



**TO:** Members of the Management Committee  
**FROM:** Members of the Finance Committee  
**DATE:** September 30, 2021  
**SUBJECT:** Annual Budget Requested Recommendations

- Website Enhancements and Redesign
- Governance Review Items

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The Finance Committee presents the 2022 Annual Budget to the Management Committee, as part of this, the following is an overview of two special projects included in next year's proposed budget.

### **WEBSITE REDESIGN**

The Finance Committee respectfully requests the Management Committee receive the proposed 2022 Annual Budget which includes funding for an outside consultant to assist in the redesign of the Insurance Compact's website - insurancecompact.org. Enhancements to the Compact's website is consistent with several action items in the *Insurance Compact Compass Strategic Plan: 2020 – 2022* as well as key recommendations in the independent business assessment performed by Rector & Associates in 2020.

In 2020, the Compact Office convened focus groups of regulators, filers, legislators, industry representatives and consumer representatives to receive feedback on improvements to the website. This process resulted in specific recommendations for website enhancements ranging from the size and location of the Compact map to the organization of committee-specific information.

In 2020 and 2021, the Compact Office focused on stabilizing the technical platform for the website by converting the website from Drupal 7 to Drupal 9. For 2022, the updated technical platform will present opportunities to make the improvements suggested by the focus groups. The proposed 2022 Annual Budget includes funding to retain outside expertise to assist the Compact Office in redesigning the website to make it more intuitive for users based on the type of user and areas of interest.

The NAIC Communications Department provides technical and user interface support to the Compact Office and would be involved in the redesign. Outside expertise is necessary to assist in website development and design.

### **GOVERNANCE REVIEW**

In 2020, the Insurance Compact went through an independent governance review performed by Squire Patton Boggs. The following good governance recommendations were made 1) review of Code of Ethics and development of acknowledgement form for members and designated representatives; 2) development of written policy for the immunity, indemnification and defense recognition and payment of expenses; 3) governance training program for members and designated representatives.

The Finance Committee respectfully requests additional funding for outside legal counsel to leverage expertise in these areas to assist the Governance Committee and Commission in implementing these recommendations.

**Conclusion**

For the above reasons, the Finance Committee is recommending to the Management Committee funding for these two special projects in the proposed 2022 Annual Budget for a combined amount not to exceed \$225,000.