



2024-2025 Annual Report



MISSISSIPPI INSURANCE DEPARTMENT

601-359-3569



www.mid.ms.gov



501 N. West Street, Jackson, Miss.

A NOTE FROM INSURANCE COMMISSIONER & STATE FIRE MARSHAL MIKE CHANEY

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 report covers the period of March 1, 2024-February 28, 2025.

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,



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



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.

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 the reporting period, we reached thousands of consumers via our website, email, and 1-800 number.

\$8,825,286

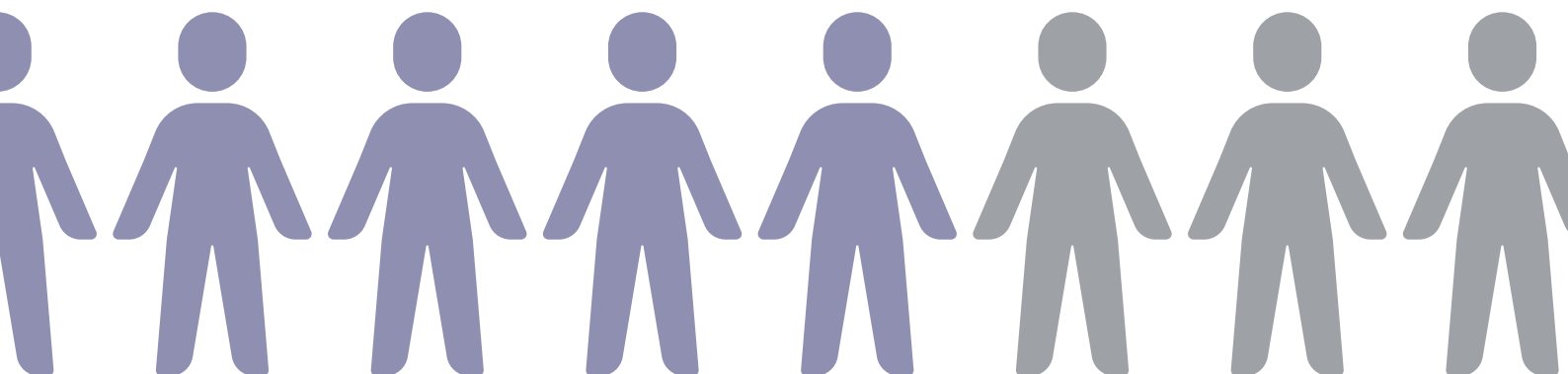
RECOVERED FOR CONSUMERS

FORMAL
COMPLAINTS

1,296

12,000

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. During the 2024-2025 period there were 5,983 Inspections reviewed and approved

The division collected a total of \$306,978 in 2023-2024 and issued:

- 4,419 Annual Operating certificates
- 180 Installation permits
- 256 Elevator Mechanic's Licenses
- 40 elevator company Licenses
- 37 Elevator Inspector Licenses

INFORMATION TECHNOLOGY

The IT Department plays a critical role in driving innovation, efficiency, and security for MID. Through the development, implementation, and maintenance of cutting-edge technologies, the IT department ensures seamless operations, supports strategic initiatives, and enhances the overall productivity of our agency. During the past year, the IT Department focused on key projects including system upgrades, cybersecurity enhancements, and the rollout of new tools to empower employees and improve customer experiences. By fostering a culture of technological excellence, the department remains committed to meeting the evolving needs of MID and its stakeholders.

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 websites
- Worked with all divisions to assess and evaluate workflows and create applications designed to make duties more efficient

LICENSING

The Licensing division is one of the busiest divisions within the MID, handling more than 11,800 calls and more than 8,500 emails for assistance in 2024-2025. 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.

204,089

CERTIFICATES OF AUTHORITY ISSUED

Other highlights include:

- Indexed 14,010 documents for records retention
- Processed 124 bail agent fingerprints
- 174,370 total licensed producers/agents
- 1,260 bail agents
- 4,011 surplus lines producers
- 38,001 independent and public adjusters
- Licensed 10,693 in other licensing type categories.

