

# TRAIL TO NEW FRONTIERS

## AICP 2010 ANNUAL CONFERENCE

October 3-6, 2010 | Hyatt Regency | Dallas, Texas

### View From The Top



**Cynthia D. Donovan**  
Deputy Commissioner  
Indiana Department  
of Insurance

Cynthia has been with the Indiana Department of Insurance for twenty-five years. Ten years as a field examiner, three years supervising the analysis of property and casualty and life analysts and the remainder as Deputy Commissioner Financial Services.

The current position includes the oversight of financial analysis, financial examinations, company admissions, licensure or registration of all insurance related entities (excluding agents), premium tax, surplus lines, company deposits, and company records. Prior employment included nineteen years with a life insurance company, working part time for a CPA firm and instructor of various business machines at a business school.

Cynthia has also been involved with various NAIC (National Association of Insurance Commissioners) initiatives. Cindy

- was the director of the NAIC Examiners Team (one of the financial oversight tools) for three years,
- co-chairs the National Treatment Working Group which maintains the Uniform Certificate of Authority Application (UCAA) for company admission and corporate changes such as mergers, redomestications, etc.
- chairs the Multi-State Surplus Lines Premium Tax Working Group of the Surplus Lines Task Force
- chairs Issues Subgroup

In addition she participates on the following NAIC groups:

- Surplus Lines Task Force,
- Accounting Practices and Procedures Task Force,
- Examination Oversight Task Force,
- Receivership and Insolvency Task Force,
- Reinsurance Task Force,
- Blanks Working Group,
- Analyst Team System Oversight Working Group,
- Financial Examiners Coordination Working Group, and
- Receivership Technology Administration Working Group



**Mary Jo Hudson**  
Director  
Ohio Department  
of Insurance

Mary Jo Hudson is the 46th Director of the Ohio Department of Insurance and started on January 8, 2007 after being appointed to the position by Governor Ted Strickland.

Under Director Hudson's leadership, the Department has made great strides to protect insurance consumers and promote a healthy insurance market. The Department has increased its efforts to empower Ohio's seniors to protect themselves and has fostered collaboration among its internal divisions and with other state agencies to combat predatory insurance sales practices that are directed toward Ohio senior citizens.

Director Hudson has helped lead Governor Strickland's efforts to reduce the number of uninsured Ohioans and also improve health care quality. Since 2007, the Department has led a comprehensive series of efforts to improve access to coverage and make coverage more sustainable by bringing together a broad-based coalition of stakeholders and interested parties to develop proposed changes for coverage and health care quality. These efforts have resulted in reforms to the individual market, increased access to coverage for dependants and affordability measures that will now enable approximately more than 109,000 Ohioans with access to health insurance. These efforts also resulted in formation of the Ohio Health Care Coverage and Quality Council, which Director Hudson chairs, to develop and encourage improvements in the quality and cost effectiveness of Ohio's healthcare system.

Ohio is a member of the Interstate Insurance Product Regulation Compact ("Compact"), which, enables an insurer to file a single asset-based product (life, annuities, long-term care, disability insurance) that, when approved, can be sold in all

*continued on next page*

## View From The Top

36 member states. Director Hudson currently serves as the chair of the Interstate Compact's Management Committee, and has led Ohio's efforts to work with other states to develop common product standards, which will make the insurance marketplace much more efficient.

Ohio is also an active participant in the National Association of Insurance Commissioners, where Director Hudson has been a staunch advocate for state-based regulation and is a member of the Executive Committee. Director Hudson serves as a member of the Market Conduct/Market Analysis (D) Committee, the Financial Examinations (E) Committee, the Financial Accreditation (F) Committee, the Solvency Modernization Initiative (EX) Task Force, and the Market Conduct/Market Analysis (EX) Task Force. Director Hudson also serves as Chair of the Board for the System of Electronic Rate and Form Filings (SERFF), and is the Secretary/Treasurer of the Midwest Zone.

Prior to her appointment as Director of the Department of Insurance, Director Hudson served on Columbus City Council from 2004 to 2006.

Director Hudson also practiced law for eighteen years, most recently with the Columbus offices of Bailey Cavaleri, LLC, focusing on insurance regulation and liquidation law, consumer finance and retail law compliance, unclaimed property planning and reporting, commercial lending, state and federal advertising law, and general corporate matters. From 1989 to 1995, Director Hudson worked as an attorney with the Ohio Department of Insurance and as General Counsel for the Office of the Ohio Insurance Liquidator.

