



# 2023-2024 Annual Report



**MISSISSIPPI INSURANCE DEPARTMENT**

601-359-3569 | [www.mid.ms.gov](http://www.mid.ms.gov) | 501 N. West Street, Jackson, Miss.



# A NOTE FROM INSURANCE COMMISSIONER & STATE FIRE MARSHAL MIKE CHANEY

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As Commissioner of Insurance, it is my honor to submit the annual report of the Mississippi Insurance Department (MID). Following Mississippi Code §27-101-1 and §27-101-3, the MID annual report covers the annual period ending February 29, 2024.

This report includes financial summaries, underwriting experiences, and recapitulation of the insurance business written within the State of Mississippi. The goal of the Mississippi Insurance Department is to become more efficient and responsive to the needs of the public while encouraging a fair and competitive market for insurance. My staff and I are very proud to serve the people of Mississippi.

Respectfully submitted,



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## ABOUT COMM. MIKE CHANEY

Mike Chaney is Mississippi's 11th Commissioner of Insurance and State Fire Marshal. First elected in 2007, he is an active member of the NAIC. Chaney is a veteran of the United States Army, serving in Vietnam. Chaney and his wife, Mary have three children and eight grandchildren.



## ABOUT DEPUTY COMM. DAVID BROWNING

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David Browning has served as Deputy Commissioner of Insurance since January 1, 2024. Before being named Deputy Commissioner, Browning joined MID in 2001 and served as the Director of the Financial and Market Regulation Division from 2012 to 2023. He is a graduate of Delta State University.

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### **The Commissioner of Insurance serves on the Boards and/or appoints board members to the organizations below:**

- Mississippi Automobile Insurance Plan
- Mississippi Building Codes Council
- Mississippi Comprehensive Health Insurance Risk Pool Association
- Mississippi Electronic Protection Licensing Advisory Board
- Mississippi Fire Personnel Minimum Standards and Certification Board
- Mississippi Fire Prevention Code Board Of Adjustments And Appeals
- Mississippi Insurance Guaranty Association (Property And Casualty)
- Mississippi Life And Health Insurance Guaranty Association
- Mississippi Residential Property Insurance Underwriting Association
- Mississippi Tort Claims Board
- Mississippi Windstorm Underwriting Association
- Mississippi Workers' Compensation Assigned Risk Plan/Pool
- Rural Fire Truck Acquisition Assistance Review Committee
- State And School Employees Health Insurance Management Board
- State Employees Health Insurance Management Board
- State Employees Health Insurance Board Advisory Council
- State Liquefied Compressed Gas Board

## CONSUMER SERVICES

Consumer outreach continues to be our number one focus at the Mississippi Insurance Department (MID). During 2023-2024, we reached thousands of consumers via our website, email, and 1-800 number.

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# \$9,443,243

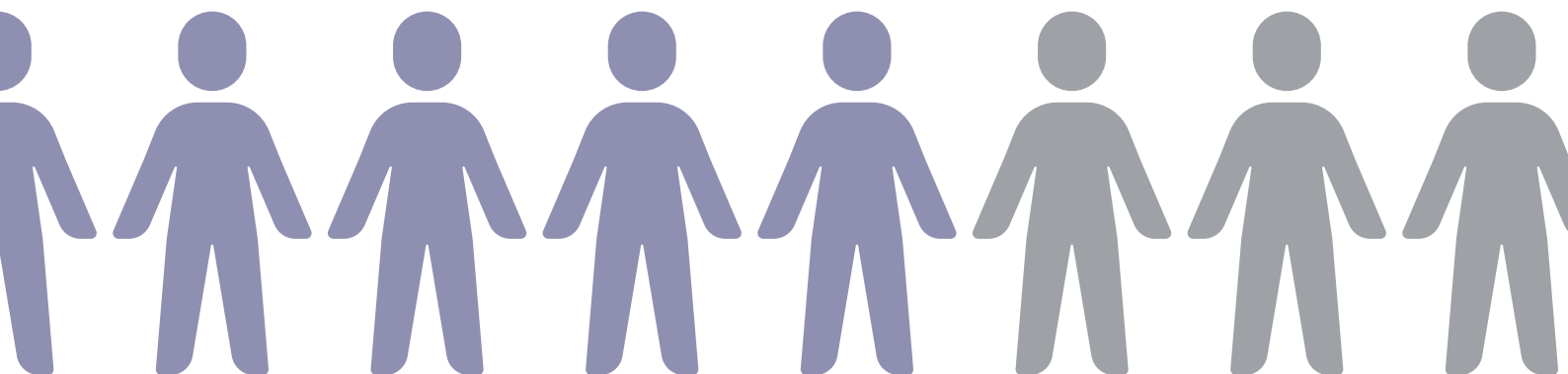
RECOVERED FOR CONSUMERS

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FORMAL  
COMPLAINTS **1,543**

