

What if I am not satisfied with the outcome, or if the reinvestigation does not result in any changes to my MIB record?

If this should happen, you may submit a STATEMENT OF DISPUTE, which will then become part of your MIB file. From that point forward, any MIB member that receives your MIB file will also receive a copy of your STATEMENT OF DISPUTE.

In what type of regulatory environment does MIB conduct its fraud protection services?

MIB is subject to a myriad of laws governing the use of consumer reports and addressing the privacy of individually identifiable information. These laws either regulate MIB directly or they regulate and impact MIB's members in such a way that MIB must likewise comply in order to allow members to continue using MIB's services. As one example, MIB and its member companies operate in conformity with the federal Fair Credit Reporting Act.

What is MIB?

MIB Group, Inc. is a not-for-profit membership corporation. MIB member companies are life and health insurance companies (and other types of health insuring organizations and plans) doing business in the United States and Canada. As a nationwide specialty consumer reporting agency, MIB complies with the federal Fair Credit Reporting Act ("FCRA") by providing free annual disclosure to consumers of their MIB files and extending them FCRA rights and privileges.

What does MIB do?

MIB maintains a database of confidential information used exclusively by its members in determining eligibility for insurance when an individual applies for life, health, disability income, long-term care or critical illness insurance. This information is maintained and safeguarded in a coded format that is accessible only to authorized personnel of the member company to which you have applied for insurance and have authorized the use of MIB as an information source.

Why is MIB's role important?

The intent of MIB is to make our member companies aware of medical conditions that could be significant to health or longevity. When a member company searches the MIB database, the results are compared to how the applicant answered the medical questions on the application. If they were fully and accurately answered, then the information from MIB has no bearing as the insurer is already aware of the conditions from the application. They would then continue to underwrite the case as they normally do. However, if there is MIB information that was not admitted to on the application, then the underwriter will obtain further information to substantiate the codes (e.g. obtain medical records, etc.). They will then assess the risk based on that information obtained, not solely on the MIB record.

Who are members of MIB?

Members are insurers that issue individually underwritten life, disability income, health, long-term care or critical illness insurance in the United States or Canada.

A Consumer's Guide to MIB

This brochure was developed to give you a clearer idea of the way MIB operates and the role that MIB plays in the insurance industry. With the help of MIB's Checking Service, member insurance companies can offer—and consumers can purchase—affordable life and health insurance protection. MIB's mission is to be the leading provider of underwriting information and analytical services that life and health insurers need to effectively identify and assess their risk.



www.mib.com

rev 10/19/2011



www.mib.com

How do MIB member insurance companies use an individual's MIB file?

Authorized underwriting personnel of the member company review the application information provided by the person applying for insurance and compare it to what is in the person's MIB file. The information in the person's MIB file may only be used as an alert and requires further verification by the insurer. No underwriting decision can be made solely on the basis of an MIB coded report, such as issuing a policy with an extra premium or declining to offer coverage.

How do MIB members contribute information to my MIB file?

When an application for insurance is submitted to an MIB member company, any information that is significant to that individual's health or longevity (whether admitted on the application or discovered during the underwriting process) is securely sent to MIB by the member company in a coded, encrypted format. Use of these codes ensures that this confidential information is protected.

How do I know if MIB will be checked at the time of my insurance application?

If a member company wishes to determine if you have an MIB record, then it must provide you with the MIB Pre-Notice and it must obtain your signature on an authorization in which MIB is identified as an information source along with other sources that might have records, such as your personal physician.

Who else can get my MIB file?

MIB only releases an individual's file to an MIB member company when the applicant has received an MIB Pre-Notice, has signed an MIB Authorization, and has signed an application for insurance. MIB also provides a free copy of an individual's MIB file to the individual upon request. Otherwise, MIB does not release an individual's file except as required or allowed by law. MIB does not sell any individually identifiable information (information that is associated with individuals) to any non-member third parties.

What does an MIB file say about me?

Coded information identifies medical conditions or medical tests that are reported under broad categories to MIB by its member insurance companies. There are also a few codes that are non-medical and do not contain credit information. Those codes report potentially hazardous avocations, hobbies, or results of a motor vehicle report showing a poor driving history. MIB has no actual "reports" or "medical records" on file, only the coded information provided by the member.

How long do MIB codes stay in my MIB file?

It is MIB's current practice to remove MIB reports from your file after 7 years.

Does everyone have an MIB file?

You may have an MIB record if you have applied for individual insurance in the last seven years with an MIB member company, and have a condition or avocation that is considered significant to your health or longevity.

How can I find out if I have an MIB file?

The federal Fair Credit Reporting Act, as amended by the Fair and Accurate Credit Transactions Act (FACTA) of 2003, allows a consumer to request free disclosure of his or her consumer report once annually. Only you can request an MIB file on yourself. This is done by calling MIB's toll-free telephone number 866-692-6901 to request disclosure of your file or you may complete your request on-line at www.mib.com. You will be asked for some personal identifying information so that your record can be located, if one exists. You will need to certify, under penalty of law, that the information you are providing is accurate, and that you are requesting disclosure of your own file. The personal identifying information that we collect is used only to locate your MIB file, if any, and for no other purpose. We safeguard this information and keep it confidential. A response will be mailed within 15 days of receipt of adequate identifying information to locate your record, should one exist.

What else would I see in my MIB file?

When disclosure is requested, MIB provides you with a list of member companies that have made an inquiry on you in the prior twenty-four months. Also provided is a list of any member companies that received your MIB record in the prior twenty-four months. Even if you have an MIB record, it will not contain any information regarding the underwriting decision made on your application.

What if I have a letter of adverse action from the insurance company?

If your insurance company advised you by letter that it has taken an unfavorable action on your application ("adverse action letter") and the letter specifies that MIB was an informational source, then you may call the toll-free number 866-692-6901 or you can print out a form from our website www.mib.com and send us a request for disclosure along with a copy of the adverse action letter. If you wish, you can email us at infoline@mib.com to request the form or send a letter to:

U.S. Residents:

MIB, Inc
Information Office
50 Braintree Hill Park
Suite 400
Braintree, MA 02184-8734

Canadian Residents:

MIB, Inc.
330 University Ave
Suite 501
Toronto, Ontario, Canada
M5G 1R7

What if I disagree with the information that you have about me?

If you do not agree with the information in your MIB record, you should contact MIB and request a reinvestigation. If you wish, you can email us at infoline@mib.com to request the form. MIB will send you a Request for Reinvestigation Form where you may indicate the specific information with which you disagree. MIB will then initiate a reinvestigation with the member company that reported the disputed information.