

Louisiana Licensed Insurance Producers & House Bill 399

Effective August 1, 2024, [Louisiana House Bill 399](#), which amends R.S. 22:41.2, requires every person licensed by the Louisiana Insurance Commissioner (“Commissioner”) to provide specific and accurate contact information to the Commissioner.

Louisiana House Bill 399

Every licensed person should annually disclose by electronic means to the Commissioner of Insurance the name, mailing address, phone number, and electronic mailing address of the contact person responsible for the following:

- Receipt of and responses to consumer complaints;
- Receipt of rules, regulations, and other directives from the Commissioner; and
- Any other information the Commissioner deems necessary.

Additionally, every person licensed by the Commissioner should inform the Commissioner within 30 days of any change in the information required to be submitted.

For instructions on how licensed insurance producers can submit or update specific contact information with the Louisiana Department of Insurance, [click here](#).

OneAmerica Compliance Policies and Procedures Manual

A reminder that Louisiana licensed insurance producers are responsible for reviewing and being familiar with the [OneAmerica Compliance Policies and Procedures Manual](#) found on OneSource Online.

If a consumer complaint involving one of the insurance companies or products of OneAmerica Financial is sent directly to a producer or agency, the producer or agency **MUST** forward the complaint for handling and response to the OneAmerica Financial Market Conduct team via the team email (Department.CorporateCompliance@oneamerica.com).

Specific and immediate instructions should be followed as referenced in the “Customer Complaints” section of the *OneAmerica Compliance Policies and Procedures Manual*. The Corporate Compliance and Market Conduct team at OneAmerica Financial coordinates the enterprise efforts to respond to all customer complaints.

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