correspondence from the Massachusetts Attorney General's Office to the Division requesting a hearing on the recent commercial rate filing prepared by CAR with a proposed effective date of July 1, 2022. A copy of that letter, which sets forth a brief statement of the issues specifying each aspect of the rate filing on which the hearing is requested, was distributed last week to the Governing Committee members. With the assistance of CAR counsel, CAR staff has begun an analysis of the issues and preparations of such a hearing. We await guidance from the

Division as to next steps, including statements of the hearing date and time, and a prehearing schedule regarding any briefing requests by the Division and any other procedures for preparing for and appearing at the scheduled hearing. CAR staff and counsel will keep the Governing Committee apprised, as appropriate, as this process proceeds.

Unless there are any questions, this concludes today's Counsel's Report.

Ms. Brodeur: Thank you, Ben. Does anyone have any questions about any of those items?

Ms. Tigges: I see no hands, Liz.

Ms. Brodeur: Okay, thank you. Thank you, Ben, for that report.

**GC  
22.06 Compliance and Operations Committee**

Ms. Brodeur: The next item on our agenda is a report of the Compliance and Operations Committee. Wendy, I believe that you are giving that report.

Ms. Browne: I am. I will be reporting on the actions taken at the Compliance and Operations Committee meeting on April 6<sup>th</sup>. Note that we have one action item for your consideration.

Under the Compliance Audit Program, the Committee was provided with the results of the GEICO hybrid audit. It was noted that there were six recurring statistical reporting issues not in compliance with the Statistical Plan. However, GEICO's response letter indicated that four of the six data quality issues have either been corrected or are currently being reviewed to ensure the data reporting is accurate. In accordance with the Traffic Light Assessment Rating System, staff assigned a green light value to GEICO's audit results indicating that no further auditing would be required, and the ARC would remain on the five-year audit schedule. On a roll call vote, the Committee voted unanimously to accept the audit report without further consideration.

The Committee next considered GEICO's request from its response letter to waive the \$24,000 fee for not providing system access to CAR auditors. While GEICO eventually provided the necessary documentation required to complete testing of all hybrid audit components, the ARC Procedures Manual requires that companies not granting direct access to the premium, claims or adjunct systems used to access the source documentation be assessed a fee. And if that system access is not established timely, resulting in delays in the audit, the fee would also be assessed in consideration of the additional time needed to complete testing. Staff was required to access a remote server and transfer documentation individually for the entire sample of 400 policies and 270 claims. This process was significantly more time consuming than direct access and required additional steps. The Notice of Audit was distributed on March 23, 2021, with a start date of April 19<sup>th</sup>.

GEICO did not inform staff until June 18<sup>th</sup> that system access would not be granted, and the required documentation was submitted in separate steps with the final submission received on July 26<sup>th</sup>, more than three months after the scheduled April 19<sup>th</sup> audit start date.

It was noted by GEICO that a new policy system had recently been implemented and that most of the sampled policies were already archived. Accordingly, after reviewing possible approaches, GEICO determined that using its staff to manually obtain and load the documentation to a separate remote server with CAR staff then accessing that server was the fastest approach. GEICO also informed the Committee that it does not provide direct access for any audits but would work proactively with CAR staff for future audits. GEICO requested that given the effort exercised by GEICO and that it did not ultimately impact the ability to conduct the audit, the Committee reconsider all or a portion of the fee.

Noting that staff resources are limited, on a roll call vote, the Committee voted unanimously to deny GEICO's appeal and uphold the \$24,000 system access fee.

If there are any questions about the GEICO issues, I'll take those now. Otherwise, I'll continue reporting. Okay, great.

Continuing, the Committee was provided with an overview of quota share focus audit reports of Berkley Insurance Company and Foremost Property and Casualty Insurance Company. It was noted that both companies are newly writing companies that are audited to test the accuracy of quota share data as well as to identify potential future reporting issues. The Berkley audit sampled reported statistical data. The Foremost audit tested interim summary data. Both companies had high error rates and will be eligible to undergo hybrid audit procedures within a year of complete statistical reporting. Staff is working with both companies to resolve problems identified in their respective audits.

The Committee heard a status report on companies that had upcoming deadlines for corrective action. Both PURE and Esurance were given deadlines of the January 2022 submissions to correct errors identified in recent focus audits. Both companies have made significant progress to correct the reporting issues. While some issues remain open, staff continues to work with both companies as correction efforts continue. Because both companies have demonstrated good-faith efforts, staff will delay any potential penalty assessments due to the substantial progress and the anticipated continued correction efforts.

