2024 Fall National Meeting
Denver, Colorado

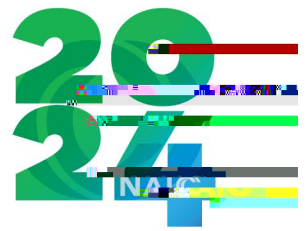**BIG DATA AND ARTIFICIAL INTELLIGENCE (H) WORKING GROUP**
Sunday, November 17, 2024
9:00 – 10:00 a.m.

Meeting Summary Report

The Big Data and Artificial Intelligence (H) Working Group met Nov. 17, 2024. During this meeting, the Working Group:

1. Adopted its Nov. 12 minutes. During this meeting, the Working Group

5. Heard a presentation on use case applications of AI in insurance underwriting and claims, which highlighted how the use of generative AI can streamline the underwriting process by reducing the number of questions that need to be asked from policyholders, but noted that the data collection and synthesis of input data into an AI system could suffer from algorithmic bias and a lack of transparency, data privacy issues, and unfair underwriting outcomes. The use of generative AI in claims management could also be used to automate the analysis of documentation, images, and past claims history to expedite claims processing, but there are possible model accuracy and fairness issues. Additionally, using AI to detect possible fraudulent claims could result in unfair outcomes due to insufficient historical fraud cases.

6. Discussed its 2025 proposed charges. Following the adoptions of the NAIC Principles on Artificial Intelligence (AI Principles) in 2020 and the AI Model Bulletin in 2023, the Working Group will be pursuing a discussion on AI systems evaluations and shifting to a discussion on consumer outcomes. These discussions may lead to a gap analysis of how well the current regulatory framework holds up against the potential harms from the use of AI, whether additional regulatory filings and disclosures to consumers or regulators are needed,