March 19, 2014

Via email to: rpiazza@ldi.la.gov
Via email to: kdefrain@naic.org

jgardner@naic.org jnavarro@naic.org

Richard Piazza

Chair, Casualty Actuarial and Statistical Task Force (CASTF) National Association of Insurance Commissioners

c/o Kris DeFrain, FCAS, CPCU, MAAA, Director, Research and Actuarial Services Jennifer Gardner, Research Analyst Jacy Navarro, Administrative Assistant II, Research and Actuarial Services

1100 Walnut Street, Suite 1500 Kansas City, MO 64106-2197

Re: Core Elements—Actuarial Education

Dear Rich:

Thank you for the opportunity for the American Academy of Actuaries¹ Casualty Practice Council (CPC) to comment on your request for "actuarial education measurement criteria (needed to be a P&C Qualified Actuary)." It is our understanding that you are seeking input to inform your consideration of your charge of making a "recommendation regarding the ability of Society of Actuaries (SOA) Fellows in General Insurance to Sign P&C Statements of Actuarial Opinion" (SAOs).

As you are probably already aware, the Academy has stated that any consideration of modifications to the current regulatory regime should ensure the production of higher quality work by practicing actuaries. Further, the Academy believes that any such consideration should reflect the standards set forth in the Code of Professional Conduct as well as the U.S. Qualification Standards (U.S.Q.S.) promulgated by the Academy's Committee on Qualifications. According to the U.S.Q.S., actuaries must meet the education, experience, and continuing

¹ The American Academy of Actuaries is an 18,000-member professional association whose mission is to serve the public and the U.S. actuarial profession. The Academy assists public policymakers on all levels by providing leadership, objective expertise, and actuarial advice on risk and financial security issues. The Academy also sets qualification, practice, and professionalism standards for actuaries in the United States.

education requirements to qualify to sign NAIC SAOs. All three requirements are important, and all three are consistent with and complementary to each other.

The Academy, through the CPC, has had a process in place since 1990 to allow members of the Academy who are not Casualty Actuarial Society (CAS) members to obtain authorization to sign P&C SAOs. Since its inception, this CPC effort has resulted in approval of 47 such individuals to sign P&C SAOs. The existing CPC process is an established, credible procedure that can be used immediately to evaluate all Academy members who are not CAS members and who seek approval to sign NAIC SAOs, irrespective of whether they have completed none, part, or all of the exams comprising the SOA's GI track. The Academy believes that the CPC process can easily be adapted to meet future needs, whether presented by the SOA GI track or other developments in actuarial education. Accordingly, the Academy urges regulators to encourage SOA GI Fellows who are Academy members to apply for approval by the CPC, using the CPC's existing procedures.

As the CPC's August 2013 presentation before the CASTF describes, the CPC process is carefully coordinated by its members. The CPC evaluates the manner in and extent to which the applicant has met the comprehensive education requirement of the U.S.Q.S.; the applicant's documentation of his/her three years of recent, relevant experience offered to satisfy the U.S.Q.S.'s experience requirement; and the applicant's continuing education records for the last two years, including a statement of compliance. (For more detail, please see the attached Academy presentation to CASTF.) In addition, you may recall from our August discussion that the application requires two reference letters. One is a written statement from a qualified actuary regarding the applicant's knowledge of the applicable syllabus topics, while the other requires a written statement from a qualified actuary who has reviewed the applicant's relevant work for at least three years. These letters are essential to the applicant package, as they give the CPC more comprehensive information about the applicant's experience and knowledge of the relevant syllabus topics.

We have attached to this letter our August presentation for your review, along with the recently-revised CPC procedures and timeline. The CPC hopes that you find these comments and supplemental materials helpful in your examination of these important issues. If you have any questions about our comments or the attached materials, please feel free to contact Lauren Pachman, the Academy's casualty policy analyst, at pachman@actuary.org.

