## STATE OF OKLAHOMA

2nd Session of the 56th Legislature (2018)

HOUSE BILL 2938 By: Mulready

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6 AS INTRODUCED

An Act relating to insurance; creating the Travel Insurance Act; stating purpose; providing applicability; defining terms; authorizing the Insurance Commissioner to issue limited lines travel insurance producer license; allowing travel retailer to disseminate travel insurance under a certain license under certain conditions; requiring travel retailers to make certain brochures and materials available to prospective purchasers; providing brochure and material content; prohibiting a travel retailer from performing certain acts; authorizing travel retailer and its employees to receive certain compensation; making certain producer responsible for acts of the travel retailer as the insurer designee; requiring travel insurer to pay premium tax; requiring travel insurer to document and report certain travel insurer; authorizing travel protection plans be offered under certain conditions; specifying certain persons are subject to the unfair trade practices and frauds; providing certain policies shall be considered unfair trade practice; requiring sales, marketing and advertising materials be consistent with travel insurance policy documents; requiring certain disclosure; providing time period for policy holder to cancel policy; providing certain website information shall not be considered unfair trade practice; prohibiting use of certain options when offering travel insurance; prohibiting actions or representation as travel administrator without certain license; exempting travel administrator and employees from certain licensing requirements; authorizing travel insurance to be provided under an individual, group or master policy; authorizing the Commissioner to promulgate rules; amending 36 O.S. 2011, Section 1435.20, as last amended by Section 1,

Chapter 145, O.S.L. 2014 (36 O.S. Supp. 2017, Section 1435.20), which relates to limited lines producer; removing description for certain limited lines producer category; repealing Sections 3, 4, 5, 6, 7 and 8, Chapter 145, O.S.L. 2014 (36 O.S. Supp. 2017, Sections 6680, 6681, 6682, 6683, 6684 and 6685), which relate to limited lines insurance producers; providing for codification; and providing an effective date.

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BE IT ENACTED BY THE PEOPLE OF THE STATE OF OKLAHOMA:

- 9 SECTION 1. NEW LAW A new section of law to be codified 10 in the Oklahoma Statutes as Section 6711 of Title 36, unless there
- is created a duplication in numbering, reads as follows: 11
- 12 This act shall be known and may be cited as the "Travel
- 13 Insurance Act".
- 14 A new section of law to be codified SECTION 2. NEW LAW 15 in the Oklahoma Statutes as Section 6712 of Title 36, unless there is created a duplication in numbering, reads as follows: 16
  - The purpose of the Travel Insurance Act is to promote the Α. public welfare by creating a comprehensive legal framework within which travel insurance may be sold in this state.
- 20 The requirements of the Travel Insurance Act shall apply to В. travel insurance where policies and certificates are delivered or issued for delivery in this state. The Travel Insurance Act shall not apply to cancellation fee waivers and travel assistance services, except as expressly provided herein.

C. All other applicable provisions of this state's insurance laws shall continue to apply to travel insurance except that the specific provisions of the Travel Insurance Act shall supersede any general provisions of law that would otherwise be applicable to travel insurance.

SECTION 3. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 6713 of Title 36, unless there is created a duplication in numbering, reads as follows:

As used in the Travel Insurance Act, the term:

- 1. "Aggregator site" means a website that provides access to information regarding insurance products from more than one insurer, including product and insurer information, for use in comparison shopping;
- 2. "Blanket travel insurance" means a policy of travel insurance issued to any eligible group providing coverage for specific classes of persons defined in the policy with coverage provided to all members of the eligible group without a separate charge to individual members of the eligible group;
- 3. "Cancellation fee waiver" means a contractual agreement between a supplier of travel services and its customer to waive some or all of the nonrefundable cancellation fee provisions of the supplier's underlying travel contract, with or without regard to the reason for the cancellation or form of reimbursement. A cancellation fee waiver is not insurance;

4. "Commissioner" means the Oklahoma Insurance Commissioner;

