



State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

Scott Walker, Governor  
Theodore K. Nickel, Commissioner

Wisconsin.gov

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July 11, 2018

Aaron Schulenburg  
Executive Director  
Society of Collision Repair Specialists  
P.O. Box 909  
Prosser, WA 99350

RE: Insurance Claims Settlement Process

Dear Mr. Schulenburg:

This letter follows up on your correspondence received in our office on June 25, 2018 regarding how the Office of the Commissioner of Insurance (OCI) handles the insurance claims settlement process.

I appreciate your interest in OCI's mission of protecting the public while responding to its insurance needs. Wisconsin's insurance marketplace is reflective of the competitive environment keeping insurers doing business in Wisconsin. The healthy and competitive nature of the insurance industry has helped to keep insurance rates in Wisconsin among the lowest in the country.

Recently, the State of Wisconsin received its second consecutive top ten ranking from the R Street Institute's Insurance Regulation Report Card's annual examination of states doing the best job regulating the business of insurance.

OCI would be happy to schedule a meeting at a future National Association of Insurance Commissioner's (NAIC) conference with your association or schedule a teleconference with appropriate staff to answer the questions addressed in your letter. If you would like to schedule a meeting, please contact our Executive Staff Assistant, Megan Aubihl at 608-267-1233 or [Megan.Aubihl@wisconsin.gov](mailto:Megan.Aubihl@wisconsin.gov).

Thank you for the opportunity to respond. I hope this information is helpful.

Sincerely,

Theodore K. Nickel  
Commissioner