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> MICHAEL T. CALJOUW COMMISSIONER OF INSURANCE

Proposed Amendments to Division of Insurance Regulations 211 CMR 54.00, 211 CMR 79.00, 211 CMR 91.00, 211 CMR 123.00 and Proposed Rescission of 211 CMR 70.00 and 211 CMR 77.00 Docket No. G2025-02

NOTICE OF HEARING

Pursuant to M.G.L. c. 30A and the authority granted to the Commissioner of Insurance ("Commissioner") under M.G.L. c. 90, c. 175, c. 175A, c. 176D, and c. 175E, the Commissioner will hold a hearing on August 7, 2025 at 10:00 a.m. to consider proposed amendments to four regulations and the proposed rescission of two regulations, as indicated above. The hearing will be held virtually using TEAMS, a digital meeting program. The purpose of the hearing is to afford persons who wish to comment on these proposed regulatory changes an opportunity to do so.

The proposed changes are summarized below.

211 CMR 54.00. <u>Procedures for Surrender and Non-Renewal of Licenses by Insurers Authorized</u> to Write Motor Vehicle Insurance. The proposed amendment deletes requirements for paper filings and allows documents to be submitted electronically.

211 CMR 79.00. <u>Private Passenger Motor Vehicle Insurance Rates</u>. The proposed amendment deletes requirements for paper filings and allows rate filings to be submitted electronically.

211 CMR 91.00. <u>Motor Vehicle Insurance Rates</u>. The proposed amendments update references that are no longer accurate, reduce paperwork and allow for electronic filing, service and inspection of rate filings.

211 CMR 123.00. <u>Direct Payment of Motor Vehicle Collision and Comprehensive Coverage</u> <u>Claims and Referral Repair Shop Programs</u>. The proposed amendments update references that are no longer accurate, reduce paperwork for the regulated industry, motor vehicle insurers, and allow for electronic filings, electronic referral shop lists and electronic direct claim payments by motor vehicle insurers.

211 CMR 70.00. <u>Memorandum of Order Relative to the Establishment of a Statistical Plan</u>. The regulation was promulgated when the Division fixed and established private passenger motor vehicle insurance rates. That system is no longer used and the regulation is now unnecessary.

211 CMR 77.00. <u>Procedures for the Conduct of Proceedings on Fixed-and-Established Private</u> <u>Passenger Motor Vehicle Insurance Rates</u>. Since the move to a competitive market in 2008, the Division has not held hearings to fix and establish private passenger motor vehicle insurance rates. The regulation is now unnecessary. The proposed changes are available for inspection on the Division's website at: https://www.mass.gov/lists/division-of-insurance-public-hearings

Persons who wish to attend the public hearing must register to attend by sending an email including their name, telephone number and email address to <u>doidocket.mailbox@mass.gov</u> at least two days before the scheduled hearing date. The registration must refer to Docket No G2025-02 and specify the regulation(s) on which they wish to comment. An email with instructions for joining the hearing will be sent on the day before the hearing.