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- 5. Solely for the purposes of travel insurance, "eligible group" means two or more persons who are engaged in a common enterprise, or have an economic, educational or social affinity or relationship, including but not limited to any of the following:
  - a. any entity engaged in the business of providing travel or travel services, including but not limited to: tour operators, lodging providers, vacation property owners, hotels and resorts, travel clubs, travel agencies, property managers, cultural exchange programs, and common carriers or the operator, owner or lessor of a means of transportation of passengers, including but not limited to airlines, cruise lines, railroads, steamship companies and public bus carriers, wherein with regard to any particular travel or type of travel or travelers, all members or customers of the group must have a common exposure to risk attendant to such travel,
  - b. any college, school or other institution of learning covering students, teachers or employees or volunteers,
  - c. any employer covering any group of employees, volunteers, contractors, Board of Directors, dependents or guests,

1 d. any sports team, camp or sponsor thereof covering 2 participants, members, campers, employees, officials, 3 supervisors or volunteers,

- any religious, charitable, recreational, educational е. or civic organization or branch thereof covering any group of members, participants or volunteers,
- f. any financial institution or financial institution vendor, or parent holding company, trustee or agent of or designated by one or more financial institutions or financial institution vendors, including accountholders, credit card holders, debtors, guarantors or purchasers,
- any incorporated or unincorporated association, g. including labor unions, having a common interest, constitution and bylaws, and organized and maintained in good faith for purposes other than obtaining insurance for members or participants of such association covering its members,
- any trust or the trustees of a fund established, h. created or maintained for the benefit of and covering members, employees or customers, subject to the Commissioner's permitting the use of a trust and the state's premium tax provisions in Section 5 of this

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act of one or more associations meeting the above requirements of subparagraph g of this paragraph,

- any entertainment production company covering any group of participants, volunteers, audience members, contestants or workers,
- j. any volunteer fire department, ambulance, rescue, police, court or any first aid, civil defense or other such volunteer group,
- k. preschools, daycare institutions for children or adults and senior citizen clubs,
- 1. any automobile or truck rental or leasing company covering a group of individuals who may become renters, lessees or passengers defined by their travel status on the rented or leased vehicles. The common carrier, the operator, owner or lessor of a means of transportation or the automobile or truck rental or leasing company is the policyholder under a policy to which this paragraph applies, or
- m. any other group where the Commissioner has determined that the members are engaged in a common enterprise, or have an economic, educational or social affinity or relationship, and that issuance of the policy would not be contrary to the public interest;

- 6. "Fulfillment materials" means documentation sent to the purchaser of a travel protection plan confirming the purchase and providing the travel protection plan's coverage and assistance details;
- 7. "Group travel insurance" means travel insurance issued to any eligible group;
- 8. "Limited lines travel insurance producer" means any of the following:
  - a. licensed managing general agent or third-party administrator,
  - b. licensed insurance producer, including a limited lines producer, or
  - c. travel administrator;

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- 9. "Offer and disseminate" means providing general information, including a description of the coverage and price, as well as processing the application and collecting premiums;
- 10. "Travel administrator" means a person who directly or indirectly underwrites, collects charges, collateral or premiums from, or adjusts or settles claims on residents of this state, in connection with travel insurance, except that a person shall not be considered a travel administrator if that person's only actions that would otherwise cause it to be considered a travel administrator are among the following:

a. a person working for a travel administrator to the extent that the person's activities are subject to the supervision and control of the travel administrator,

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- b. an insurance producer selling insurance or engaged in administrative and claims-related activities within the scope of the producer's license,
- c. a travel retailer offering and disseminating travel insurance and registered under the license of a limited lines travel insurance producer in accordance with the Travel Insurance Act,
- d. an individual adjusting or settling claims in the normal course of that individual's practice or employment as an attorney at law and who does not collect charges or premiums in connection with insurance coverage, or
- e. a business entity that is affiliated with a licensed insurer while acting as a travel administrator for the direct and assumed insurance business of an affiliated insurer:
- 11. "Travel assistance services" means noninsurance services that may be distributed by limited lines travel insurance producers or other entities, and for which there is no indemnification for the travel protection plan customer based on a fortuitous event, nor any transfer or shifting of risk that would constitute the business of