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**9,815** CONSUMER  
PHONE CALLS



## **ELEVATOR & BUILDING SAFETY**

The Elevator Division enforces the Mississippi Conveyance Safety Act. That means overseeing all elevator and conveyance mechanics, inspectors, and companies that install, repair, maintain or inspect commercial elevators, dumbwaiters, escalators, moving walks, wheelchair lifts, and platform lifts in Mississippi. A searchable database of licenses is available on the MID website.

The division collected a total of \$296,762 in 2023-2024, including these fees

- \$249,437 - Annual Operating Certificate
- \$13,800 - Installation Permit
- \$11,600 - Elevator Mechanic License

## **INFORMATION TECHNOLOGY**

The MID IT department continued efforts in 2023-2024 that helped staff work remotely by providing transparent and seamless technological support.

Other significant activities:

- Upgraded the department's network infrastructure
- Upgraded the department's servers
- Continued upgrades of the department's operating systems and primary software, as well as upgrading applications and training users
- Continued upgrades of the departments desktop computers and laptops
- Continued implementation of the department's internet and intranet websites
- Worked with all divisions to assess and evaluate workflows and create applications designed to make duties more efficient



**MISSISSIPPI**  
INSURANCE DEPARTMENT

## LICENSING

The Licensing division is one of the busiest divisions within the MID, handling more than 12,000 calls and more than 32,000 emails for assistance in 2023-2024. Licensing is responsible for issuing licenses and appointments to individuals and business entities to engage in the business of insurance in the state of Mississippi.

# 196,944

CERTIFICATES OF AUTHORITY ISSUED

### Other highlights include:

- Indexed 16,633 documents for records retention
- Processed 163 bail agent fingerprints
- 211,676 total licensed producers/agents
- 1,382 bail agents
- 3,989 surplus lines producers
- 35,402 independent and public adjusters
- Licensed 4,163 in other licensing type categories which include Automobile Club Agents, Burial Agents, Legal Agents, and Reinsurance Intermediaries