Sincerely, Michael E. Angelina, ACAS, MAAA, CERA Vice-President, Casualty Practice Council American Academy of Actuaries

Enclosures

American Academy of Actuaries Casualty Practice Council Process for Approving Academy Members to Sign NAIC Statements of Actuarial Opinion

Casualty Actuarial & Statistical Task Force 2013 NAIC Summer National Meeting

Michael E. Angelina Vice-President, Casualty



Agenda

- Background
- Requirements (Qualifications)
- Application Process and Documentation
- Academy Casualty Practice Council Process
- Outcomes

Background

- NAIC Instructions for signing Statements of Actuarial Opinion (SAOs) require an actuary to
 - Meet basic education, experience, and continuing education requirements of U.S. Qualification Standards
 - General Qualification Standards (Section 2);
 - Specific Qualification Standards (Section 3); and
 - Code of Professional Conduct (Precept 2)
 - Be a member in good standing of the Casualty
 Actuarial Society or member of the Academy approved
 as a qualified actuary by Academy's Casualty Practice
 Council (CPC)

Requirements

- Education
 - All areas within the scope of SAO or specific lines of business (or particular companies) – Section 3 of U.S. Qualification Standards
 - Comprehensive knowledge of law and syllabus topics through responsible work and/or self-study
- Experience
 - Three years of responsible experience relevant to the subject of the SAO
 - Under the review of an actuary who was qualified to issue the SAO
- Continuing education
 - The minimum required to maintain qualification *may not always be sufficient*, particularly in areas of practice where change is occurring rapidly, pursuant to Precept 2 of the Code of Professional Conduct
 - 30 credits (hours) per year; three credits on professionalism
 - Minimum of 15 credits <u>relevant</u> to SAO topic
 - Six credits of "organized activities"



Application Process & Documentation

- 1. Submission of request by applicant, including definition of scope of SAO:
 - All areas versus particular lines, companies, blocks of business
- 2. Description of how applicant has met the comprehensive education requirement
 - Specifically include any limitations on the scope of work and study
 - Written statement from a qualified actuary regarding the applicant's knowledge of the applicable syllabus topics
 - Statement (Certification) that:
 - Applicant has reviewed applicable materials:
 - CAS Statements of Principles; ASB Actuarial Standards of Practice (ASOPs);
 Academy Practice Note on SAOs on P&C Loss Reserves
 - If approved, applicant will adhere to applicable ASOPs

Application Process & Documentation (continued)

- 3. Description of the three years of recent, relevant experience that satisfies the experience requirement
 - Kinds of assignments, limitations on scope
 - Written statement from a qualified actuary who has reviewed the applicant's work for at least three years
 - "Qualified actuary" is someone who is qualified to sign an NAIC P&C loss reserve opinion pursuant to Section 3 of the U.S. Qualification Standards
 - May be a superior, subordinate, peer, outside consultant
 - May attach copies of opinions/certifications; no confidential or proprietary material
- 4. Copies of continuing education records for the last two years, including a statement of compliance



CPC Process

- Submission received and reviewed for completeness by casualty policy analyst; then forwarded to Casualty VP
- CPC or subgroup meets to discuss application, including reference letters, and reviews materials concerning the applicant's:
 - Education
 - Experience
 - Continuing education
- Determine whether additional information is required or move to full vote of CPC, as described below
- Process can take 30 to 90 days depending upon complexity and completeness of submission

Possible Outcomes

- Vote to grant applicant:
 - Approval with full scope; or
 - Approval with limited scope; or
 - Certain legal entities and years
 - Blocks of business (runoff only)
 - Certain lines of business
 - Specific years (applicant can re-apply)
 - Other limitations as appropriate
 - No approval
- Decision requires two-thirds of CPC members
 - CPC members take this responsibility very seriously and professionally
- Notification to the applicant provided in writing; approval is evidenced by a letter issued by the CPC describing scope of approval, including any limitations

Casualty Practice Council Process for Approving Academy Members to Sign NAIC Statements of Actuarial Opinion



AMERICAN ACADEMY

of ACTUARIES

For more information, contact: Lauren Pachman, Casualty Policy Analyst

Pachman@actuary.org (202) 223-8196



Procedures for Review of Qualifications for Signing NAIC Property and Casualty Annual Statement Loss Reserve Opinion

The Instructions to the National Association of Insurance Commissioners (NAIC) Property and Casualty Blank define a "qualified actuary," for purposes of signing a Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement as "a person who meets the basic education, experience and continuing education requirements of the Specific Qualification Standard for Statements of Actuarial Opinion, NAIC Property and Casualty Annual Statement, as set forth in the Qualification Standards for Actuaries Issuing Statements of Actuarial Opinion in the United States, promulgated by the American Academy of Actuaries, and is either:

- (i) a member in good standing of the Casualty Actuarial Society, or
- (ii) a member in good standing of the American Academy of Actuaries who has been approved as qualified for signing casualty loss reserve opinions by the Casualty Practice Council of the American Academy of Actuaries."