Foremost Insurance Company of Grand Rapids has a deadline of March 2022 submission to correct its reporting issues and has indicated that correction efforts are ongoing with a goal of meeting that deadline. Since that's upcoming, we have no further information to report on that.

Under the Merit Rating Reporting, staff provided an update relative to industry audit of merit rating values. Staff has developed procedures to

conduct each audit consistently and accurately while minimizing the impact to the audit schedule as nearly 40 Assigned Risk Companies will be audited. CAR will be requesting a license number for every operator on each sampled policy. The complete file will be uploaded to the RMV to obtain certain operator characteristics. The results will then be passed through a class code calculator (spreadsheet) which will generate class codes for all the operators on the list and compare the audited class and merit rating codes to the statistically reported values. The class code calculator and audit control spreadsheets are complete and the process of taking samples for each ARC is underway at this time. We anticipate being able to submit data to the companies within the next couple of weeks.

Under the updates to the ARC Procedures Manual, proposed modifications to Chapter VII – Participation, Chapter VIII – Data Reporting, Accounting Edit and Correction Procedures of the Manual of Administrative Procedures, and Chapter III – Assigned Risk Company Responsibilities of the Assigned Risk Company Procedures Manual were presented to the Committee. References to the runoff of the private passenger pool and associated calculations were removed. Updates were made to document current procedures for sharing in CAR statistical agent-related administrative expenses. Furthermore, changes were also made to improve readability, terminology, and remove obsolete language.

On a roll call vote, the Committee unanimously voted to recommend to the Governing Committee adoption of the updates to Chapter VII – Participation, Chapter VIII – Data Reporting, Accounting Edit and Correction Procedures of the Manual of Administrative Procedures, and Chapter III – Assigned Risk Company Responsibilities of the Assigned Risk Company Procedures Manual. Those updated pages can be found in the second Additional Information packet, Pages 6 to 29 of Exhibit #2. This the action item for your consideration.

Ms. Brodeur: Thank you, Wendy. I would entertain a motion to approve the updates to Chapter VII and VIII of the Manual of Administrative Procedures, as well as Chapter III of the ARC Procedures Manual to eliminate references to the private passenger pool and include a description of statistical agent expense assessment procedures, as well to make the language changes that Wendy described and as are set forth in detail in the written materials distributed on April 11<sup>th</sup>.

Mr. Harris: So moved.

Ms. Brodeur: Do I have a second?

Mr. Olivieri: Second.

Ms. Brodeur: Any discussion on the motion? Seeing none, Robin, can you please take the roll?

Ms. Tigges: Sure. Pam Krynicki?

Ms. Bodenstab-Krynicki: Aye.

Ms. Tigges: Ryan Brand?

Mr. Brand: Aye.

Ms. Tigges: Thom DePaulo?

Mr. DePaulo: Aye.

Ms. Tigges: Tom Harris?

Mr. Harris: Aye.

Ms. Tigges: Bill Hughes?

Mr. Hughes: Aye.

Ms. Tigges: Ida Denard Jones?

Ms. Denard Jones: Aye.

Ms. Tigges: John Olivieri?

Mr. Olivieri: Aye.

Ms. Tigges: Dan Olohan?

Mr. Olohan: Aye.

Ms. Tigges: Kellie Thibodeau?

Ms. Thibodeau: Aye.

Ms. Tigges: Meredith Woodcock?

Ms. Woodcock: Aye.

Ms. Tigges: The vote is unanimous.

Ms. Brodeur: Thank you, Robin. Wendy.

Ms. Browne: I have two more informational items to present.

Under the Special Investigative Unit Systems Development, the Committee was informed that CAR and the industry have focused on improving the quality and completeness of the industry Special Investigative Unit (SIU) data reported to CAR. Over the past two biennial review cycles of the Claims Performance Standards, changes have been made to improve the standardization of data and the ability to measure industry compliance with two separate requirements.

The first modification allowed for the reporting of underwriting referrals investigated by company SIUs. The second change requires that companies provide to CAR an example of the SIU completed representative sample audit reports that verify garaging and policy facts stipulated in CAR Rules 10.C.2 and 32.C.2. so that industry compliance can be determined. An informational-only report was provided to the Committee which was based on a portion of the 2021 year. It is CAR's intention to distribute this report annually to the Division of Insurance beginning in February 2023. CAR provided an overview of the steps it has taken to work with the industry and improve awareness of the updated requirements.