Dated: June 13, 2025

Michan D. Caf

Michael T. Caljouw Commissioner of Insurance

CMR No: 211 CMR 54 Procedure for Surrender and Non-Renewal of Licenses by Insurers Authorized to Write			
Motor Vehicle Insurance			
Estima	ate of th	e Number of Small Businesses Impacted by the Regulation: 0	
Yes	No	Select Yes or No and Briefly Explain Will small businesses have to create, file, or issue additional reports?	
		No small businesses were identified to be included in the regulated industry.	
Yes	No	Will small businesses have to implement additional recordkeeping procedures?	
		No small businesses were identified to be included in the regulated industry.	
Yes	No	Will small businesses have to provide additional administrative oversight?	
	\square	No small businesses were identified to be included in the regulated industry.	
Yes	No 🖾	Will small businesses have to hire additional employees in order to comply with the proposed regulation?	
		No small businesses were identified to be included in the regulated industry.	
Yes	No	Does compliance with the regulation require small businesses to hire other professionals (e.g. a lawyer,	
		accountant, engineer, etc.)? No small businesses were identified to be included in the regulated industry.	
Yes	No M	Does the regulation require small businesses to purchase a product or make any other capital	
	\square	investments in order to comply with the regulation? No small businesses were identified to be included in the regulated industry.	
		No sman ousnesses were identified to be included in the regulated industry.	
Yes	No X	Are performance standards more appropriate than design/operational standards to accomplish the regulatory objective?	
		(Performance standards express requirements in terms of outcomes, giving the regulated party	
		flexibility to achieve regulatory objectives and design/operational standards specify exactly what	
		actions regulated parties must take.) This amendment does not implicate performance standards.	
		This anchument does not implicate performance standards.	
Yes	No	Do any other regulations duplicate or conflict with the proposed regulation?	
		There are no duplicate or conflicting regulations.	
Yes	No	Does the regulation require small businesses to cooperate with audits, inspections or other regulatory	
		enforcement activities? No small businesses were identified to be included in the regulated industry.	
		No sman businesses were identified to be included in the regulated industry.	
Yes	No 🖾	Does the regulation require small businesses to provide educational services to keep up to date with	
		regulatory requirements? No small businesses were identified to be included in the regulated industry.	
Yes	No M	Is the regulation likely to <i>deter</i> the formation of small businesses in Massachusetts?	
	\square	No small businesses were identified to be included in the regulated industry. This regulation will not deter the formation of small businesses.	

Yes	No X	Is the regulation likely to <i>encourage</i> the formation of small businesses in Massachusetts? No small businesses were identified to be included in the regulated industry. This regulation is unlikely to encourage the formation of small businesses.
Yes	No X	Does the regulation provide for less stringent compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No X	Does the regulation establish less stringent schedules or deadlines for compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No 🖾	Did the agency consolidate or simplify compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No X	Can performance standards for small businesses replace design or operational standards without hindering delivery of the regulatory objective? No small businesses were identified to be included in the regulated industry. The regulation does not implicate performance standards.
Yes	No 🖾	Are there alternative regulatory methods that would minimize the adverse impact on small businesses? No small businesses were identified to be included in the regulated industry.

CMR No: 211 CMR 70 Memorandum of Order Relative to the Establishment of a Statistical Plan (Massachusetts Automobile Statistical Plan)			
	Estimate of the Number of Small Businesses Impacted by the Regulation: 0		
Estima	ate of th	Select Yes or No and Briefly Explain	
Yes	No	Will small businesses have to create, file, or issue additional reports?	
		No small businesses were identified to be included in the regulated industry.	
Yes	No	Will small businesses have to implement additional recordkeeping procedures?	
	\boxtimes	No small businesses were identified to be included in the regulated industry.	
Yes	No	Will small businesses have to provide additional administrative oversight?	
		No small businesses were identified to be included in the regulated industry.	
Yes	No 🖾	Will small businesses have to hire additional employees in order to comply with the proposed regulation?	
		No small businesses were identified to be included in the regulated industry.	
Yes	No 🖂	Does compliance with the regulation require small businesses to hire other professionals (e.g. a lawyer, accountant, engineer, etc.)?	
		No small businesses were identified to be included in the regulated industry.	
Yes	No 🖂	Does the regulation require small businesses to purchase a product or make any other capital investments in order to comply with the regulation?	
		No small businesses were identified to be included in the regulated industry.	
Yes	No 🛛	Are performance standards more appropriate than design/operational standards to accomplish the regulatory objective?	
		(Performance standards express requirements in terms of outcomes, giving the regulated party	
		flexibility to achieve regulatory objectives and design/operational standards specify exactly what	
		actions regulated parties must take.)	
		The regulation is to be rescinded and will not implicate performance standards.	
Yes	No M	Do any other regulations duplicate or conflict with the proposed regulation?	
		N/A.	
Yes	No 🖂	Does the regulation require small businesses to cooperate with audits, inspections or other regulatory	
		enforcement activities? No small businesses were identified to be included in the regulated industry.	
Yes	No	Does the regulation require small businesses to provide educational services to keep up to date with	
		regulatory requirements? No small businesses were identified to be included in the regulated industry.	
Yes	No	Is the regulation likely to <i>deter</i> the formation of small businesses in Massachusetts?	
		No small businesses were identified to be included in the regulated industry. The rescission of this regulations will not deter the formation of small businesses.	