# 168,620

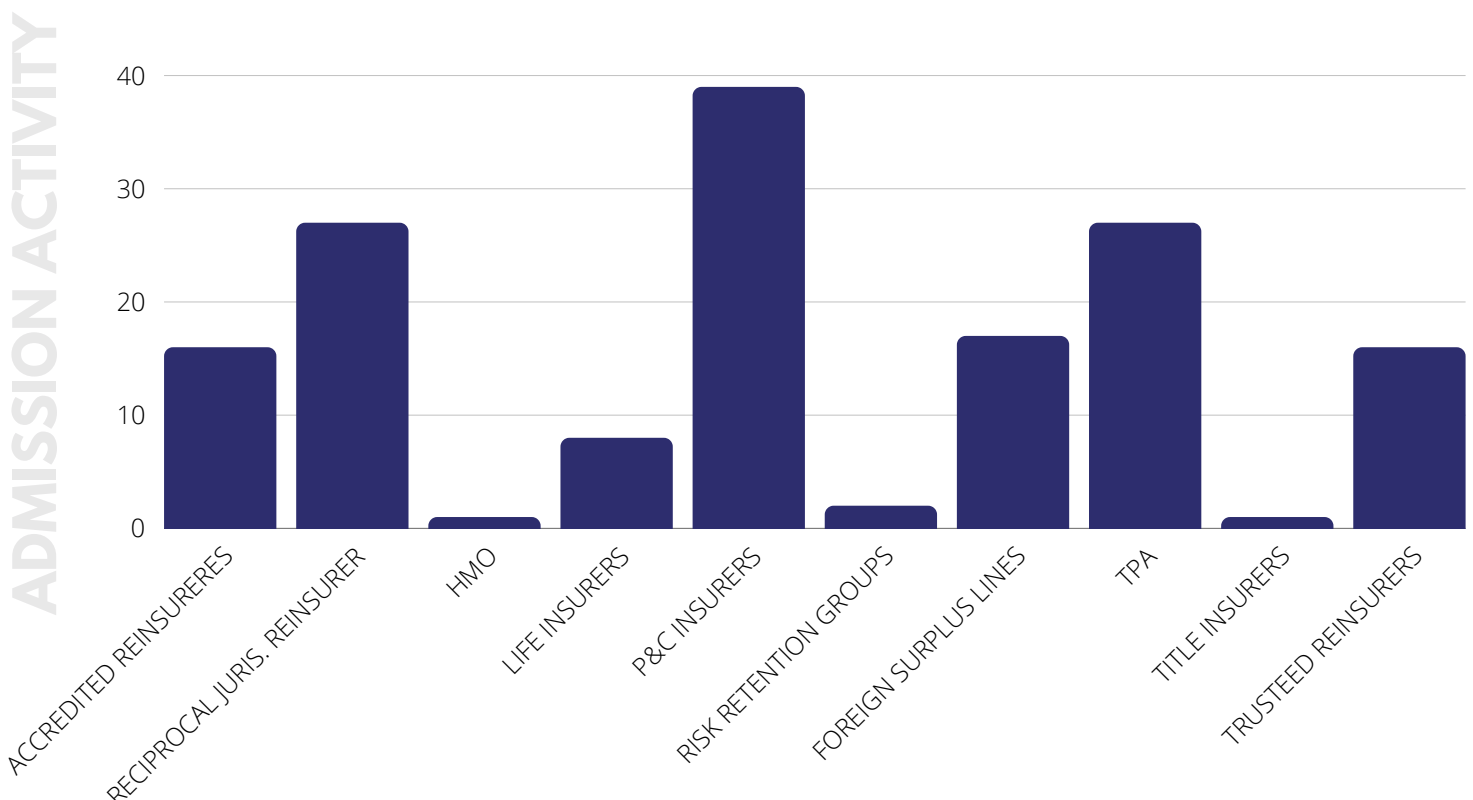
TOTAL LICENSED PRODUCERS & AGENTS

# \$22.4 Billion

PREMIUM WRITTEN

## FINANCIAL & MARKET REGULATION

The Finance and Market Division monitored the solvency of 2,616 companies with over \$22.4 billion premium written in Mississippi. The division also collected \$1.4 million in filing fees, analyzed over 500 domestic company filings, and managed \$51 million in pledged securities. The division assessed the financial condition and operations of 156 entities applying for a license to operate in Mississippi and monitored the company operations of 762 domestic and foreign companies. The division also participated in 1 multi-state collaborative action and commenced 10 examinations



## LEGAL AFFAIRS & GENERAL COUNSEL

The legal division amended and issued a number of advisory bulletins and handled 81 open records requests. The division also represented the MID in administrative licensure matters resulting in fines and administrative penalties. Some of those penalties include 32 revocations of licenses and three cease and desist orders. Five fines were paid totaling \$138,773.18.

## INVESTIGATIONS AND CONSUMER PROTECTION

The Investigations and Consumer Protection Division helped obtain \$445,923 in refunds/recoveries for consumers between March 1, 2023-February 29, 2024. The Division received over 800 calls/complaints.

As a direct result of these investigations, the Department imposed the following enforcement actions against insurance producers and bail agents:

- 3 Voluntary Surrenders of License
- 36 Revocations of License
- 1 Cease and Desist Order
- 4 fines totaling \$8,250

# \$445,923

IN REFUNDS & RECOVERIES FOR CONSUMERS



## **PUBLIC RELATIONS & COMMUNICATIONS**

The Communications Division handles both internal and external communication for the MID. In 2023-2024, the division issued 39 news releases for the MID and the State Fire Marshal's Office. Topics include fire prevention, flood insurance, and life insurance.

The Division also promoted several special events including the ribbon cutting of a new dorm and training facility at the Mississippi State Fire Academy.

The Division is also responsible for managing media and advertising campaigns. The division sponsored a hurricane season preparedness campaign with WLOX and the Sun Herald on the Mississippi Coast which included TV commercials, newspaper ads, and digital advertising. A radio, TV, and digital media campaign from November to January targeted consumers with fire safety messaging. Other work included updating the MID website and staff photo directory and handling day-to-day media requests.



## ACTUARY/HEALTH CARE REFORM

The Division reviewed approximately 4,310 electronic rate and form filing for life, health, accident, and annuity products and collected \$408,580.00 in electronic filing fees. The Division processed approximately 76 External Reviews for consumers throughout the year. Staff also provided daily guidance on questions received from insurers, providers, and consumers.