Finally, under Ceded Commercial Reporting Issues, the Committee was informed that the CAR commercial rate filing is currently under review by the Division of Insurance. The Commercial Auto Committee is also in the process of evaluating several new endorsements and other changes recently adopted by the AIB to determine if those changes are appropriate for the residual market. While discussions are ongoing, more information will be provided to the Committee for consideration at a future meeting including potential changes that could impact not only the reporting of ceded commercial data but also the reporting of voluntary commercial and private passenger data.

That would conclude my report unless anyone has any questions.

Ms. Brodeur: Thank you, Wendy. Any questions for Wendy? Seeing none, thank you very much.

Ms. Browne: Thank you.

## GC

### 22.07 Commercial Automobile Committee

Ms. Brodeur: Let's move on to the Commercial Auto Committee. Thom, are you going to be giving that report?

Mr. DePaulo: I will. Good morning, everybody. I will be reporting on the Commercial Auto Committee meeting of March 30<sup>th</sup>. Like our previous meetings, we are in the throes of doing a lot of work. There are no action items today, but this is more of an update for everybody. We have basically two areas of concentration that I'll be reporting on: the commercial residual market issues and the AIB commercial automobile insurance manual and endorsement changes.

With regard to the commercial residual market issues, the Committee reviewed the list of commercial residual market issues that are still open, which have been updated to reflect the priorities set at our prior meetings, as well as the separation of issues into two different sections: those issues that are being considered by the Commercial Auto

Committee and those issues that have been forwarded to other committees.

The Committee was notified that a vendor who had provided the inspection form for the taxi, limo and car service new business residual market policies will no longer be providing that service. Consequently, one of the Servicing Carriers requested that CAR consider creating an inspection form for all the Servicing Carriers to utilize. The Committee noted that a common form would ensure consistency among the Servicing Carriers and agreed that staff should move forward in developing this form. They will be doing that at our next meeting, and we could potentially have a draft to review.

Regarding the AIB commercial automobile insurance manual and endorsement changes, the Committee also reviewed a summary exhibit that highlighted the endorsements recently adopted by the AIB for use in the Massachusetts voluntary market. It was determined that the following endorsements warrant further consideration for use in the residual market. We chose seven. If you refer to the Records of the March 30<sup>th</sup> meeting, you'll see they are all listed. There are 15 total endorsements that we reviewed. Out of the 15, the following seven are the endorsements that staff will work on for further consideration: Cannabis Exclusion Endorsements, Broadened Non-Ownership Endorsements, Volunteer Hired Auto Coverage, On Hook Tow Coverage, Unmanned Aircraft Exclusion Endorsement, Cross Suits Liability Exclusion Endorsements and Towing and Labor Extended to Light and Medium Trucks.

The Committee determined that the other endorsements were not appropriate for the residual market because coverage was available in other markets.

Lastly, many of the comments during our discussion addressed the need to consider the different policy forms on file for use in the residual market as CAR has not adopted the Auto Dealers coverage form or the Motor Carrier coverage form. Accordingly, to implement the recommended changes, unique endorsements may need to be drafted. The Committee agreed that staff should prepare a comparison of the different policy forms and a summary of the Committee's prior discussions relative to the coverage forms so that the Committee can evaluate whether the circumstances in the current market support adoption of the newer forms or to affirm the use of CAR's current policy forms. A review CAR's Rating Manual was also suggested to address ambiguities that may create inconsistent procedures among the Servicing Carriers.

Our conversations will continue. Our next meeting is scheduled for some time in May. We will report on that at the June meeting. If nobody has any questions, that concludes my report.

Ms. Brodeur:

Thank you, Thom. Any questions for Thom? Seeing none, thank you, again, Thom.

GC

**22.10 Loss Reserving Committee**

Ms. Brodeur: Let's move on to the Loss Reserving Committee. Tim, are you providing that report?

Mr. Galligan: Yes, I am. Good morning, everyone. I am reporting on the March 2<sup>nd</sup> meeting. There are no actions items for you today.

The Executive Summary of this meeting was included in your agenda. It's docket number GC22.10, Exhibit #1. The Records of the meeting have been distributed and are on file.

The Committee first discussed ongoing data reporting and data quality concerns. This quarter, there was no missing data for the Committee to consider. Occasionally, we do have missing data and we end up including that in our Loss Reserving exhibits to have the most complete data that we can have. Each quarter, the Committee reviews exhibits for large claims over \$1.0 million. This quarter, five new claims were added to the report, four carrying a \$1.0 million CSL and there was one policy year 2020 bus claim that had a \$5.0 million CSL. This related to a school bus accident that had a fatality. The initial reserve of that claim was around \$1 million. Four claims were removed for dropping below the \$1.0 million threshold this quarter. So, in total, there are 104 claims for the latest ten years. I'd just like to note that the details for all of these large losses are attached to your agenda, pages 5 through 10. The Committee also was informed that during the current quarter, seven new claims were reported using the Large Loss Notification Form. This report is attached as page 11.