Director Hudson received her B.A. in Public Administration from Miami University in 1985. She received her J.D. from the University of Cincinnati College of Law in 1988, graduating with honors. Director Hudson resides in Columbus, Ohio.



**Clarissa A. Preston,  
CIC, APIR**  
Deputy Commissioner  
Office of Consumer  
Advocacy  
State of Louisiana

Clarissa A. Preston has served as Deputy Commissioner of the Office of Consumer Advocacy since September 2007 shortly after the office was created by the 2007 Louisiana

Legislature to provide direct assistance to consumers with their insurance problems. She began her career at the Department of Insurance in 1997 and was named Deputy Commissioner of the Office of Property and Casualty in 2005 where she oversaw the Consumer Affairs and Insurance Rating and Policy Forms Divisions, along with the Louisiana Property and Casualty Insurance Commission.

Preston is a New Orleans native and a graduate of Louisiana State University, where she earned her Bachelor of Arts degree in Sociology in 1994. Preston holds both a Property & Casualty and Life & Health insurance license (licenses temporarily inactive due to her employment at the Department of Insurance). She is also a paralegal and commissioned civil law notary public.

Preston recently completed the educational requirements to earn an Associate Professional in Insurance Regulation (APIR) designation from the National Association of Insurance Commissioners (NAIC) in June 2009. The APIR program provides insurance regulators with an NAIC-sponsored professional designation recognizing their expertise in insurance regulation. The designation program communicates to Congress and others that insurance regulators have achieved a high standard of insurance knowledge and are utilizing best practices in a variety of areas including consumer protection.

Preston is a Certified Insurance Counselor (CIC) and past recipient of the Society of Certified Insurance Counselors' certificate of achievement for her commitment to advanced knowledge and customer service in the insurance profession.

Preston is a member of many professional and civic organizations including the Association of Insurance Compliance Professionals and the Insurance Regulatory Examiners Society. She also serves as an officer of the Kiwanis Club of South Baton Rouge and holds offices and membership in several other community service organizations.

Preston is frequently asked to share her knowledge of the Louisiana insurance market at meetings of state and national civic and insurance organizations.

*continued on next page*

## View From The Top



**Bruce Ramge, CPCU, CIE**  
Deputy Director  
Nebraska Department  
of Insurance

Bruce Ramge graduated from Dana College and received a Master of Business Administration degree from the University of Nebraska at Omaha.

He joined the Nebraska Department of Insurance Market Conduct Division in September of 1984. In January 2008, he was appointed Deputy Director of the Nebraska Department of Insurance.

Bruce has assisted various workgroups of the National Association of Insurance Commissioners (NAIC). He currently is a member of the NAIC Market Analysis Working Group and of the NAIC Designation Advisory Board. Bruce is a Past-President of the Insurance Regulatory Examiners Society and he received the 2007 IRES Foundation, Paul L. DeAngelo Teaching Award and the 2007 IRES Al Greer Award.



**Kimberly A. Shaul**  
Deputy Commissioner  
of Insurance  
Office of the Commissioner  
of Insurance  
State of Wisconsin

Commissioner Sean Dilweg appointed Kimberly Shaul Deputy Commissioner of Insurance for the State of Wisconsin on April 3, 2007.

The Office of the Commissioner of Insurance regulates the business of insurance in Wisconsin. The office has a staff of 135 and is responsible for examining industry financial practices and market conduct, licensing agents, reviewing policy forms for compliance with state legislation, investigating consumer complaints and providing consumer information. In addition to its regulatory duties, the agency administers the State Life Insurance Fund, Local Government Property Insurance Fund and the Injured Patients and Families Compensation Fund.

Ms. Shaul, subject to the general direction of the commissioner, supervises the regulatory, public information and administrative functions of the OCI. As Deputy, Ms. Shaul also

exercises and performs the functions of the commissioner in the commissioner's absence. In addition, Ms. Shaul has worked extensively with a number of advisory councils and NAIC committees, including acting as chair of the Annuity Sales Supervision Advisory Committee which is working to set minimum supervisory requirements that annuity writers need to meet in order to sell annuity products in Wisconsin.

