

Andrew N. Mais

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Professional Summary

A seasoned, successful executive with extensive insurance, regulatory, management, media, government and community relations experience. Credentials include proven leadership ability and superb strategic and interpersonal skills, including the ability to work well with and communicate to a broad range of audiences, as well as solid analytical skills and the capacity to apply creative approaches to problem solving

Professional Profile

- ◆ Recognized nationally and internationally as a leader in insurance regulation
- ◆ Represents Connecticut and the United States in highly technical international negotiations on the future structure of insurance regulation, protecting US consumers and industry
- ◆ Deep knowledge of insurance regulatory trends nationally and internationally
- ◆ Strong leader, communicator, motivator, manager, change agent, and coalition builder who is effective in leading teams to excellence
- ◆ Experienced alliance builder with political and civic leadership and related organizations as well as the media
- ◆ Extensive media relations experience with a range of contacts including business, financial, consumer, political and general media
- ◆ Crisis communications management experience including as part of the senior leadership of the New York State Insurance Department during AIG-related and other developments throughout the financial crisis
- ◆ Award-winning writer and versatile media executive with decades of leadership experience in communications, along with a record of leadership in various environments, creating and directing programs/initiatives for increasing effectiveness of people, products, and services
- ◆ Creative communications professional with progressive experience as a writer, reporter, editor, TV host, public radio commentator and community leader, as well as significant strengths in multi-tasking, organization, and collaboration in a team environment
- ◆ Innovative self-starter who is skilled in distilling issues and experienced in managing publicity, interacting effectively with the media, designing and developing printed pieces, and communicating important institutional messages to the public

Professional Experience

Commissioner of Insurance, *State of Connecticut*, March 2019 to Present

President, *National Association of Insurance Commissioners*, Kansas City, MO, 2024

Vice Chair, Executive Committee; Macroprudential Committee and Insurance Capital Task Force

Member, *The International Association of Insurance Supervisors*, Basel, Switzerland, January 2020 to Present

- ◆ Nominated by Governor Ned Lamont to be Connecticut's 33rd Insurance Commissioner.
- ◆ Led Department through workforce adjustment to Covid and the post-Covid workforce transformation
- ◆ Embarked on long term project to modernize Department, including through the use of robotic process automation, machine learning, and other advanced technologies, to support digitalization in order to improve operations and stakeholder outcomes
- ◆ Embarked on long-term project to upskill the Department by increasing and where possible mandating new training opportunities
- ◆ Restructured Department to reflect industry changes, including through the addition of data scientists
- ◆ Increased emphasis on succession planning and hiring outreach, successfully leading Department through a period of significant workforce change because more than 40% of the specialized high-knowledge workforce was eligible for and incented toward retirement
- ◆ Managed both budget and human capital
- ◆ Provided significantly increased resources to CID staff and worked with the Legislature and the Executive to increase staff complement at CID while managing the budget to increase efficiency and reduce cost growth, resulting in a 3% budget reduction while elimination almost year-long delays in processing rate and form filings

- ♦ Support Connecticut insurers through membership on the Property-Casualty, Financial Regulation and Accreditation, International, and Executive Committees of the NAIC
- ♦ Led Department to successful Accreditations
- ♦ Worked in partnership to support Connecticut consumers and businesses to help restrain health care cost growth
- ♦ Launched new signature programs for Department, including the Connecticut Conference on Climate Change and Insurance and the Next Generation event for young people
- ♦ Established the Severe Weather Mitigation and Resilience Advisory Council at CID to explore avenues to address the impact of climate change on consumers
- ♦ Serves on numerous Boards, such as Access Health CT, the Connecticut ACA health insurance exchange
- ♦ Sought after public speaker and presenter at several forums on topics as varied as and including insurance capital standards, market conduct regulation, technology and insurance, race, diversity, and inclusion at the state level, within the insurance industry and in insurance practices.
- ♦ Joined in the efforts led by Governor Ned Lamont and Lt. Gov. Susan Bysiewicz to address social inequities in Connecticut, including through the Council on Women and Girls and cultural competency initiatives
- ♦ 2024 President and served on the Executive Committee of the National Association of Insurance Commissioners (NAIC) since 2021.
- ♦ Led the restructuring of the NAIC to properly position that organization for the future
- ♦ Led the successful search for a new CEO for the NAIC
- ♦ Established the first ever NAIC National Climate Resilience Strategy for Insurance
- ♦ Enabled the largest ever NAIC data call, the Property Casualty Market Intelligence Data Call
- ♦ Co-Chair of the NAIC's Special Committee on Race and Insurance
- ♦ Led NAIC interactions with the Federal Insurance Office at the Department of the Treasury and the Federal Reserve Bank on both national and international matters
- ♦ Serves on the International Association of Insurance Supervisors (IAIS) Macroprudential and Executive Committees among others, including as Vice Chair of the governing Executive Committee. The IAIS is the international standard-setting body responsible for developing and assisting in the supervision of the insurance sector and is tasked by the G-20's Financial Stability Board with monitoring, managing, and mitigating potential systemic risk internationally from the insurance sector
- ♦ Managed and led negotiations resulting in the US Aggregation Method gaining recognition as a basis for comparability with the global Insurance Capital Standard at the IAIS, successfully resolving a decade-long process and protecting US industry and consumers