Next, the Committee set commercial loss reserves and ultimate deficits using data statistically reported through December 2021. The Committee estimated a policy year 2019 surplus of \$7.1 million with an ultimate loss ratio of 74.5%. That's a \$570,000 improvement from the prior quarter.

For 2020, the estimate for the surplus of \$27.1 million carries an ultimate loss ratio of 62.8%. This was a \$1.1 million reduction from the prior quarter's projected surplus.

The Committee estimated a policy year 2021 surplus of \$24.0 million with an ultimate loss ratio of 66.4%. That's a \$2.6 million reduction of the prior quarter's projected surplus. I think this was noted last quarter, and the Committee wanted to note it again, that policy year 2021 will ultimately include both accident years 2021 and 2022 and how the COVID-19 pandemic continues to unfold is unknown and will likely impact these Committee estimates.

The ultimate loss ratio and deficit projections for all policy years are attached to your agenda, pages 12 through 14.

Just for your information, the next meeting of the Loss Reserving Committee is scheduled for June 1<sup>st</sup> and that is using data reported through March 2022.

That concludes my report and I'd be happy to take any questions.

Ms. Brodeur: Thank you, Tim. Does anyone have any questions for Tim? Seeing none, thanks, Tim.

**GC**

**22.11 Commercial Program Oversight Committee**

Ms. Brodeur: Let's move on to the Commercial Program Oversight Committee. John, will you be giving that report?

Mr. Olivieri: I will be. It will be a relatively short report. We did meet on March 29<sup>th</sup>. We had two agenda items.

The first one was John Metcalfe provided an overview of the 2021 Annual Report template and presented it to the Committee, at which point the Committee, from a consensus standpoint, instructed CAR to move forward with distributing the report template as drafted to the Servicing Carriers and provide them with dates at which point, they would need to respond to CAR.

The second agenda we addressed at that meeting was Safety Insurance presented a request for reimbursement of extraordinary expenses. Safety presented their request at which point the Committee had some questions and requested some additional information from Safety Insurance which they have agreed to gather and put together and provide to CAR. Once we receive that information, we will reconvene and continue forward with considering the request for reimbursement of extraordinary expenses.

That is my report. If anyone has any question, feel free to ask.

Ms. Brodeur: Thank you, John. Any questions for John? Seeing none, thank you.

**GC**

**22.12 Ad Hoc P & C Insurance Committee**

Ms. Brodeur: I think our final committee report of today is the Ad Hoc P&C Insurance Committee. Tim, are you giving that report?

Mr. Costain: I am. Thank you, Liz. Good morning, everyone. I will be reporting on the Ad Hoc P&C Insurance Committee meeting of April 12<sup>th</sup>, yesterday. This was the first meeting of this Committee. The Committee convened to conduct an evaluation of CAR's current property and casualty insurance and the services provided by its agent. This evaluation is in keeping with the Governing Committee-approved policy that calls for a

review of contracted services on a five-year basis. Staff provided information on current in-force policies and the working relationship with CAR's current agent. The Committee discussed the merits of continuing the existing relationship, noting the importance of a sound working relationship and the resulting continuity. While premium levels are a key consideration, modest differences in premium levels should not, by themselves, outweigh the importance of that existing relationship.

While the Committee decided that a full RFP process should not be pursued at this time, there was consensus, in the interest of a fresh look, that staff reach out to another agency, in addition to the current broker, to provide updated quotes and coverage recommendations for the entire portfolio. That updated information is being sought. The Committee will reconvene as necessary to consider the responses of the agencies contacted. That's where we stand at this point.

That would conclude my report unless anybody has any questions.