Yes	No X	Is the regulation likely to <i>encourage</i> the formation of small businesses in Massachusetts?
		No small businesses were identified to be included in the regulated industry. The rescission of this regulation is unlikely to encourage the formation of small businesses.
Yes	No	Does the regulation provide for less stringent compliance or reporting requirements for small
	\square	businesses?
		No small businesses were identified to be included in the regulated industry.
Yes	No	Does the regulation establish less stringent schedules or deadlines for compliance or reporting
	\square	requirements for small businesses?
		No small businesses were identified to be included in the regulated industry.
Yes	No	Did the agency consolidate or simplify compliance or reporting requirements for small businesses?
	\square	No small businesses were identified to be included in the regulated industry.
Yes	No	Can performance standards for small businesses replace design or operational standards without
	\square	hindering delivery of the regulatory objective?
		No small businesses were identified to be included in the regulated industry.
Yes	No	Are there alternative regulatory methods that would minimize the adverse impact on small businesses?
	\boxtimes	No small businesses were identified to be included in the regulated industry.

CMR No: 211 CMR 77: Procedures for the Conduct of Proceedings Fixed and Established Private Passenger			
Motor Vehicle Rates			
Estim	Estimate of the Number of Small Businesses Impacted by the Regulation: 0		
		Select Yes or No and Briefly Explain	
Yes	No	Will small businesses have to create, file, or issue additional reports?	
		This regulation is being rescinded.	
Yes	No	Will small businesses have to implement additional recordkeeping procedures?	
		No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.	
Yes	No	Will small businesses have to provide additional administrative oversight?	
		No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.	
Yes	No 🖂	Will small businesses have to hire additional employees in order to comply with the proposed regulation?	
		No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.	
Yes	No 🖂	Does compliance with the regulation require small businesses to hire other professionals (e.g. a lawyer,	
		accountant, engineer, etc.)? No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.	
Yes	No ⊠	Does the regulation require small businesses to purchase a product or make any other capital	
		investments in order to comply with the regulation? No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.	
Yes	No	Are performance standards more appropriate than design/operational standards to accomplish the regulatory objective?	
		(Performance standards express requirements in terms of outcomes, giving the regulated party flexibility to achieve regulatory objectives and design/operational standards specify exactly what actions regulated parties must take.) This regulation is being rescinded.	
Yes	No X	Do any other regulations duplicate or conflict with the proposed regulation? There are no duplicate or conflicting regulations. This regulation is being rescinded.	
Yes	No	Does the regulation require small businesses to cooperate with audits, inspections or other regulatory enforcement activities? No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.	
Yes	No ⊠	Does the regulation require small businesses to provide educational services to keep up to date with regulatory requirements?	

		No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.
Yes	No 🖾	Is the regulation likely to <i>deter</i> the formation of small businesses in Massachusetts? No small businesses were identified to be included in the regulated industry. This regulation will not deter the formation of small businesses. This regulation is being rescinded.
Yes	No 🖾	Is the regulation likely to <i>encourage</i> the formation of small businesses in Massachusetts? No small businesses were identified to be included in the regulated industry. This regulation is unlikely to encourage the formation of small businesses. This regulation is being rescinded.
Yes	No X	Does the regulation provide for less stringent compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.
Yes	No X	Does the regulation establish less stringent schedules or deadlines for compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.
Yes	No 🖾	Did the agency consolidate or simplify compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No 🛛	Can performance standards for small businesses replace design or operational standards without hindering delivery of the regulatory objective? No small businesses were identified to be included in the regulated industry. This regulation was written with performance standards in mind when appropriate. This regulation is being rescinded.
Yes	No 🖾	Are there alternative regulatory methods that would minimize the adverse impact on small businesses? No small businesses were identified to be included in the regulated industry. This regulation is being rescinded.