Eminence Fellow/Subject Matter Specialist (Regulation), *Deloitte Center for Financial Services LP*, Stamford, CT, August 2013 to March 2019

Senior Manager/Subject Matter Specialist (Regulation), *Insurance Industry Group, Deloitte Services LP*, New York, NY, February 2011 to August 2013

- ♦ Responsible for providing thought leadership to and for the national Insurance Industry Group, with speeches and publications including whitepapers, reports, newspaper and magazine columns, op-eds, blogs, and others on issues facing the insurance industry
- ♦ Serve as subject matter advisor on insurance regulatory issues, providing information and insight for Deloitte practitioners and clients
- ♦ Provide training and information including through webinars, client presentations, and client discussions such as our quarterly CFO Peer Exchange
- ♦ Maintain relationships with state, federal, and international regulators, monitor current and proposed regulatory changes, and assess impact and possible responses
- ♦ Help formulate positions and responses to press inquiries on matters relating to the insurance industry
- ♦ Member of the US Insurance Industry Group e-Practice Management Organization

Director, Public Affairs, *New York State Insurance Department*, New York, NY, May 2007 to February 2011

Acting Public Information Officer, *New York State Insurance Department*, New York, NY, September 2006 to February 2007

Associate Public Information Specialist, *New York State Insurance Department*, New York, NY, July 2006 to September 2006

- ♦ Served as a senior adviser to the Superintendent on policy issues
- ♦ Established communications strategy, handled media queries/relations for the Department; pitched stories and set up interviews; vetted questions and established ground rules for media interaction

- ♦ Served as editor of the Department's annual report as well as numerous consumer guides and reports issued by the Department
- ♦ Responded to public information requests
- ♦ Wrote press releases for the Department
- ♦ Created or edited talking points for the Superintendent for various speeches and interviews
- ♦ Wrote opinion pieces for the Superintendent
- ♦ Acted as gatekeeper for Department interactions with the media
- ♦ Monitored and managed the Department's media coverage and public interaction, including reviewing all external presentations and speeches by Department personnel prior to delivery and reviewing all sensitive Freedom of Information requests before a formal response was developed
- ♦ Managed the Department's marketing plans for initiatives like Healthy NY
- ♦ Coordinated media events and/or releases with other governmental agencies
- ♦ Managed external vendors
- ♦ Established the Department's social media communications component

Host/Associate Producer, *Meet The Leaders, Cablevision Local Programming*, Norwalk, CT, February 2001 to September 2007

Director, *Voluntary Action Center of Mid-Fairfield*, Norwalk, CT, July 2003 to July 2006

Professional and Civic Affiliations Included:

Maritime Aquarium, Norwalk, CT; *Board of Directors, Marketing Committee*, May 2012 to March 2019
Council on Ethics, Town of Wilton, Wilton, CT; *Vice Chair* January 2014 to March 2019
Board of Finance, Town of Wilton, Wilton, CT; *Clerk* November 2002-December 2005
Junior League of Stamford/Norwalk, Darien, CT; *Member, Advisory Council*, 2003 to July 2006
Rotary Club of Wilton, Wilton, CT; *Secretary*, June 2002 to June 2003, *President*, June 2002 to June 2003
Wilton Chamber of Commerce, Wilton, CT; *Board of Directors*, 1996 to 2002; *Treasurer*, Feb. 2001 to Oct. 2002; *Chair of Legislative Committee*, 2001 to 2002; *Chair of Member-to-Member Program*, 2000 to 2002
Wilton Education Foundation, Wilton, CT; *Vice-Chair, Board of Directors; Chair, Grants Committee*, 1997 to 2004
Teen Center of Wilton, Wilton, CT; *Member, founding Board of Directors*, April 2001 to Sept. 2003
American Red Cross of Mid-Fairfield; *Board of Directors*, 2001-2003

Education

- ♦ *Bachelor of Arts in Organizational Behavior* (special divisional major), Yale University, New Haven, CT

Publications Include:

- *Insurance regulators in an era of advanced technologies: Challenges and opportunities in oversight*, Deloitte Insights, 2018
- *Strategies for coping with a tsunami of regulations*, Carrier Management, 2014
- *Enhanced insurance prudential standards and global capital regimes: Change on the horizon?*, Deloitte, 2017
- *Insurance Regulation Without Boundaries: How to plan at home for change from abroad*, Deloitte Center for Regulatory Strategies, 2014