

**California Department of Insurance
Description of Department Functions Applicable to Proposition 103
Fiscal Year 2020-21**

The Rate Regulation Branch consists of five Rate Filing Bureaus, the Rate Actuary Office, the Rate Specialist Unit, the Special Projects Unit, and the Deputy Office. Most of the branch's work relates to Proposition 103 rate filings.

The Legal Branch consists of the Litigation Division, the Regulatory and Legal Services Division and the Deputy Office, and is supported by five bureaus with Proposition 103 related activities. The majority of the Rate Enforcement Bureau workload is dedicated to Proposition 103 activities. The remaining four bureaus participate in limited Proposition 103 legal matters. The Legal Deputy Office develops and implements procedures by which the Department may award advocate fees to participating intervenors whom make a substantial contribution to hearing decisions.

The Consumer Services and Market Conduct Branch consists of the Consumer Services Division, the Market Conduct Division, the respective Division Offices, and the Deputy Office. The Rating and Underwriting Services Bureau within the Consumer Services Division conducts inquiries into individual consumer complaints related to industry rating and underwriting practices. The Consumer Communications Bureau within the Consumer Services Division staffs the Department's toll-free Consumer Hotline which provides information to the public on all insurance matters and assists consumers in resolving insurance related problems. The Field Rating and Underwriting Bureau within the Market Conduct Division conducts field examinations of industry rating and underwriting practices. The Claims Services Bureau and Health Claims Bureau have limited direct charges for Proposition 103. The Consumer Law Unit provides legal services to the Consumer Services and Market Conduct Branch.

The Community Relations & Outreach Branch works closely with other branches to aid in the facilitation of Proposition 103 activities.

The Climate & Sustainability Branch includes the Data Analytics & Reporting. The Data Analytics & Reporting studies and compares auto rates and maintains vital information from rate filings related to Proposition 103 activities.

Executive Operations workload related to Proposition 103 is supported by the Special Counsel to the Commissioner.

Under the Administration & Licensing Services Branch the Administrative Hearing Bureau's law judges preside over the rate hearings mandated by the provisions of Proposition 103.

The Communications and Press Relations Branch has limited direct charges for Proposition 103.

Department-wide service costs also include the Department's share of statewide costs, rent, communications, and other operating expenses not directly assigned. To the extent practical, operating expenses that can be identified as Proposition 103 are directly assigned to the Proposition 103 program costs. Remaining costs that cannot be directly assigned are allocated and distributed to all departmental program activities including Proposition 103, examinations, fraud, and other CDI regulatory activities.