228,335

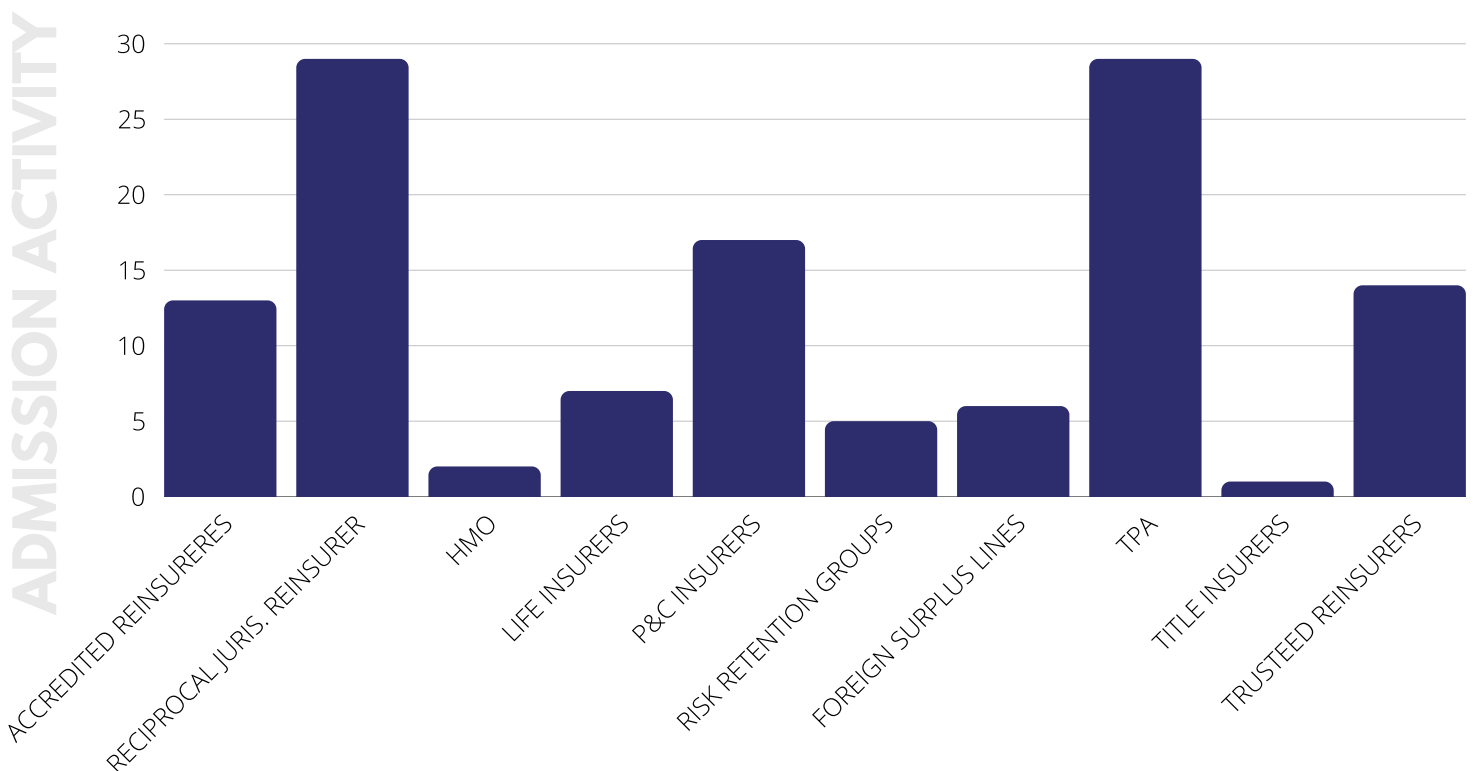
TOTAL LICENSED PRODUCERS & AGENTS

\$23.2 Billion

PREMIUM WRITTEN

FINANCIAL & MARKET REGULATION

The Finance and Market Division monitored the solvency of 2,633 companies with over \$23.2 billion premium written in Mississippi. The Division collected \$1.4 million in filing fees. The Division also analyzed over 500 domestic company filings and commenced 7 examinations. The Division managed \$52 million in pledged securities and assessed the financial condition and operations of 123 entities applying for a license to operate in Mississippi. The Division also monitored the company operations of 782 domestic and foreign companies



LEGAL AFFAIRS & GENERAL COUNSEL

The Legal Division amends and issues advisory bulletins throughout the year. The Division handled 77 open records requests and conducted corporate hearings regarding acquisition, control and restructure of companies ("Form A" Hearings). The Division also represented MID and the Mississippi Fire Marshal's Office in licensure matters such as numerous administrative hearings which resulted in fines and administrative penalties, including:

- 16 Voluntary Surrenders of license
- 33 Revocations of License
- 40 Cease and Desist Orders
- 2 Collection of Delinquent Fees totaling \$4,560.00
- 18 Fines totaling over \$20,000.00
- 8 Denials of License Applications
- 16 Licenses Denied
- 1 Suspension
- 2 Probationary Terms of Licensure Set
- 17 Warning Letters
- 52 Fire Investigation Reports

PROPERTY & CASUALTY

The Division closed over 4,036 electronic filings through SERFF. The Division generated a total of \$356,106 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.