1 insurance. Travel assistance services include, but are not limited to: security advisories; destination information; vaccination and immunization information services; travel reservation services; 3 4 entertainment; activity and event planning; translation assistance; 5 emergency messaging; international legal and medical referrals; medical case monitoring; coordination of transportation 6 7 arrangements; emergency cash transfer assistance; medical prescription replacement assistance; passport and travel document replacement assistance; lost luggage assistance; concierge services 10 and any other service that is furnished in connection with planned 11 travel that is not related to the adjudication of a travel insurance 12 claim, unless otherwise approved by the Commissioner in a travel 13 insurance filing. Travel assistance services are not insurance and 14 not related to insurance;

- "Travel insurance" means insurance coverage for personal risks incident to planned travel, including:
  - interruption or cancellation of trip or event, a.
  - b. loss of baggage or personal effects,
  - damages to accommodations or rental vehicles, C.
  - d. sickness, accident, disability or death occurring during travel,
  - emergency evacuation, е.
  - f. repatriation of remains, or

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a specified amount to the traveler upon determinable contingencies related to travel as approved by the Commissioner.

"Travel insurance" shall not include major medical plans that provide comprehensive medical protection for travelers with trips lasting longer than six (6) months, including, for example, those working or residing overseas as an expatriate, or any other product that requires a specific insurance producer license;

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- 13. "Travel protection plans" means plans that provide one or more of the following: travel insurance, travel assistance services and cancellation fee waivers; and
- 14. "Travel retailer" means a business entity that makes, arranges or offers planned travel and may offer and disseminate travel insurance as a service to its customers on behalf of and under the direction of a limited lines travel insurance producer.
- SECTION 4. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 6714 of Title 4, unless there is created a duplication in numbering, reads as follows:
- A. The Commissioner may issue a license to an individual or business entity that has filed with the Commissioner an application for a limited lines travel insurance producer license in a form and manner prescribed by the Commissioner. Such limited lines travel insurance producer shall be licensed to sell, solicit or negotiate

travel insurance through a licensed insurer. No person shall act as
a limited lines travel insurance producer or travel insurance
retailer unless properly licensed or registered, respectively.

- B. A travel retailer may offer and disseminate travel insurance under a limited lines travel insurance producer business entity license only if the following conditions are met:
- 1. The limited lines travel insurance producer or travel retailer provides to purchasers of travel insurance:

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- a. a description of the material terms or the actual material terms of the insurance coverage,
- b. a description of the process for filing a claim,
- c. a description of the review or cancellation process for the travel insurance policy, and
- d. the identity and contact information of the insurer and limited lines travel insurance producer;
- 2. At the time of licensure, the limited lines travel insurance producer shall establish and maintain a register on a form prescribed by the Commissioner of each travel retailer that offers travel insurance on the limited lines travel insurance producer's behalf. The register shall be maintained and updated by the limited lines travel insurance producer and shall include the name, address and contact information of the travel retailer and an officer or person who directs or controls the travel retailer's operations, and the travel retailer's federal tax identification number. The

- limited lines travel insurance producer shall submit such register
  to the state Insurance Department upon reasonable request. The
  limited lines travel insurance producer shall also certify that the
  travel retailer registered complies with 18 U.S.C., Section 1033.

