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REGULATORY COORDINATOR CONSULTANT

Susan is the Regulatory Coordinator Consultant for the Interstate Insurance Product Regulation Commission (Insurance Compact). Susan provides direct support to regulators in Compacting states to answer questions and provide information about the Insurance Compact, its Uniform Standards and product operations. She provides support to the Product Standards Committee in the drafting, review, and consideration of new or updated Uniform Standards.

Prior to joining the Insurance Compact in March of 2020, Susan held various managerial positions within the Wisconsin Office of the Commissioner of Insurance. She was the Director of the Bureau of Market Regulation from 1997 – 2013 and managed the Complaints, Agent licensing, Policy Form and Rates and the Market Analysis sections. She was the Executive Policy Initiatives Advisor from 2013 to 2020 and conducted research and analysis on emerging insurance topics.

Susan has been active on Insurance Compact committees and was Chair of the Product Standards Committee from 2010-2014. Susan has a long history with the development of SERFF and as a member of the NAIC Operational Efficiencies Working group and the Speed to Market Working Group.

Susan has a Bachelor of Science degree in Education and a Master's Degree in Public Policy and Administration from the University of Wisconsin in Madison, Wisconsin. She holds the Fellow - Life Management Institute (FLMI) and the Certified Insurance Examiner (CIE) designations. Susan is a member of the Insurance Regulatory Examiners Society (IRES) and the Association of Insurance Compliance Professionals.