ACTUARY/HEALTH CARE REFORM

The Division reviewed approximately 4,326 electronic rate and form filing for life, health, accident, and annuity products and collected \$429,873.36 in electronic filing fees. The Division processed approximately 80 External Reviews for consumers throughout the year. Staff also provided daily guidance on questions received from insurers, providers, and consumers.

The Division has been awarded a two-year Grant entitled, Expanding Access to Women Health Grant, to support states in providing a funding source for activities related to planning and implementation of the pre-selected provisions under Part A of Title XXVII of the PHS Act to enhance and expand access to reproductive and maternal health coverages and services. MID will use the funds to enhance state and federal requirements in the planning and implementation under Section 2707 - Essential Health Benefits Package and Section 2713 - Coverage of Preventive Health Services under Part A of Title XXVII of the PHS Act.

Funds from the grant will be used to support activities to improve the above market reforms for women in Mississippi in the areas of:

- Assessing and updating current EHB-benchmark plans to include broader scope of benefits coverage for reproductive health and maternal health coverage.
- Conduct surveys, interviews, and focus groups with women to gauge their knowledge of, access to, and satisfaction with State's EBH-benchmark plan selection as it pertains to their reproductive healthcare needs.
- Conduct workshops and seminars to educate consumers on the coverage options they have regarding reproductive healthcare in the State as well as in other States.

Cont. on next page.

ACTUARY/HEALTH CARE REFORM CONT.

- Consult with medical providers or associations on how best to update the State's EHB benchmark plans to include broader scope of benefits coverage for reproductive and maternal healthcare services.
- Review of issuer form filings through development of additional tools and/or checklists and perform targeted market conduct examinations of health insurance issuers to ensure that coverage of the required preventive health services is provided without cost sharing to women.

INVESTIGATIONS AND CONSUMER PROTECTION

The Investigations and Consumer Protection Division helped obtain \$875,265 in refunds/recoveries for consumers between March 1, 2024-February 28, 2025. The Division received over 1,000 calls/complaints.

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

- 19 Voluntary Surrenders of License
- 33 Revocations of License
- 4 Cease and Desist Orders
- 2 fines totaling \$3,000

\$445,923

IN REFUNDS & RECOVERIES FOR CONSUMERS

PUBLIC RELATIONS & COMMUNICATIONS

The Communications Division handles both internal and external communication for the MID. In 2024-2025, the division issued 35 news releases for the MID and the State Fire Marshal's Office. Topics include fire prevention, flood insurance, and life insurance.

The Division also assisted with the planning and execution of several events including the National Association of Insurance Commissioners (NAIC) Southeast Zone meeting held in Ridgeland, Miss., and hosted by the MID. Other events included the 2024 MID Wind Conference in Biloxi, Miss., the annual staff holiday party, and the inaugural staff chili cookoff.

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. Other media campaigns centered on storm response and heating/fire safety. The Division secured special funds during the year for a propane safety campaign and ad creation.

Other work included updating the MID website and staff photo directory, handling day-to-day media requests, and other special projects.



ADMINISTRATIVE SERVICES

The Division manages approximately 114 positions and 15 divisions with employees assigned all over the state.

The Division also collects fees for the department, including:

Adjuster	2,250
Administration	10,919
Admissions	19,000
Advertising	192,638
Burials	37,800
Certificates	196,200
Company Assessments	1,521,802
EOC fee	205,711
Fees & Penalties	399,262
Filing of any other required papers	61,732
Fingerprint Processing	29,600
Fire & Casualty	314,150
FM Inspections	590,436
Holding Company Form	6,600
Installation Permits Elevator	19,300
Legal Process	9,825
License Renewal	13,276,055
PE/CE Course Renewal	143,900
Premium Tax	779,459
Privilege Tax	106,350
Public Adjuster Entity	7,200
Publishing Fee	118,560
Temporary License	125,950
TPA Filing Fee	34,700
Plan Reviews FM	28,000
Filing Fee	1,128,538
Quarterly Fees	264,900
Appointment Renewal	18,218,810
Sub Total	37,849,647
Surplus Lines Tax	39,208,898
Windstorm	28,631,977
Total Taxes and Fees	105,690,522
Taxes Received from DOR	446,976,759

MISSISSIPPI STATE FIRE ACADEMY (MSFA)

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
Annual Report here:
[https://msfa.ms.gov/resource/
annual-reports/](https://msfa.ms.gov/resource/annual-reports/)



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)

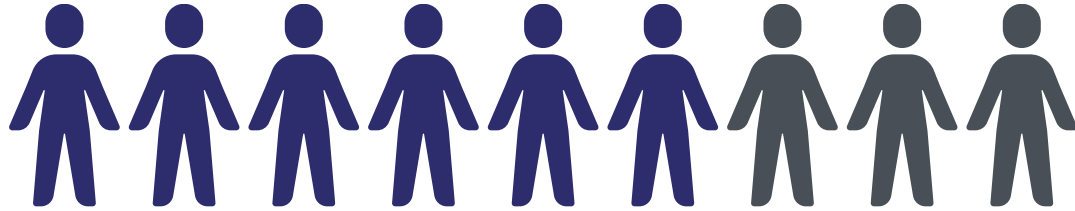
The mission of the State Fire Marshal's Office (SFMO) is to foster, promote and develop ways and means of protecting life and property from fire and related perils through direct action and coordination with Mississippi fire and law enforcement services.