Ms. Shaul is an attorney and has extensive legal and business experience in the insurance industry. Most recently, she was Claims Director for American Family Insurance Group in its Life and Health Division. In this position, her responsibilities included general business management, customer service, claims processing, strategic planning, vendor management and contracting, project management, budget and financial analysis and employee development. Ms. Shaul also served in legal and compliance functions at American Family. She started at the company as a litigation attorney for the Property and Casualty Claims Division. She next served as Assistant General Counsel then Life/Health Compliance Director before her work as Claims Director. Prior to her tenure at American Family, Ms. Shaul worked in a private law firm and also for the Wisconsin State Assembly.

Ms. Shaul received both her law degree and B.A. from the University of Wisconsin-Madison.



**J. Michael ("Mike") Pickens**  
Mike Pickens Law Firm

Former Arkansas Governor and 2008 presidential candidate Mike Huckabee appointed Mike Pickens Arkansas Insurance Commissioner for two (2) four (4)-year terms, from January 1997-January 2005. Both prior to and after serving as Arkansas Insurance Commissioner, Pickens was a partner in the prestigious Little Rock law firm

Friday, Eldredge and Clark.

Under Pickens's leadership the Arkansas Insurance Department was recognized by AM Best's insurer rating firm's magazine, BEST'S REVIEW, to be one of the five (5) most progressive state insurance regulatory agencies in the United States. The Arkansas DOI also earned accreditation from the National Association of Insurance Commissioners' ("NAIC") two (2) times, and won the NAIC Technology of the Year Award for its cutting-edge use of technology and for being the first state to implement all the NAIC technology modernization initiatives.

*continued on next page*

## View From The Top

Pickens served as NAIC secretary-treasurer, vice president and then, in 2003, as NAIC president. Representing Arkansas at the NAIC, Pickens was the chair of the International Insurance Relations Committee, where he worked closely with the United States government and regulators all over the world – most notably China, India, Japan, Vietnam, Egypt, Poland, Latin America and many others. Pickens served as chair of the USA Patriot Act Compliance working group. Pickens worked on a wide variety of issues affecting consumers and the industry and testified before Congress on more than one occasion. Pickens was and remains a strong supporter of smaller, more efficient and effective government, and of state regulation of the insurance business.

From April-June of 2004, Pickens worked in Baghdad, Iraq with local Iraqi business persons, the Coalition Provisional Authority countries, the United States government and BearingPoint to draft a new insurance law for Iraq, as well as mandatory and permissive regulations. Pickens and his British colleague worked to create the Insurance and Reinsurance Association of Iraq, to help create a new independent, insurance regulatory agency (“the Diwan”), and to educate Iraqi insurance executives and their employees concerning the new law and regulations. The Coalition Provisional Authority and Iraqi Interim Government approved the new law in the Summer of 2004, and the new Iraqi Government passed and began implementing the law in 2005 March.

After leaving public service in 2005 January, Pickens returned as a partner to the Friday Law Firm. In 2009 January, Pickens departed his good friends at the Friday Firm and opened his own firm, Mike Pickens Law Firm, where he practices primarily in the areas of financial services/insurance law, regulation and consulting; as well as governmental affairs, litigation and some domestic relations. Pickens is associated as the Sr. Vice

President for Regulatory Relationships with The GoldwaterTaplin Group, an association of former regulators, public servants, attorneys and other insurance professionals led by former California congressman Barry M. Goldwater, Jr. GoldwaterTaplin has offices in New York, NY, Washington, D.C., West Palm Beach, FL, Phoenix, AZ, Little Rock, AR, Atlanta, GA, Baton Rouge, LA, Santa Fe, NM, Nashville, TN, and Cleveland, OH. [www.GoldwaterTaplin.com](http://www.GoldwaterTaplin.com). Pickens also is “of counsel” with the Little Rock/Maumelle, Jonesboro law firm Wilcox, Parker, Hurst, Lancaster and Lacy, [www.wphll.com](http://www.wphll.com).

Finally, Pickens serves on a number of insurer and related boards, as well as regulatory advisory committees. Pickens serves as the regulatory/reinsurance member of the board of the Federal Crop Insurance Corporation (“FCIC”); as a board member of Dallas National Insurance Company, and the Central Arkansas Cystic Fibrosis Foundation. Pickens is a member of the board of trustees of Faulkner University/Jones School of Law in Montgomery, AL, and a member of the Youth Entrepreneurship Advisory Board and Member Services Center Committee of City Connections, Inc., a group that encourages, mentors and supports young people with business/career ideas and initiatives which benefit not only the community, but the young entrepreneurs, as well. [www.CityConnectionsInc.org](http://www.CityConnectionsInc.org)

