

Company Name: DriveSure Auto Insurance

Regulatory Compliance Information

Document Name: DriveSure Auto Insurance - Commitment to Regulatory Adherence

At DriveSure Auto Insurance, our operations are underpinned by an unwavering commitment to integrity, transparency, and full compliance with all applicable laws and regulations governing the insurance industry. This document outlines our dedication to upholding the highest standards of legal and ethical conduct.

I. Adherence to Laws and Regulations

DriveSure operates within a complex regulatory landscape, and we meticulously adhere to all mandates to ensure consumer protection and fair business practices.

- **A. State-Specific Insurance Laws:**
 - **Scope:** Auto insurance is primarily regulated at the state level. DriveSure complies with every state's specific insurance codes, statutes, and administrative rules where we conduct business. This includes, but is not limited to:
 - **Minimum Coverage Requirements:** Ensuring all policies meet or exceed the state-mandated minimum liability limits.
 - **Rate Filings:** Our premium rates are filed with and approved by state insurance departments to ensure they are fair, adequate, and non-discriminatory.
 - **Unfair Trade Practices Acts:** Adhering to laws that prohibit deceptive advertising, misrepresentation, and other unfair business practices.
 - **Fair Claims Practices Regulations:** Following strict guidelines on how claims must be investigated, processed, and settled in a timely and equitable manner.
- **B. Federal Regulations:**
 - **Scope:** While states govern most insurance aspects, federal laws also apply, particularly concerning data privacy and financial services. Key federal acts include:

- **Gramm-Leach-Bliley Act (GLBA):** Mandates that financial institutions, including insurance companies, explain their information-sharing practices to customers and safeguard sensitive data.
 - **Fair Credit Reporting Act (FCRA):** Governs how consumer credit information (including credit-based insurance scores) can be used and ensures accuracy.
 - **C. Licensing and Authorization:**
 - **Requirement:** DriveSure Auto Insurance holds all necessary licenses, certificates of authority, and permits to operate as a legitimate auto insurer in every jurisdiction where we offer policies. Our agents and adjusters are also appropriately licensed.
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II. Consumer Protection Principles

Our regulatory compliance efforts are fundamentally aimed at protecting our policyholders and ensuring a trustworthy relationship.

- **A. Transparency and Clarity:**
 - **Policy Language:** We strive to make our policy documents, terms, and conditions clear, concise, and understandable, avoiding overly complex jargon where possible.
 - **Disclosure:** All relevant information, including coverage limits, deductibles, exclusions, and premium factors, is clearly disclosed to customers.
- **B. Fair Treatment and Non-Discrimination:**
 - **Underwriting:** Our underwriting practices are designed to assess risk fairly and are free from unlawful discrimination based on protected characteristics.
 - **Claims Handling:** All claims are investigated and settled impartially, based on the facts of the incident and the terms of the policy, without bias.
- **C. Data Privacy and Security:**
 - **Safeguarding Information:** Protecting your personal and financial information is a top priority. We employ robust security measures (technical, administrative, and physical) to prevent unauthorized access, use, or disclosure of customer data.

- **Privacy Practices:** Our privacy policy, available on DriveSure.com, details how we collect, use, and share customer information in compliance with GLBA and other privacy laws.
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III. Internal Compliance Framework

DriveSure maintains a robust internal compliance framework to ensure ongoing adherence to all regulatory requirements.

- **A. Regular Audits and Reviews:**
 - **Process:** We conduct periodic internal and external audits of our operations, policies, and procedures to identify and address any potential compliance gaps.
 - **B. Employee Training:**
 - **Education:** All DriveSure employees receive regular training on regulatory requirements, ethical conduct, and data privacy protocols relevant to their roles.
 - **C. Complaint Resolution:**
 - **Process:** We have established clear procedures for handling customer complaints promptly and fairly, in accordance with state insurance department guidelines.
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Important Note: This document provides a general overview of DriveSure Auto Insurance's commitment to regulatory compliance. It is not an exhaustive list of all applicable laws or regulations. For specific inquiries regarding compliance or to review our privacy policy, please visit DriveSure.com or contact our customer service team.