  The grounds for the suspension, revocation and the penalties
  applicable to resident insurance producers shall be applicable to
  the limited lines travel insurance producers and travel retailers;
  - 3. The limited lines travel insurance producer has designated one of its employees who is a licensed individual producer as the person (a "designated responsible producer" or "DRP") responsible for the compliance with the travel insurance laws and regulations applicable to the limited lines travel insurance producer and its registrants;

- 4. The DRP, president, secretary, treasurer and any other officer or person who directs or controls the limited lines travel insurance producer's insurance operations comply with the fingerprinting requirements applicable to insurance producers in the resident state of the limited lines travel insurance producer;
- 5. The limited lines travel insurance producer has paid all applicable insurance producer licensing fees as set forth in applicable state law; and
- 6. The limited lines travel insurance producer requires each employee and authorized representative of the travel retailer whose duties include offering and disseminating travel insurance to

- receive a program of instruction or training, which is subject at
  the discretion of the Commissioner to review and approval. The
  training material shall, at a minimum, contain adequate instructions
  on the types of insurance offered, ethical sales practices, and
  required disclosures to prospective customers.
  - C. Any travel retailer offering or disseminating travel insurance shall make available to prospective purchasers brochures or other written materials that have been approved by the travel insurer. Such materials shall include information which, at a minimum:

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- 1. Provides the identity and contact information of the insurer and the limited lines travel insurance producer;
- 2. Explains that the purchase of travel insurance is not required in order to purchase any other product or service from the travel retailer: and
- 3. Explains that an unlicensed travel retailer is permitted to provide only general information about the insurance offered by the travel retailer, including a description of the coverage and price, but is not qualified or authorized to answer technical questions about the terms and conditions of the insurance offered by the travel retailer or to evaluate the adequacy of the customer's existing insurance coverage.
- D. A travel retailer employee or authorized representative who is not licensed as an insurance producer shall not:

- 1. Evaluate or interpret the technical terms, benefits and conditions of the offered travel insurance coverage;
- 2. Evaluate or provide advice concerning a prospective purchaser's existing insurance coverage; or
- 3. Hold himself or itself out as a licensed insurer, licensed producer or insurance expert.
- E. Notwithstanding any other provision in law, a travel retailer whose insurance-related activities, and those of its employees and authorized representatives, are limited to offering and disseminating travel insurance on behalf of and under the direction of a limited lines travel insurance producer meeting the conditions stated in the Travel Insurance Act, is authorized to receive related compensation upon registration by the limited lines travel insurance producer as described in paragraph 2 of subsection B of this section.
- F. As the insurer designee, the limited lines travel insurance producer is responsible for the acts of the travel retailer and shall use reasonable means to ensure compliance by the travel retailer with the Travel Insurance Act.
- SECTION 5. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 6715 of Title 36, unless there is created a duplication in numbering, reads as follows:

- A. A travel insurer shall pay premium tax, as provided in Section 624 of Title 36 of the Oklahoma Statutes, on travel insurance premiums paid by any of the following:
- 1. An individual primary policyholder who is a resident of this state;
- 2. A primary certificate-holder who is a resident of this state who elects coverage under a group travel insurance policy; or
- 3. A blanket travel insurance policyholder that is resident in, or has its principal place of business or the principal place of an affiliate or subsidiary that has purchased blanket travel insurance this state for eligible blanket group members, subject to any apportionment rules which apply to the insurer across multiple taxing jurisdictions or that permits the insurer to allocate premium on an apportioned basis in a reasonable and equitable manner in those jurisdictions.
  - B. A travel insurer shall:
- 1. Document the state of residence or principal place of business of the policyholder or certificate-holder, as required in subsection A of this section; and
- 2. Report as premium only the amount allocable to travel insurance and not any amounts received for travel assistance services or cancellation fee waivers.

SECTION 6. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 6716 of Title 36, unless there is created a duplication in numbering, reads as follows:

Travel protection plans may be offered for one price for the combined features that the travel protection plan offers in this state if:

- 1. The travel protection plan clearly discloses to the consumer at or prior to the time of purchase that it includes travel insurance, travel assistance services and cancellation fee waivers as applicable, and provides information and an opportunity at or prior to the time of purchase for the consumer to obtain additional information regarding the features and pricing of each; and
  - 2. The fulfillment materials:

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- a. describe and delineate the travel insurance, travel assistance services and cancellation fee waivers in the travel protection plan, and
- b. include the travel insurance disclosures and the contact information for persons providing travel assistance services and cancellation fee waiver, as applicable.
- SECTION 7. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 6717 of Title 36, unless there is created a duplication in numbering, reads as follows:

A. All persons offering travel insurance to residents of this state are subject to Sections 1201 through 1219 of Title 36 of the Oklahoma Statutes, except as otherwise provided in this section. In the event of a conflict between the Travel Insurance Act and other provisions of this title regarding the sale and marketing of travel insurance and travel protection plans, the provisions of the Travel Insurance Act shall control.