Other individuals may be approved by the domiciliary commissioner upon request by the insurer through procedures adopted in each state.

All signing actuaries, both Casualty Actuarial Society (CAS) and American Academy of Actuaries (Academy) members, must meet both the "General Qualification Standard" and the "Specific Qualification Standard" relevant to the type of opinion being issued as set forth in the Qualification Standards for Actuaries Issuing Statements of Actuarial Opinion in the United States (Including Continuing Education Requirements) effective January 1, 2008 (herein referred to as the U.S. QS). The Casualty Practice Council (CPC) reviews the qualifications of Academy members to sign the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement in accordance with the procedures set forth below.

Procedures for Review of Qualifications

1. Submission of Requests for Review of Qualifications

A member of the Academy who is not a member of the CAS, but who believes that he or she satisfies the U.S. QS Specific Qualification Standard for signing the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement, may submit a Request for Review of Qualifications to the attention of the Casualty Policy Analyst of the Academy to obtain the Academy's approval to sign the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement. A copy of this form is attached.

Members in good standing of the CAS who meet the basic education, experience, and continuing education requirements of the Specific Qualification Standard for Statements of Actuarial Opinion, NAIC Property and Casualty Statement, as set forth in the Qualification Standards for Actuaries Issuing Statements of Actuarial Opinion in the United States, promulgated by the Academy, are

already defined by the NAIC's Annual Statement Instructions to be "qualified actuaries." Members in good standing of the Academy who are also members in good standing of the CAS and who meet the U.S. Qualification Standards by virtue of their designation and the underlying examinations and education requirements need not apply for a review of their qualifications.

To be qualified to sign the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement, CAS members are subject to applicable regulatory requirements, the U.S. Qualification Standards, and the Code of Professional Conduct. Some CAS designees may not meet the U.S. Qualification Standards by virtue of their designation and the underlying examinations and education requirements. For further guidance about that category of actuary, see Requirements for ACAS to Issue NAIC PC Opinions Clarified for the 2011 CAS Syllabus by Mary Frances Miller and David Menning.

Requests are to be mailed to:

Casualty Policy Analyst American Academy of Actuaries 1850 M Street NW Suite 300 Washington, DC 20036

2. Administrative Processing

Upon receipt of the Request for Review of Qualifications, Academy staff will ascertain whether all accompanying materials required to be submitted with the request are present and whether the form has been properly completed. Any incomplete requests will be returned to the applicant with a list of the additional materials that must be submitted before consideration of the request will be undertaken.

Academy staff will circulate copies of the completed Request for Review of Qualifications to the members of the CPC in accordance with its procedures.

3. Consideration by the CPC

The CPC will review the Request for Review of Qualifications and vote, in accordance with its procedures, on whether the applicant meets the qualifications to sign the statement on casualty loss reserves. An affirmative vote that the applicant has met the minimum requirements of the Specific Qualification Standard for signing Statements of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement by at least two-thirds of all CPC members is necessary for approval.

The CPC may:

- a. Approve the Request for Review of Qualifications without limitations;
- b. Disapprove the Request for Review of Qualifications in its entirety; or
- c. Determine that the applicant is qualified to sign a Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement only in limited, specificallyidentified circumstances. The circumstances of such a limitation may relate to particular lines or blocks of business, identified insurers, or any other limitations deemed appropriate by the CPC in its sole discretion.

At any time, the CPC may request additional information from the applicant that it deems necessary to evaluate the applicant's qualification to sign the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement.

4. Notification of Approval

Upon approval, the Chairperson of the CPC will advise the applicant in writing that the CPC has determined that the applicant has satisfied the requirements for signing the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement. Any limitations that the CPC has imposed on its approval will be described to the applicant in said correspondence.

