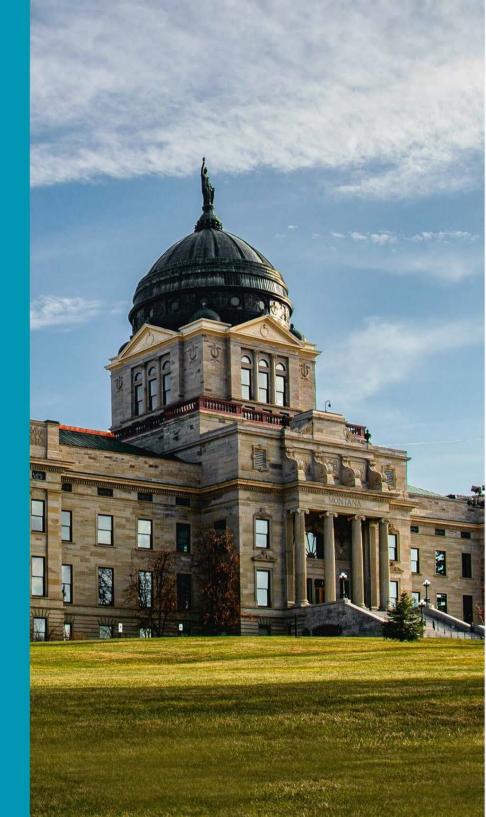
PROTECT. EDUCATE. GROW.

2027 BIENNIUM GOALS & OBJECTIVES

2024STRATEGIC ROADMAP

committed to transforming today's vision into tomorrow's reality





PROTECT. EDUCATE. GROW.

Since 2021, the Commissioner of Securities and Insurance (CSI) has understood the importance of being accountable and transparent to the people of Montana.

Annually, we identify priorities, strategies, and goals. We produce an annual report on agency accomplishments. We use well-defined metrics to tell the story of the great work this agency continues to produce.





CUSTOMER SERVICE		
Goals	Objectives Measurements	
Optimize the customer service experience by ensuring consumers and industry professionals are served responsively, efficiently, and consistently.	Facilitate the fair and equitable treatment of insurance and securities consumers by effectively and efficiently receiving, analyzing, and resolving consumer and industry inquiries and complaints. Output Number of insurance consumer complaints.	
	 Output: Number of insurance consumer complaints Output: Number of formal insurance inquiries Output: Benefit a mount recovered for insurance consumers 	
	 Efficiently license qualified insurance individuals and entities doing business in Montana. Output: Number of producer licenses approved/renewed Output: Number of pharmacy benefit managers (PBMs) licensed Output: Number of traditional company licenses issued Output: Number of captive insurance formations approved 	
	 Efficiently process insurance company and securities industry filings and registrations doing business in Montana. Output: Number of insurance company annual filings and company updates processed Output: Number of securities filings processed Output: Number of captive insurers domiciled in Montana and new insurers licensed 	



COMPLIANCE & ENFORCEMENT			
Goals	Objectives Measurements		
Ensure compliance with applicable laws and regulations; hold bad actors accountable; advocate for victims of insurance and securities fraud.	 Safe, Solvent & Stable Markets Monitor insurance marketplace practices and financial stability of those doing business in Montana. Output: Number of insurance company annual filings processed Output: Number of insurance company financials reviews performed 		
	 Monitor market conduct and legal compliance. Output: Number of market analysis review completed Output: Number of annual market conduct analyses reviewed Output: Number of pharmacy benefit manager renewals 		
	 Promote competitive markets; foster reliable and affordable insurance products and a stable insurance market. Output: Number of rate filings reviewed and closed Output: Amount of rate increase requests denied Output: Number of Montanans benefiting from denied rate increase requests Output: Number of form filings reviewed 		
	 Surplus Lines premium tax requirement compliance through efficient collection and accurate accounting. Output: Amount of premium tax audited/collected 		
	 Monitor the financial health of Montana's captive insurers and their compliance with state regulations. Output: Amount of premium tax audited/collected 		
	Victim Advocate and Hold Bad Actors Accountable		
	 Investigate and prosecute unfair and illegal practices, including fraud. Output: Number of investigations conducted Output: Number of agency legal matter referrals 		



COMPLIANCE & ENFORCEMENT (continued)		
Goals	Objectives Measurements	
	 Output: Number of fraud enforcement actions filed Output: Amount of fees, fines, and restitution related to fraud Output: Number of fraud enforcement actions filed Output: Amount of fees, fines, and restitution related to fraud 	
	(i) Support and promote CSI Financial Abuse Specialist Team (FAST) to protect Montana's seniors. > Output: Number of FAST referrals received and number processed within 72 hours	
	 Securities Oversight Oversee Montana's securities industry with our federal partners. Output: Number of registered entity examinations conducted 	



CONSUMER OUTREACH & EDUCATION			
Goals	Objectives Measurements		
Deliver effective, meaningful, and relevant communication to actively engage, educate, inform, and empower consumers and industry.	 Maintain a robust website with meaningful presence. Output: Complete annual website review attestation and updates. 		
	 Promote economic development through capital formation. Output: Execute annual Capital Formation Summit and Investor Symposium. 		
	 Promote financial literacy and education among youth and underserved and diverse communities. Output: Coordinate and manage quarterly Financial Literacy in Indian Country workgroup and deliverables. 		
	 Provide relevant awareness, training, and education. Output: Number of insurance events 		
	 (i) <u>Securities Division:</u> Protect investors from fraud and abuse; educate investors; and support responsible capital formation. Output: Number of outreach events Promote State Trust Land stakeholder engagement. 		



AGENCY OPERATIONS		
Goals	Objectives Measurements	
Strategically manage agency resources to maximize efficiency and allocate resources; leverage technology to optimize organizational and individual performance while enhancing transparency.	 Invest in modernization of business processes and systems to optimize and efficiently align workstream processes. Output: Successfully achieve project plan milestones within specified timeframes. Hire, develop, and maintain a high-quality workforce to meet business needs of the agency and promote a positive agency culture. Output: Complete job recruitment cycle – posting to offer – within 6 weeks (Goal: 95%-100%). Comply with all applicable laws, rules, and policies to ensure accuracy and transparency of financial information/reporting. 	