- B. Offering or selling a travel insurance policy that could never result in payment of any claims for any insured under the policy is an unfair trade practice under Section 1203 of Title 36 of the Oklahoma Statutes.
- C. 1. All documents provided to consumers prior to the purchase of travel insurance, including but not limited to sales materials, advertising materials and marketing materials, shall be consistent with all travel insurance policy documents, including but not limited to forms, endorsements, policies, rate filings and certificates of insurance.
- 2. Travel insurance policies or certificates that contain preexisting condition exclusions must clearly disclose the exclusion in the coverage's fulfillment materials.
- 3. Policyholders or certificate holders shall have a minimum of ten (10) days from the later of the date of purchase of a travel protection plan or the delivery of the travel protection plan's fulfillment materials to review and cancel the policy or certificate

for a full refund of the travel protection plan price, unless the insured has either started the covered trip or has filed a claim under the travel insurance coverage. For the purposes of this paragraph, sending documentation confirming the purchase and providing the travel protection plan's coverage and assistance details, as applicable, to a physical or electronic mail address provided by the purchaser of a travel protection plan shall constitute delivery of the travel protection plan's fulfillment materials.

- 4. The company shall disclose in the policy fulfillment and documentation whether the travel insurance is primary or secondary to other applicable coverage.
- 5. Where travel insurance is marketed directly to a consumer through an insurer's website or by others through an aggregator site, it shall not be an unfair trade practice or other violation of law where an accurate summary or short description of coverage is provided on the web page, so long as the consumer has access to the full provisions of the policy through electronic means.
- D. Unless otherwise permitted by state or federal law, no person offering travel insurance or travel protection plans on an individual or group basis may do so using negative option or optout, which would require a consumer to take an affirmative action to deselect coverage such as unchecking a box on an electronic form when they purchase a trip.

E. It shall not be an unfair trade practice to include blanket travel insurance coverage with the purchase of a trip, provided the coverage is not marketed as free.

- SECTION 8. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 6718 of Title 36, unless there is created a duplication in numbering, reads as follows:
  - A. Notwithstanding any other provisions of this title, no person shall act or represent himself or herself as a travel administrator in this state unless that person:
- 2. Holds a valid managing general agent (MGA) license in this state; or
- 3. Holds a valid third-party administrator (TPA) license in this state.
  - B. A travel administrator and his or her employees are exempt from the licensing requirements of the Insurance Adjusters Licensing Act found at Sections 6201 through 6223 of Title 36 of the Oklahoma Statutes.
  - SECTION 9. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 6719 of Title 36, unless there is created a duplication in numbering, reads as follows:
- 23 Travel insurance may be provided under an individual policy or 24 under a group or master policy.

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SECTION 10. NEW LAW A new section of law to be codified in the Oklahoma Statutes as Section 6720 of Title 36, unless there is created a duplication in numbering, reads as follows:

The Commissioner may promulgate rules to implement the
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The Commissioner may promulgate rules to implement the provisions of the Travel Insurance Act.