If the applicant fails to receive at least a two-thirds affirmative vote from the CPC, in accordance with its procedures, the applicant will be informed as to how the application failed to demonstrate qualification to sign the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement and will be advised of the right to seek reconsideration as described below. This approval applies only to the NAIC Property and Casualty Annual Statement Actuarial Opinion and not to any other type of statement of actuarial opinion that may be issued by an actuary.

5. Requests for Reconsideration

If an applicant fails to obtain at least a two-thirds affirmative vote from the CPC to sign the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement, the applicant may request reconsideration. The request for reconsideration should be submitted to the attention of the Casualty Policy Analyst of the Academy and should include a specific response to the CPC's explanation of how the application has failed to demonstrate qualification to sign the Statement of Actuarial Opinion on loss reserves for the NAIC Property and Casualty Annual Statement, together with any additional supporting documentation that the applicant wishes to submit.

The CPC will review any request for reconsideration submitted upon disapproval of a prior Request for Review of Qualifications. For approval on reconsideration, at least two-thirds of the members of the CPC must agree that the individual has demonstrated compliance with the Specific Qualification Standard for signing loss reserve opinions. All decisions of the CPC on reconsideration shall be final.



Request for Review of Qualifications for Signing the NAIC Property and Casualty Loss Reserve Opinion Annual Statement

Please complete each part of this form.	
Name:	
Address:	
Telephone:	
Actuarial Credentials:	
The Specific Qualification Standard under Section 3 of the Qualification Standards for Actuar Statements of Actuarial Opinion in the United States (Including Continuing Education Requeffective January 1, 2008 (herein referred to as the U.S. QS) for members signing the NAIC Proceedings and Continuing Annual Statement requires professional achievement in the education, experience, and continuing education. Each of these subjects constitutes a separate professional Request for Review of Qualifications.	uirements) operty and aree areas:
Please indicate the areas for which you believe your qualifications satisfy the Specific Qualification Standard (check one):	ution
(a) All areas of loss reserve assignments;	
(b) The following specific areas of loss reserve assignments (indicate, for example, particular lines/blocks of business or specific companies):	ar

Part I: Education

The U.S. QS General Qualification Standard (under Section 2.1) requires, among other things, the member to be knowledgeable, through examination or documented professional development, of the law applicable to the Statement of Actuarial Opinion.

In addition, under Section 3 of the U.S. QS, the following syllabus topics from the Casualty Actuarial Society examinations are required for satisfaction of the Specific Qualification Standard for signing the Statement of Opinion, NAIC Property & Casualty Annual Statement:

- (1) Policy forms and coverages, underwriting and marketing;
- (2) Principles of ratemaking;
- (3) Statutory insurance accounting and expense analysis;
- (4) Premium, loss and expense reserves; and
- (5) Reinsurance.

Alternatively, the member may satisfy the education requirement of the Specific Qualification Standard by acquiring comprehensive knowledge of the applicable syllabus topics through responsible work and/or self-study. In advance of making a statement of actuarial opinion, the member must have obtained a signed statement from another actuary who is qualified to issue Statements of Actuarial Opinion under the Specific Qualification Standard for the Statement of Actuarial Opinion, NAIC Property & Casualty Annual Statement, and must provide a copy of such a statement with the Request for Review of Qualifications.

1. Please describe how you have obtained the comprehensive knowledge of the applicable law and each of the applicable syllabus topics through examinations and/or through responsible work and study necessary to satisfy the education requirement of the Specific Qualification Standard for signing the Statement of Opinion, NAIC Property & Casualty Annual Statement. Please specifically note any limitations on the scope of your work and study that should be considered by the Casualty Practice Council in reviewing your qualifications. Such limitations might include, but are not necessarily limited to, particular blocks or lines of business or specific insurers. Documentation on studies should include information on formal examinations taken and passed, the examining authority, etc.

(Attach additional sheets as required.)