Small Business Impact Statement (As required by M.G.L. c. 30A §§ 2, 3 & 5) CMR No: 211 CMR 79, Private Passenger Motor Vehicle Insurance Rates Estimate of the Number of Small Businesses Impacted by the Regulation: 0 Select Yes or No and Briefly Explain Yes No Will small businesses have to create, file, or issue additional reports? \boxtimes No small businesses were identified to be included in the regulated industry. Yes No Will small businesses have to implement additional recordkeeping procedures? \boxtimes No small businesses were identified to be included in the regulated industry. Yes No Will small businesses have to provide additional administrative oversight? No small businesses were identified to be included in the regulated industry. \boxtimes Yes No Will small businesses have to hire additional employees in order to comply with the proposed \boxtimes regulation? No small businesses were identified to be included in the regulated industry. Yes Does compliance with the regulation require small businesses to hire other professionals (e.g. a lawyer, No \square accountant, engineer, etc.)? No small businesses were identified to be included in the regulated industry. Yes Does the regulation require small businesses to purchase a product or make any other capital No \square investments in order to comply with the regulation? No small businesses were identified to be included in the regulated industry. Yes No Are performance standards more appropriate than design/operational standards to accomplish the \boxtimes regulatory objective? (Performance standards express requirements in terms of outcomes, giving the regulated party flexibility to achieve regulatory objectives and design/operational standards specify exactly what actions regulated parties must take.) This regulation was written in a performance standard manner where appropriate. Yes No Do any other regulations duplicate or conflict with the proposed regulation? \boxtimes There are no duplicate or conflicting regulations. Yes No Does the regulation require small businesses to cooperate with audits, inspections or other regulatory \boxtimes enforcement activities? No small businesses were identified to be included in the regulated industry. Yes No Does the regulation require small businesses to provide educational services to keep up to date with \boxtimes regulatory requirements? No small businesses were identified to be included in the regulated industry. Yes No Is the regulation likely to *deter* the formation of small businesses in Massachusetts? \boxtimes No small businesses were identified to be included in the regulated industry. This regulation will not deter the formation of small businesses. Yes No Is the regulation likely to encourage the formation of small businesses in Massachusetts?

	\boxtimes	No small businesses were identified to be included in the regulated industry. This regulation is unlikely
		to encourage the formation of small businesses.
Yes	No 🛛	Does the regulation provide for less stringent compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No 🖂	Does the regulation establish less stringent schedules or deadlines for compliance or reporting requirements for small businesses?
		No small businesses were identified to be included in the regulated industry.
Yes	No	Did the agency consolidate or simplify compliance or reporting requirements for small businesses?
	\boxtimes	No small businesses were identified to be included in the regulated industry.
Yes	No 🛛	Can performance standards for small businesses replace design or operational standards without hindering delivery of the regulatory objective? No small businesses were identified to be included in the regulated industry. This regulation was
		written with performance standards in mind when appropriate.
Yes	No	Are there alternative regulatory methods that would minimize the adverse impact on small businesses?
	\boxtimes	No small businesses were identified to be included in the regulated industry.

CMR N	CMR No: 211 CMR 91, Motor Vehicle Insurance Rates			
Fstima	Estimate of the Number of Small Businesses Impacted by the Regulation: 0			
Estima	Select Yes or No and Briefly Explain			
Yes	No	Will small businesses have to create, file, or issue additional reports?		
		No small businesses were identified to be included in the regulated industry.		
Yes	No	Will small businesses have to implement additional recordkeeping procedures?		
		No small businesses were identified to be included in the regulated industry.		
Yes	No	Will small businesses have to provide additional administrative oversight?		
		No small businesses were identified to be included in the regulated industry.		
Yes	No 🖂	Will small businesses have to hire additional employees in order to comply with the proposed regulation?		
		No small businesses were identified to be included in the regulated industry.		
Yes	No 🖂	Does compliance with the regulation require small businesses to hire other professionals (e.g. a lawyer,		
		accountant, engineer, etc.)? No small businesses were identified to be included in the regulated industry.		
Yes	No 🖂	Does the regulation require small businesses to purchase a product or make any other capital		
		investments in order to comply with the regulation? No small businesses were identified to be included in the regulated industry.		
Yes	No	Are performance standards more appropriate than design/operational standards to accomplish the regulatory objective?		
		(Performance standards express requirements in terms of outcomes, giving the regulated party		
		flexibility to achieve regulatory objectives and design/operational standards specify exactly what		
		actions regulated parties must take.) This regulation was written in a performance standard manner where appropriate.		
Yes	No	Do any other regulations duplicate or conflict with the proposed regulation?		
		There are no duplicate or conflicting regulations.		
Yes	No 🖂	Does the regulation require small businesses to cooperate with audits, inspections or other regulatory enforcement activities?		
		No small businesses were identified to be included in the regulated industry.		
Yes	No 🖂	Does the regulation require small businesses to provide educational services to keep up to date with		
		regulatory requirements? No small businesses were identified to be included in the regulated industry.		
Yes	No M	Is the regulation likely to <i>deter</i> the formation of small businesses in Massachusetts?		
		No small businesses were identified to be included in the regulated industry. This regulation will not deter the formation of small businesses.		

