
IN THE LOOP

OFFICIAL NORTH CAROLINA RATE BUREAU AGENT NEWSLETTER



Happy Fall!

October 2023

It's hard to believe we've reached the last quarter of 2023. Time seems to have flown by, hasn't it? For NCRB, it's been a jam-packed year, filled with lots of change. In 2023, we implemented a new phone system so you may reach subject matter experts directly, established a customer service survey for you to give us valuable feedback on our services and are continuing to improve and enhance the tools and system that you rely on for your business needs.

Please take a few minutes to review, as some of the content may impact your business and how you respond to the needs of your clients.

As always, our associates are available to assist with your questions and concerns. Our phone number, (919) 582-1056 is the quickest and easiest way to contact us. We can also be reached by email at support@ncrb.org.

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Rate Filings

Workers Compensation

On September 1st 2023, the Bureau submitted a filing to the North Carolina Commissioner of Insurance proposing a 9.8% decrease in loss costs to be effective April 1st, 2024. The proposal also included an average decrease of 15.8% in the overall premium level of the workers compensation insurance residual market in North Carolina. These filings have been approved by the Commissioner.

Automobile

The Rate Bureau and the Commissioner of Insurance have agreed to a settlement of the 2023 private passenger auto insurance rate filing that provides for rate level changes over a two-year period. Those changes are for (1) an overall 4.5% rate level increase (+8.0% for liability coverages and 1.0% for physical damage coverages) to be effective on December 1, 2023, and (2) an overall 4.5% rate level increase (+7.9% for liability coverages and 1.0% for physical damage coverages) to be effective on December 1, 2024.

Property – Mobile Home

On May 11, 2023, the Commissioner of Insurance signed a Settlement Agreement and Consent Order for each of the filings resulting in approval of an overall statewide average rate level increase of 10.0% for MH(C) coverages; and an overall statewide average rate level increase of 15.0% for MH(F) Owner and Tenant policy forms to be effective on October 1, 2023.

Staff Update!



This quarter, we are excited to announce a staff change within our organization. In July, we had the pleasure of welcoming Kitta Futrell as the Bureau's Manager of Data Services.

Prior to coming over to the Rate Bureau, Kitta spent over 17 years at Nationwide Insurance where she gained extensive experience in Personal Lines Underwriting, Support Services and Management. We are thrilled to have Kitta leading our data services team who are responsible for the collection, review and processing of member company data.

Customer Service Survey

We want to hear from you! In our ongoing efforts to improve customer experience at NCRB, we've implemented a customer service survey to gain valuable feedback from you. Now when you contact NCRB, you will be sent a short survey to share the recent service you experienced with us. We promise it will only take two minutes!

Contact Us

As you know, we've enhanced our phone system with tailored prompts to efficiently connect you to the specific organization or business unit that can best assist you. Should you need to reach us directly, our contact number is **(919) 582-1056**.

This quarter, we are dedicating some time to shine a spotlight on our various departments. This section aims to provide you with a better understanding of the individuals working diligently to promptly resolve your inquires.

To address any questions related to workers' compensation assigned risk applications, workers' compensation data fines, ERM-14 submissions, or our Safe Driver Insurance Plan (SDIP), please press 1 to speak to our skilled team at the North Carolina Rate Bureau. From there, please listen to the prompts to be redirected to the subject matter expert that can best help resolve your inquiry.

For NCRB Press 1:

The North Carolina Rate Bureau is tasked with maintaining the rates, rules and forms for workers compensation, private passenger automobile, and property insurance in North Carolina.

From there, press 1 for Workers Compensation:

Press 1 for our Assigned Risk Team:

This team can assist with all inquiries about the assigned risk market, to include assistance with the application process. This team has over 161 years of combined experience and is eager to help!

Press 2 for our Workers Comp Team:

This team can assist with all other workers compensation questions to include: class codes, ownership changes, and disputes between a carrier and employer.

Press 3 for our Data Services Team:

This team can assist with all workers compensation data reported by the carrier. To include, experience modifiers and data fines.

From there, press 2 for Personal Lines:

Press 1 for our IDC specialists:

This team can assist with all inquiries regarding statistical and ratemaking data submissions reported by the carrier.

Press 2 for our Personal Lines specialists:

This team can assist with all other personal lines inquiries.

The North Carolina Rate Bureau provides, but is not limited to, the following functions:

- Responsible for filing rates, rules and forms for approval by the Commissioner of Insurance.

For NCRF Press 2:

The North Carolina Reinsurance Facility is responsible for assuring the availability for automobile liability coverage for North Carolina. To address any questions or concerns regarding your personal lines auto liability insurance ceded to the NC Reinsurance Facility, press 2 at the main menu.

For NCIGA Press 3:

To seek assistance with claims involving an insolvent insurance carrier, please press 3 at the main menu to speak to our dedicated team at the North Carolina Guaranty Association.

For Information Services Press 4:

Information Services is dedicated to providing technology assistance to all of our customers NCIGA, NCRB, and NCRF. This includes any issues with access to our web applications. Please press 4 at the main menu for assistance from our IS team.