

## **Welcome Message from Insurance Commissioner Wayne Goodwin**

On January 10th, the N.C. Department of Insurance saw its first administration change in 24 years, and I am honored to have been elected your new Commissioner of Insurance. I was fortunate enough to meet with many of you — our insurance agents, adjusters and other industry folks — during my campaign, and I look forward to continuing the relationship that the Department has with each of you.

Before I was elected as the next Commissioner of Insurance, I made several promises detailing how I would spend my time in office. I want to assure you that I will work tirelessly to prove to you that these promises were not simply campaign rhetoric that would fall to the wayside, but real initiatives that I will take steps to develop and grow over the next four years and beyond.

While we have several new initiatives on the horizon, the Department will continue our regulatory obligations for North Carolina's insurance companies, agents, adjusters, bail bondsmen and other special entities. We will also continue to educate consumers about the different types of insurance and handle their insurance complaints. Further, some of our lesser-known responsibilities will continue, including:

- overseeing motor clubs and collection agencies
- protecting consumers from fraud and illegal behavior with a staff of sworn law enforcement officers in our Investigations Division
- assisting the elderly and others with Medicare and Medicaid questions through our nationally recognized Seniors' Health Insurance Information Program.

I am also proud to serve as your State Fire Marshal, overseeing the Office of State Fire Marshal. Some of the duties that fall under its jurisdiction include:

- educating North Carolinians about safety issues such as child safety seats, fire protection, natural disaster preparation and other family safety issues
- interpreting the state's building codes and suggesting new and improved codes to further protect citizens
- obtaining and maintaining insurance coverage for all state-owned buildings, including such items as the Battleship North Carolina in Wilmington and the campuses of the state university system

Again, I'm honored and excited to be the Department's new Commissioner of Insurance, and I look forward to working with you over the next four years. Should

you have any questions about the Department, please feel free to contact us, and someone on staff will help you. For a full listing of the Department's divisions and staff directories, visit [www.ncdoi.com](http://www.ncdoi.com).