2. As noted above, in advance of making a public statement of actuarial opinion, a member who has not successfully completed the required examinations must obtain a written statement from a qualified actuary regarding the member's knowledge of the applicable syllabus topics. If applicable, please attach a copy of the qualified actuary's statement to this Request for Review of Qualifications. Please note that your Request for Review of Qualifications cannot be processed unless such a statement has been submitted. As a guide, see Attachment A.

The Casualty Practice Council will take into consideration the written statement from the qualified actuary and any other information that the Council believes to be relevant in reaching a decision on the Request for Review of Qualifications.

3.	Statement	of Review	of Ap	plicable	Materials
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I hereby certify that I have reviewed the statement	s of principles issued by the Board of Directors
of the Casualty Actuarial Society, as well as the U	.S. QS, all applicable Standards of Practice
regarding casualty loss reserving and related matter	•
the Practice Note on Statements of Actuarial Opin	ion on P&C Loss Reserves. Should my
Request for Review of Qualifications be approved	by the Casualty Practice Council, I will adhere
to applicable Standards of Practice in my loss rese	erve opinion assignments.
(Signature)	 (Date)
(Signature)	(Built)

Part II: Experience

The Specific Qualification Standard requires that the actuary obtain at least three years of responsible experience relevant to the subject of the Statement of Actuarial Opinion under review by an actuary who was qualified to issue the Statement of Actuarial Opinion at the time that the review took place.

1. Please describe the three years of recent, relevant experience you have that you believe satisfies the experience requirement of the Specific Qualification Standard. For example, describe the kinds of assignments for which you have been responsible, including examples of certifications and/or opinions you have submitted. Please specifically note any limitations on the scope of your experience that should be considered by the Casualty Practice Council in reviewing your qualifications (such limitations might include, but are not necessarily limited to, particular blocks or lines of business, or specific insurers):

(Attach additional sheets as required.)

- 2. Please identify the qualified actuary or actuaries who have reviewed your work for at least three years of your total experience. The actuary (or actuaries) may have been a superior, subordinate, peer, or outside consultant:
 - Please attach a copy of the qualified actuary's statement to this Request for Review of Qualifications. Please note that your Request for Review of Qualifications cannot be processed unless such a statement has been submitted. As a guide, see Attachment B. It may be sufficient to have only a single actuary attest to the actuary's experience, provided that the attesting actuary has knowledge of the qualifications of the other reviewing actuary(ies). If the same actuary attests to both the applicant's education and experience, a single letter may be submitted covering both topics.
- 3. If you wish, you may attach copies of any loss reserve opinions and/or certifications as evidence of your recent, relevant experience to assist the Casualty Practice Council in reviewing the degree to which you have satisfied the minimal requirements of the Specific Qualification Standard for Statements of Opinion, NAIC Property & Casualty Annual Statement. Redacted material is permissible. Please do not include any confidential material or material of a proprietary nature.

Part III: Continuing Education

The U.S. QS require continuing education to be relevant to the area of practice of the statement of actuarial opinion being issued. The minimum required continuing education credits under the U.S. QS that are necessary to maintain qualification in a particular area of practice may not always be sufficient, particularly in areas where change is occurring rapidly.

The U.S. QS requires the following at a minimum:

Thirty credit hours per year of relevant continuing education activities are necessary to satisfy the continuing education requirement, including a minimum of 15 credits directly relevant to the topics listed in Part I. A minimum of six of the 15 credits must be obtained through "organized activities," as defined in the U.S. QS, and a minimum of three hours must cover professionalism topics.

For additional information on the continuing education requirements, please see *Qualification Standards* for Statements of Actuarial Opinion in the United States at http://actuary.org/qualstandards/.

Please submit copies of your continuing education records for the last two years. If you wish to submit continuing education records for prior years as well, you may do so.

