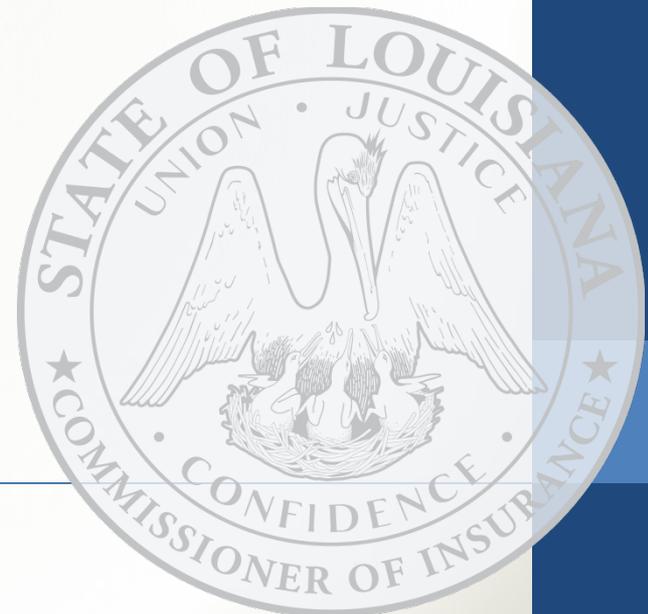


# Division of Diversity and Opportunity

Louisiana Department of Insurance

Patrick W. Bell

Assistant Commissioner





# Division of Diversity and Opportunity

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- Created by Act 850 of the 1984 Legislative Session.
- Functions and duties are outlined in R.S. 22:31.



# Duties

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- Maintain a list of contact persons within each insurance company who is specifically charged with responding to inquiries from members of minority groups regarding opportunities for employment, appointments of producers, and contracting for services with insurance companies.



# Duties

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- Establish, in cooperation with insurance companies, educational and informational services to foster greater awareness and preparation for opportunities available in the insurance industry.
- Opportunities include employment, appointments as producers, and contracting for services



# Duties

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- Assist members of minority groups in obtaining opportunities.
- Develop a pilot program which seeks to address the needs and concerns of women and minority producers.



# Implementation-Education

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- Working with Southern University College of Business on creating an Insurance Institute. Students at Southern, regardless of major, are able to obtain a concentration (12 hours) in insurance.
- Working with the insurance industry to create internships for Southern students.
- Working with Southern University Small Business Development Center on pre-licensing training for would-be producers and adjusters, continuing education and business plan creation for existing producers and adjusters.



# Implementation-Opportunities

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- Working with insurance companies on creating opportunities for contracts for independent producers.
- Working with captive insurance companies on hiring of producers.
- Maintaining a list of individuals seeking opportunities in the industry.
- Posting job vacancies on division web page.
- Conducting bi-annual survey of insurance companies.



# Implementation-Outreach

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- Working with churches and church organizations on conducting workshops.
- Working with minority business organizations and other non-profits.
- Working with state and local elected officials.
- Working with the Office of Consumer Advocacy within the LDI.



# Bi-Annual Survey

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- Send bi-annual survey to all insurance companies operating in Louisiana.
- Request demographic information on agent/producer appointments.
- Request demographic information on hiring of minorities.
- Ask if company has a formal diversity program.

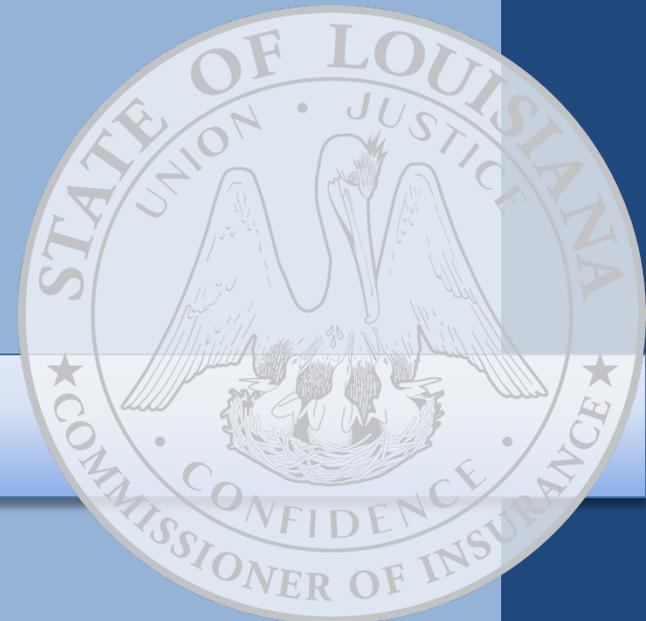


# Office of Consumer Advocacy

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- Disseminate informational brochures for consumers, civic associations and governmental organizations.
- Answer consumer questions and requests for assistance.
- Ensure compliance with the Policyholder Bill of Rights.
- Report violations of rules, regulations or laws.

# How Can You Help?





- Help identify community organizations to work with for educational workshops.
- Help identify producers seeking additional contracts.
- Refer those interested in insurance as a career.
- Refer constituent concerns, inquiries, and complaints to the Office of Consumer Advocacy or the Division of Diversity and Opportunity.



# Staff Information

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