429

FIRES INVESTIGATED

64

FIRE DEATHS



SFMO investigated 64 fire deaths between March 1, 2024-February 28, 2025. The K-9 unit, comprised of three K-9s, was called out 64 times and received 278 hours of training. It's estimated that the investigated fires caused more than \$36 million in loss of property and contents. Insurance coverage on the buildings was app. \$64 million. Insurance coverage on contents was app. \$19 million.

SFMO investigated 5 wildland fires.

STATE FIRE MARSHAL OFFICE (SFMO)

FIRE SERVICES DEVELOPMENT

The Fire Services Division plays a critical role in supporting and overseeing local fire service operations across Mississippi.

Funding & Development

- \$30M annual fire service funding distributed
- \$8.12M in Rural Fire Truck Acquisition Assistance Program funds administered, with 82 firetrucks purchased
- \$21.58M in Fire Protection “Rebate” Funds
 - (County: \$10.69M, Municipal: \$10.89M)

Training & Meetings

- 📍 20 regional fire coordinator meetings + 2 state-wide meetings
- 📍 221 total meetings & training sessions statewide

Compliance & Incident Reporting

- ✅ \$290K recovered from misappropriated fire protection funds
- ✅ 237,079 fire incidents reported in 2024
- 🚒 68 fire departments trained & brought into compliance

Public Education & Community Engagement

- 📢 40 fire safety education events
- 👥 75 events reached 234,274 people

Smoke Alarm & Fire Prevention

- 🔥 24,524 smoke alarms distributed
- 🔊 50 specialty alarms (strobes, bed shakers)

Firefighter & Educator Training

- 👨‍🚒 79 training sessions → 376 firefighters trained
- 📖 353 hours of fire safety educator training
- 🔥 10 youth fire-setting intervention assessments completed

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).



1,269

**CORRECTIONAL
FACILITIES, STATE &
COUNTY FACILITIES
AND CHILDCARE
FACILITIES INSPECTED**

SFMO REGULATES FACTORY-BUILT HOMES

- 303 Licenses Issued (Retailers, Developers, Manufacturers and Installer/Transporters)
- 35 Inspections Conducted on retailer lots & consumer complaints
- 41 Consumer Complaints Filed
- 4,243 Property Locator Inspections

STATE FIRE MARSHAL OFFICE (SFMO)

LIQUEFIED COMPRESSED GAS DIVISION (LC GAS)

L.C. GAS DIVISION

- 8,470 INSTALLATION REPORTS RECEIVED
- 2,830 INSPECTION REPORTS COMPLETED
- 136 INSPECTION REPORTS DISAPPROVED
- 840 LC GAS DEALERS AUDITED
- 258 BULK STORAGE PLANTS INSPECTED
- 215 LC GAS CARGO TRUCKS (BOB TAIL) INSPECTED
- 92 LC GAS CYLINDER FILLING LOCATIONS INSPECTED
- 136 SAFETY AND TRAINING MEETINGS
- 46 NEW PERMITS APPROVED BY THE LC GAS BOARD
- 174 SCHOOLS INSPECTED THAT ARE SERVICED WITH LC GAS
- 142 INSTALLERS AND DRIVERS TESTED
- 3 ACCIDENTS INVESTIGATED
- 264 LC GAS DRIVER/INSTALLER CARDS ISSUED – NEW
- 23 LC GAS DRIVER/INSTALLER CARDS ISSUED – TRANSFERS
- 354 DISPENSING STATIONS INSPECTED

MISSISSIPPI RESIDENTIAL ELECTRONIC PROTECTION LICENSING ACT

- 478 NEW APPLICATIONS SUBMITTED (CLASS A, B, C, D, H)
- 2,035 LICENSES ISSUED (CLASS A, B, C, D, H)
- 16 INVESTIGATIONS
- 121 INSPECTIONS
- 1,481 BACKGROUND CHECKS CONDUCTED

MarketShare

The annual MarketShare Reports are available at the link below or by scanning the QR code.

<https://www.mid.ms.gov/mississippi-insurance-department/companies/company-market-share-report/company-market-share-reports-2023-2024/>



