## Delaware Department of Insurance
### 2021 Year in Review Data

### TEAM DOI
- 96 DOI Team Members
- 3 internal promotions

### MISC
- $12.3M in ACA health insurance premiums returned
- 2021 ACA participants saved an average of 53% on premiums, $1.2M total
- 2 Mental Health Parity Exams, $635,000 in fines
- 50 COVID-19 and Flu Vaccinations provided

### LICENSES
- 207,298 active Resident and non-Resident licenses
- 51,527 are newly licensed

### DMAB
- 5,565 Medicare Counseling Sessions held
- $521,000 saved for residents
- $289,278 in grants earned

### BERG
- 62 Financial Exams completed, 49 Exams in progress
- 136 domestic, 2,007 other companies handled
- $680.6B of assets managed
- Completed 3,500 other projects

### CAPTIVES
- Total Active Licenses: 759
- New Applications Received: 70

### FRAUD
- 5 indictments for insurance fraud offenses
- Civil Penalties Collected $9488

### LEGAL
- 6 Bulletins published
- 3 completed regulations, 2 in progress
- 412 arbitration cases, 274 settled, total awards $643,412.08

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**CONSUMER SERVICES & MARKET CONDUCT**
- Managed 3,197 inquiries and complaints, recovered $691,536.72
- Completed 34 External Appeals and recovered $63,331.20
- Completed 16 Market Conduct Exams resulting in $1.2M in fines

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