

31A-2-215 Consumer education.

- (1) In furtherance of the purposes in Section 31A-1-102, the commissioner may educate consumers about insurance and provide consumer assistance.
- (2) Consumer education may include:
 - (a) outreach activities; and
 - (b) the production or collection and dissemination of educational materials.
- (3)
 - (a) Consumer assistance may include explaining:
 - (i) the terms of a policy;
 - (ii) a policy's complaint, grievance, or adverse benefit determination procedure; and
 - (iii) the fundamentals of self-advocacy.
 - (b) Notwithstanding Subsection (3)(a), consumer assistance may not include testifying or representing a consumer in any grievance or adverse benefit determination, arbitration, judicial, or related proceeding, unless the proceeding is in connection with an enforcement action brought under Section 31A-2-308.
- (4) The commissioner may adopt rules necessary to implement the requirements of this section.

Amended by Chapter 308, 2002 General Session