The Division also utilized grant funding from a Federal Grant, known as The State Flexibility Grant, Cycle I and Cycle II, to ensure the Mississippi laws, regulations and procedures are compatible and comply with federal requirements. Its objectives relate to policy form review, market conduct examinations, market analysis, and financial investigations. These state enhancements are effective in overseeing and enforcing the pre-selected market reforms and consumer protection.

The funds provided by CMS are assisting MID in conducting a comprehensive review of all in-state issuers' products in the health insurance market. MID is using grant funds to review the current form review policies and procedures. MID is also working to use the funds provided by this grant to (1) establish new compliance policies and procedures to govern the ongoing review of plans for discriminatory impact and (2) identify potentially discriminatory drug formularies.



**MISSISSIPPI**  
INSURANCE DEPARTMENT

## PROPERTY & CASUALTY

The Division closed over 4,036 electronic filings through SERFF. The Division generated a total of \$360,202 in Filing Fees. The Division's staff provides the Commissioner of Insurance a summary of findings and recommendations for approval or disapproval on any new Property & Casualty program and/or any changes in rates to existing programs.

## ADMINISTRATIVE SERVICES

The Division manages approximately 128 positions and 15 divisions with employees assigned all over the state. The Division also collects fees for the department, including:

- Privilege License Tax \$14,040,878.00
- Surplus Lines Premium Tax \$38,112,504.84
- Risk Retention/Purchasing Groups  
and Direct Placement Premium Taxes \$882,826.55
- Filing Fees \$2,251,607.54
- Certificate Of Authority Fees \$17,573,100.00
- Policy Form Fees \$26,430.00
- Penalties And Fines \$322,581.79
- Mobile Home Inspection Fees \$674,462.56
- Mobile Home Privilege Licenses \$39,850.00
- Fire Standard Cigarette Certification \$7,000.00
- Residential Electronic Protection \$268,579.00
- Elevator \$296,762.00
- Summons, Court Fees \$7,850.00
- Other Fees - Postage And Photocopies \$1,125.94
- Other Fees \$286,192.00
- Publishing Fees \$61,280.00
- Company Assessments \$1,591,009.00
  - **Total Fees Collected \$76,444,039.22**
- **Fire Rebate Funds Distributed \$20,436,117.72**
- **DOR Insurance Premium Collections Calendar Year \$341,567,811.96**



# MISSISSIPPI STATE FIRE ACADEMY (MSFA)

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The MSFA is committed and responsible for the training and education of personnel engaged in municipal, county, and industrial fire protection. This student body consists of career, volunteer, and industrial fire personnel. The Academy has three training areas, which are 1) Certification Services 2) Extension Services and 3) Industrial and Special Services, which all focus on the Academy's only function, which is training. All other areas support the staff and students of these training areas.

The Academy's philosophy is to deliver quality training and instruction to the fire service/emergency response personnel of the State, while adhering to high ethical standards, promoting cooperation among staff with efficiency and integrity in their work while representing the Academy in a professional, courteous, and helpful manner at all times, and safeguarding the assets of the State. The Academy is committed to providing excellent service to its customers by providing training based on National Fire Protection Association (NFPA) standards as well as specialized courses not addressed by NFPA.

View the full MSFA  
2023 Annual Report here:  
[https://msfa.ms.gov/2023-  
course-catalog/](https://msfa.ms.gov/2023-course-catalog/)



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## KELLY ELLIOTT *EXECUTIVE DIRECTOR*

Kelly Elliott was named Executive Director of the MSFA in July 2023. Elliott previously served as the Fire Chief of the Tupelo Fire Department. He also served as the 172nd Airlift Wing Command Chief at Thompson Field in Jackson and continues serving as a drill member. Elliott was an instructor at the Mississippi State Fire Academy from 1998-2003.





# STATE FIRE MARSHAL OFFICE (SFMO)

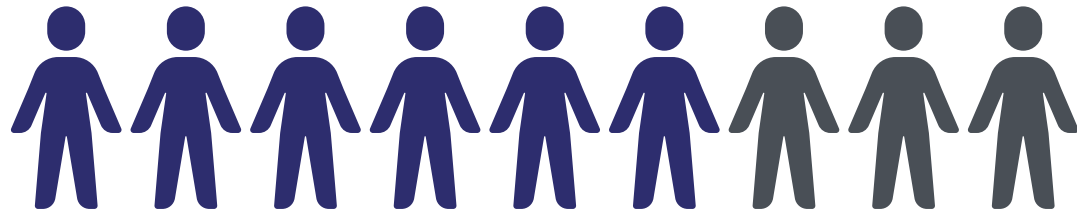
The mission of the State Fire Marshal's Office (SFMO) is to foster, promote and develop ways and means of protecting life and property from fire and related perils through direct action and coordination with Mississippi fire and law enforcement services.