Statement of Compliance

I hereby certify that I have reviewed the requirements for continuing education contained in the U.S. Qualification Standards and that I have satisfied the requirements for continuing education relevant to the
Specific Qualification Standard, Statement of Opinion NAIC Property & Casualty Annual Statement, for
the year
(Signature)
(Date)

Attachment A

Sample Letter Attesting to the Applicant's Knowledge of Casualty Syllabus Topics

(Signature)	(Date)
Sincerely yours,	
In so stating, I take no responsibility for the accuracy, capplicant].	completeness, or quality of any work undertaken by
(b) the following areas of loss reserving (state any limit insurer):	ations by line or block of business or particular
(a) all areas of loss reserving;	
[choose one]	
Based upon my knowledge ofapplicant has gained comprehensive knowledge of these requirements of the Specific Qualification Standard of through the following responsible work and/or self-studies my belief that the applicant's satisfaction of these mi enable the applicant to engage in	e subjects necessary to meet the education the QS for statements of opinion on loss reserves dy: It
I note that in order to meet the education requirement o knowledge, through work or study, of the law applicabl Property and Casualty Insurance, the identification, eva forms and coverages, underwriting and marketing, prin- accounting and expense analysis, reinsurance, and prem	te to Statements of Actuarial Opinion – NAIC duation, and management of risk, relevant policy ciples of ratemaking, statutory insurance
I have been requested by statement regarding the applicant's knowledge of the sp by Section 3 of the Qualification Standards for Actuarie United States (effective January 1, 2008) (QS), Specific Property and Casualty Loss Reserve Opinion. I meet the education, experience, and continuing education. I hold	pecific supplemental examination topics required es Issuing Statements of Actuarial Opinion in the c Qualification Standards for signing the NAIC e Specific Qualification Standards, based upon my
To the Casualty Practice Council:	

Attachment B

Sample Letter Attesting to the Applicant's Experience

To the Casualty Practice Council: I have been requested by ______[applicant], M.A.A.A., to provide a written statement regarding his/her experience relevant to the topics covered by the NAIC Property and Casualty loss reserve opinion. I meet Section 3 of the Qualification Standards for Actuaries Issuing Statements of Actuarial Opinion in the United States (effective January 1, 2008) (QS), the Specific Qualification Standards, based upon my education, experience, and continuing education. I hold the following actuarial credentials: I note that in order to meet the experience requirement of Section 3 of the QS, a member must have a minimum of three years of responsible experience relevant to the subject of the Statement of Actuarial Opinion under review by an actuary who was qualified to issue the Statement of Actuarial Opinion at the time that the review took place. [applicant] worked under my supervision/review [and that of (name)] from ______ to _____. During that time, the applicant [describe the relevant work performed by <u>applicant</u>] . It is my belief that the applicant's experience is sufficient to enable the applicant to engage in [choose one] (a) all areas of loss reserving; (b) the following areas of loss reserving (state any limitations by line or block of business or particular insurer): In so stating, I take no responsibility for the accuracy, completeness, or quality of any work undertaken by _____[applicant]. Sincerely yours,

(Signature)

(Date)



General Timeline* for Casualty Practice Council Review of Qualifications for Signing Statements of Actuarial Opinion, NAIC Property and Casualty Annual Statement

Task	Business days to complete	Expected Completion Time
Step 1: Academy policy analyst receives application (Day 1 of receipt), converts it to electronic format, evaluates it for completeness, and sends application to Casualty Vice President (VP) for consideration. Casualty VP then determines whether application is ready for evaluation.	1-10	10 business days after receipt
Step 2: Following determination by VP, application sent to Casualty Practice Council (CPC) and designated subgroup (appointed by the Casualty VP) for review. Subgroup reviews application and provides recommendation(s) to full CPC. Full CPC then votes to seek additional info from applicant or on final disposition of application.	1-30	40 business days after receipt
Step 3: Academy staff/volunteers draft communication to applicant about outcome of CPC vote. Written communication explaining outcome or questions/concerns provided to applicant, where applicable.	1-15	55 business days after receipt
Step 4: Applicant provides additional material, if requested.	1-10	65 business days after receipt
Step 5: Additional material sent to designated subgroup for consideration.	1-10	75 business days after receipt
Step 6: Designated subgroup discusses additional material via confidential conference call and conveys that information to CPC members. Full CPC then votes to seek additional info from applicant or on final disposition of application.	1-10	85 business days after receipt
If an application has not received final approval or denial, the process returns to Step 3 .		

Barring extenuating circumstances, an applicant generally is contacted within 50-55 business days of the Casualty Practice Council's receipt of his/her original application.

^{*} Unexpected events could occur that may subject the application process to additional delay.