

**Subject:** Message from the WV Commissioner



STATE OF WEST VIRGINIA  
***Offices of the Insurance Commissioner***

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**James A. Dodrill**  
Insurance Commissioner

March 17, 2020

A Message from the Commissioner:

As we move through the COVID-19 crisis, I wanted to share the steps we are taking here at the OIC to protect ourselves and the public while trying to continue operations as close to “normal” as we can. The responses we’ve received to our first bulletins addressing COVID-19 from carriers, producers and other stakeholders has been positive, and my team and I are very grateful for that and the speedy responses with great information where we have asked for it. We realize everyone is scrambling to meet this challenge and that most plans are changing, sometimes radically, every single day. Please know that we will refrain from reaching out unless we have to, and that we will continue to relax standards and requirements as we are able and as appropriate, and with due regard to consumer protections, in order to facilitate and promote everyone’s continuity of operations.

Here’s what we’ve done from a “social distancing” standpoint so far in response to the crisis:

1. We are no longer holding any in-person meetings in any OIC building/facility with anyone from outside the agency. This includes hearings at the Office of Judges (OOJ) and the Board of Review (BOR), and any other form of gathering that includes non-employees from outside the building/facility. If able, these meetings/hearings can take place telephonically, via the Web, by Skype, etc. Please check with your point of contact in the OIC, at the OOJ or the BOR about how to communicate or how hearings will be held.
2. We have also stopped any “walk-in” visits in all OIC buildings/facilities. Please don’t come to any of our buildings/facilities as you will be turned away. Instead, please communicate with your point(s) of contact in the OIC/OOJ/BOR by telephone, e-mail or regular mail.
3. We are aware that testing centers and fingerprint vendors are closing temporarily due to the crisis. This has already produced a backlog of producer licensing and this backlog continues to grow. We are evaluating options to try to alleviate this issue and will provide more guidance as soon as possible.

As the situation evolves and changes are made to OIC operations, we will get the word out as quickly as possible. Please continue to monitor our website at [wvinsurance.gov](http://wvinsurance.gov) as well as our *Facebook* and *Twitter* feeds for the most up-to-the-minute information.

I apologize for any inconvenience our measures have already caused or will cause, and I thank you for your understanding and support.

Stay safe!



James A. Dodrill

JAD/jlh

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