



# ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF INSURANCE

## Faster Reviews Yield More Market Choices for Arizona Insurance Consumers

Arizona insurance companies must submit property and casualty insurance forms, such as policies and contracts, to the Department of Insurance for review, which the department needed nearly 20 days to complete at the end of 2015. Staff undertook several process improvements throughout 2016 to more effectively communicate filing requirements and improve customer compliance. As a result, **the department reduced average review time by approximately 85%**, with most reviews completed now within **two to three days**. This improvement has enabled insurance companies to deliver new and updated products to the market faster, ensuring consumers benefit from the widest array of choices.