SECTION 11. AMENDATORY 36 O.S. 2011, Section 1435.20, as last amended by Section 1, Chapter 145, O.S.L. 2014 (36 O.S. Supp. 2017, Section 1435.20), is amended to read as follows:

Section 1435.20 A. A limited lines producer may receive qualification for a license in one or more of the following categories:

- 1. Prepaid legal liability insurance, which means the assumption of an enforceable contractual obligation to provide specified legal services or to reimburse policyholders for specified legal expenses, pursuant to the provisions of a group or individual policy;
- 2. Crop insurance: Insurance providing protection against damage to crops from unfavorable weather conditions, fire or lightning, flood, hail, insect infestation, disease or other yield-reducing conditions or perils provided by the private insurance market, or that is subsidized by the Federal Crop Insurance Corporation, including Multi-Peril Crop Insurance;
- 3. Car rental insurance: Insurance offered, sold or solicited in connection with and incidental to the rental of rental cars for a

period of two (2) years, whether at the rental office or by preselection of coverage in master, corporate, group or individual agreements that:

a. is nontransferable,

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- b. applies only to the rental car that is the subject of the rental agreement, and
- c. is limited to the following kinds of insurance:
  - (1) personal accident insurance for renters and other rental car occupants, for accidental death or dismemberment, and for medical expenses resulting from an accident that occurs with the rental car during the rental period,
  - (2) liability insurance that provides protection to the renters and other authorized drivers of a rental car for liability arising from the operation or use of the rental car during the rental period,
  - (3) personal effects insurance that provides coverage to renters and other vehicle occupants for loss of, or damage to, personal effects in the rental car during the rental period,
  - (4) roadside assistance and emergency sickness protection insurance, or

(5) any other coverage designated by the Insurance Commissioner.

A car rental limited lines license issued to a rental or leasing company shall authorize any employee or authorized representative of the rental or leasing company to sell or offer coverage at each location at which the rental or leasing company operates. Employees or authorized representatives are not required to be individually licensed;

- 4. Credit eredit: Credit life, credit disability, credit property, credit unemployment, involuntary unemployment, mortgage life, mortgage guaranty, mortgage disability, guaranteed automobile protection insurance, or any other form of insurance offered in connection with an extension of credit that is limited to partially or wholly extinguishing that credit obligation and that is designated by the Insurance Commissioner as limited line credit insurance;
- 5. Surety insurance: Insurance or bond that covers obligations to pay the debts of, or answer for the default of another, including faithlessness in a position of public or private trust. For purpose of limited line licensing, surety does not include surety bail bonds; and
- 6. Travel insurance coverage for personal risks incident to planned travel, including, but not limited to:
  - a. interruption or cancellation of trip or event,

b. loss of baggage or personal effects,

c. damages to accommodations or rental vehicles, or

d. sickness, accident, disability or death occurring during travel.

Travel insurance does not include major medical plans, which provide comprehensive medical protections for travelers with trips lasting six (6) months or longer, including, but not limited to, those working overseas as expatriate or military personnel deployed overseas.

- B. 1. An insurance producer or limited lines producer may solicit applications for and issue travel accident policies or baggage insurance by means of mechanical vending machines supervised by the insurance producer or limited lines producer only if the Insurance Commissioner shall determine that the form of policy to be sold is reasonably suited for sale and issuance through vending machines, that use of vending machines for the sale of policies would be of convenience to the public, and that the type of vending machine to be used is reasonably suitable and practical for the sale and issuance of policies. Policies so sold do not have to be countersigned.
- 2. The Commissioner shall issue to the insurance agent or limited insurance representative a special vending machine license for each such machine to be used. The license shall specify the name and address of the insurer and licensee, the kind of insurance

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    and type of policy to be sold, and the place where the machine is to
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    be in operation. The license shall expire, be renewable, and be
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    suspended or revoked coincidentally with the insurance agent license
    or limited representative license of the licensee. The license fee
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    for each vending machine shall be that stated in the provisions of
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    Section 1435.23 of this title. Proof of existence of the license
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    shall be displayed on or about each machine in such manner as the
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    Commissioner may reasonably require.
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        SECTION 12.
                        REPEALER
                                      Sections 3, 4, 5, 6, 7 and 8,
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    Chapter 145, O.S.L. 2014 (36 O.S. Supp. 2017, Sections 6680, 6681,
    6682, 6683, 6684 and 6685), are hereby repealed.
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        SECTION 13. This act shall become effective November 1, 2018.
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