Yes	No 🖾	Is the regulation likely to <i>encourage</i> the formation of small businesses in Massachusetts? No small businesses were identified to be included in the regulated industry. This regulation is unlikely to encourage the formation of small businesses.
Yes	No ⊠	Does the regulation provide for less stringent compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No 🖾	Does the regulation establish less stringent schedules or deadlines for compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No 🖾	Did the agency consolidate or simplify compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No 🖾	Can performance standards for small businesses replace design or operational standards without hindering delivery of the regulatory objective? No small businesses were identified to be included in the regulated industry. This regulation was written with performance standards in mind when appropriate.
Yes	No 🖾	Are there alternative regulatory methods that would minimize the adverse impact on small businesses? No small businesses were identified to be included in the regulated industry.

CMF	CMR No: 211 CMR 123, Direct Payment of Motor Vehicle Collision and Comprehensive Coverage Claims and Referral Repair Shop Programs				
Estima	Estimate of the Number of Small Businesses Impacted by the Regulation: 0				
		Select Yes or No and Briefly Explain			
Yes	No	Will small businesses have to create, file, or issue additional reports?			
		No small businesses were identified to be included in the regulated industry.			
Yes	No	Will small businesses have to implement additional recordkeeping procedures?			
		No small businesses were identified to be included in the regulated industry.			
Yes	No	Will small businesses have to provide additional administrative oversight?			
		No small businesses were identified to be included in the regulated industry.			
Yes	No X	Will small businesses have to hire additional employees in order to comply with the proposed			
		regulation? No small businesses were identified to be included in the regulated industry.			
Yes	No 🖂	Does compliance with the regulation require small businesses to hire other professionals (e.g. a lawyer, accountant, engineer, etc.)?			
		No small businesses were identified to be included in the regulated industry.			
Yes	No	Does the regulation require small businesses to purchase a product or make any other capital			
		investments in order to comply with the regulation? No small businesses were identified to be included in the regulated industry.			
Yes	No	Are performance standards more appropriate than design/operational standards to accomplish the			
\boxtimes		regulatory objective?			
		(Performance standards express requirements in terms of outcomes, giving the regulated party			
		flexibility to achieve regulatory objectives and design/operational standards specify exactly what			
		actions regulated parties must take.) This regulation was written in a performance standard manner where appropriate.			
Yes	No	Do any other regulations duplicate or conflict with the proposed regulation?			
		There are no duplicate or conflicting regulations.			
Yes	No	Does the regulation require small businesses to cooperate with audits, inspections or other regulatory			
	\boxtimes	enforcement activities?			
		No small businesses were identified to be included in the regulated industry.			
Yes	No	Does the regulation require small businesses to provide educational services to keep up to date with			
	\boxtimes	regulatory requirements? No small businesses were identified to be included in the regulated industry.			
Yes	No 🖂	Is the regulation likely to <i>deter</i> the formation of small businesses in Massachusetts?			

		No small businesses were identified to be included in the regulated industry. This regulation will not deter the formation of small businesses.
Yes	No X	Is the regulation likely to <i>encourage</i> the formation of small businesses in Massachusetts? No small businesses were identified to be included in the regulated industry. This regulation is unlikely to encourage the formation of small businesses.
Yes	No X	Does the regulation provide for less stringent compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No 🖾	Does the regulation establish less stringent schedules or deadlines for compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No ⊠	Did the agency consolidate or simplify compliance or reporting requirements for small businesses? No small businesses were identified to be included in the regulated industry.
Yes	No X	Can performance standards for small businesses replace design or operational standards without hindering delivery of the regulatory objective? No small businesses were identified to be included in the regulated industry. This regulation was written with performance standards in mind when appropriate.
Yes	No ⊠	Are there alternative regulatory methods that would minimize the adverse impact on small businesses? No small businesses were identified to be included in the regulated industry.