# 453

**FIRES INVESTIGATED**

# 78

**FIRE DEATHS**



SFMO investigated 78 fire deaths between March 1, 2023-February 29, 2024. The K-9 unit, comprised of three K-9s, was called out 91 times and received 475 hours of training. It's estimated that the investigated fires caused more than \$52 million in loss of property and contents. Insurance coverage on the buildings was app. \$95 million. Insurance coverage on contents was app. \$13 million.

# SFMO investigated 11 wildland fires.

# **STATE FIRE MARSHAL OFFICE (SFMO)**

## **MISSISSIPPI RESIDENTIAL ELECTRONIC PROTECTION LICENSING ACT**

- 463 New Applications submitted (Class A, B, C, D, H)
- 2,001 Licenses Issued (Class A, B, C, D, H)
- 14 Investigations
- 367 Inspections
- 1,470 Background Checks Conducted

## **FIRE SERVICES DEVELOPMENT**

The Division was created in 1988 for the purpose of overseeing the accountability and distribution of State Fire Funds to counties and municipalities. Fire Services Development is also responsible for overseeing the Rural Fire Truck Acquisition Assistance Program (RFTAAP) along with Supplemental Rural Fire Truck Acquisition Assistance Program (SRFTAAP). This Division also manages the Mississippi Fire Incident Reporting System which is used by all fire departments in the state.

Some important numbers:

- 2,128 Compliance forms processed
- \$21,429,138.52 Rebate Funds Disbursed
- \$2,375,000.00 RFTAAP Funds Disbursed
- Conducted 2 Statewide Fire Coordinator Meetings
- Conducted 20 Regional Fire Coordinator Meetings
- 249,321 incidents reported statewide
- Added the Deputy State Fire Coordinator Position

## **FIRE SAFETY EDUCATION**

The Fire Safety Education Division offers education programs that comply with nationally recognized standards aimed at reducing the loss of life and property from fires.

In 2023-2024, the division

- Obtained 32,500 smoke alarms through grant funding
- Attended 11 Fire safety conferences
- Delivered more than 200 smoke alarms statewide
- 472 Fire Department Trainings & Visits
- 90 Public Education Programs and Presentations
- 45 event participations (booths at fairs, etc.)
- Increased Fire Safety Education Division from, 1 staff member to 3

## STATE FIRE MARSHAL OFFICE (SFMO)

SFMO continues to serve as a primary agency with Emergency Coordination Officers for Emergency Support Function (ESF) 4, Firefighting, at the State Emergency Operations Center at the Mississippi Emergency Management Agency (MEMA).



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# 2,453

CORRECTIONAL  
FACILITIES, STATE &  
COUNTY FACILITIES  
AND CHILDCARE  
FACILITIES INSPECTED

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FACTORY-BUILT HOMES

### SFMO REGULATES FACTORY-BUILT HOMES

- 248 Licenses Issued (Retailers, Developers, Manufacturers and Installer/Transporters)
- 56 Inspections Conducted on retailer lots & consumer complaints
- 51 Consumer Complaints Filed
- 4,200 Property Locator Inspections

## STATE FIRE MARSHAL OFFICE (SFMO)

### Liquefied Compressed Gas Division (LC Gas)

By the numbers:

- 7,926 INSTALLATION REPORTS RECEIVED
- 2,232 INSPECTION REPORTS COMPLETED
- 132 INSPECTION REPORTS DISAPPROVED
- 951 LC GAS DEALERS AUDITED
- 289 BULK STORAGE PLANTS INSPECTED
- 274 LC GAS CARGO TRUCKS (BOB TAIL) INSPECTED
- 108 LC GAS CYLINDER FILLING LOCATIONS INSPECTED
- 138 SAFETY AND TRAINING MEETINGS
- 24 NEW PERMITS APPROVED BY THE LC GAS BOARD
- 178 SCHOOLS INSPECTED THAT ARE SERVICED WITH LC GAS
- 133 INSTALLERS AND DRIVERS TESTED
- 3 ACCIDENTS INVESTIGATED
- 286 LC GAS DRIVER/INSTALLER CARDS ISSUED – NEW
- 32 LC GAS DRIVER/INSTALLER CARDS ISSUED – TRANSFERS



**The Annual MarketShare report is forthcoming.**