- Ms. Brodeur: Thank you, Tim. Does anyone have any questions for Tim?
- Ms. Tigges: Liz, Kellie has her hand up.
- Ms. Brodeur: Yes, Kellie.
- Ms. Thibodeau: Thank you. I just have a question, Tim, about what led the group to decide an RFP, sort of broader RFP, wasn't appropriate. Can you say a little bit more about that?
- Mr. Costain: We engaged with the current agency in 2014. It was the first sort of go-round with the agency. They didn't exclude the possibility of going for an RFP, but we've had a good working relationship with the agency. Given that, and the fact that we've been with this agency for coming up on eight years now, they felt, as a first step, they wanted to just see whether or not premium levels were reasonable and whether or not an additional assessment of the services being provided were adequate to the point where we wouldn't need to change anything.
- Ms. Thibodeau: Thank you. The only other question I had was I assume we have to sort of have a conflict clearing of the agent that is used in this context for our P&C insurance.
- Mr. Costain: We're very mindful of that. Just for informational purposes, when we went out for an RFP back in 2014, we reached out to the four Servicing Carriers for recommendations of agencies that they thought might be viable participants in an RFP process. We vetted those for any potential conflicts before we reached out to them.
- Ms. Thibodeau: Thank you.
- Ms. Brodeur: Thanks, Tim. Any other questions for Tim? I do not think I see any other hands.

Ms. Tigges: No hands, Liz.

Ms. Brodeur: Thank you. Tim, unless you have anything else to add, does that conclude...

Mr. Costain: No, that would be it.

Ms. Brodeur: Great, thank you.

I think we have reached the Other Business item on our agenda. Does anyone have any other business that they'd like to bring before the Governing Committee today or discussion? I do not see any hands. Also, does anyone believe that there is a need for us to enter into Executive Session to discuss any items today? I don't see any hands related to that either. If there aren't any other items, then I would entertain a motion to adjourn this meeting.

Mr. Olivieri: So moved.

Ms. Brodeur: Do I have a second?

Ms. Woodcock: Second.

Ms. Brodeur: Any discussion? Seeing none, Robin, can you please call the roll one last time?

Ms. Tigges: Certainly. Pam Krynicki?

Ms. Bodenstab-Krynicki: Aye.

Ms. Tigges: Ryan Brand?

Mr. Brand: Aye.

Ms. Tigges: Thom DePaulo?

Mr. DePaulo: Aye.

Ms. Tigges: Tom Harris?

Mr. Harris: Aye.

Ms. Tigges: Bill Hughes?

Mr. Hughes: Aye.

Ms. Tigges: Ida Denard Jones?

Ms. Denard Jones: Aye.

Ms. Tigges: John Olivieri?

Mr. Olivieri: Aye.

Ms. Tigges: Dan Olohan?

Mr. Olohan: Aye.

Ms. Tigges: Kellie Thibodeau?

Ms. Thibodeau: Aye.

Ms. Tigges: Meredith Woodcock?

Ms. Woodcock: Aye.

Ms. Tigges: The vote is unanimous.

Ms. Brodeur: Thank you, Robin. I hope everyone has a great day.

*(Meeting ended at 11:08 a.m.)*

NATALIE A. HUBLEY  
President

Note: This Transcript has not been approved. It will be considered for approval at the next meeting of the Governing Committee.

Attachment

Boston, Massachusetts  
May 3, 2022

The above proceedings have been transcribed in accordance with CAR's guidelines for producing quality transcripts, which provide for the elimination of insignificant material that does not alter the substance of the Committee's discussions, such as sidebar comments, the use of verbal fillers (i.e., uhm's and ah's), and commentary (i.e., "laughter" and "coughing").

**ATTACHMENT LISTING**

Docket #GC22.02, Exhibit #2

Attendance Listing

**GOVERNING COMMITTEE MEETING  
MEETING ATTENDEES  
APRIL 13, 2022**

Individual's Name

Company / Agency

PLEASE PRINT

Ryan Brand	GEICO
Elizabeth Brodeur	Safety Insurance Company
Pamela Bodenstab-Krynicky	P.L. Krynicky Insurance Agency, Inc.
Thomas DePaulo	Cabot Risk Strategies, LLC
Thomas Harris	Quincy Mutual Group
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Daniel Olohan	MAPFRE U.S.A. Corporation
Kellie Thibodeau	The Hanover Insurance Company
Meredith Woodcock	Liberty Mutual Insurance Companies
Mary Ellen Thompson	Division of Insurance
Nick Fyntrilakis	MAIA
Mary McConnell	Safety Insurance Company
Kenneth Willis	Plymouth Rock Assurance Corporation
Mary McConnell	Safety Insurance Company
Benjamin Hincks	TSH & D – CAR Counsel
Steven Torres	TSH & D – CAR Counsel
Mark Alves	CAR Staff
Wendy Browne	CAR Staff
Shannon Chiu	CAR Staff
Timothy Costain	CAR Staff
Timothy Galligan	CAR Staff
Steven Gautieri	CAR Staff

**GOVERNING COMMITTEE MEETING  
MEETING ATTENDEES  
APRIL 13, 2022**

Individual's Name

Company / Agency

PLEASE PRINT

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