

TO: All Insurers Licensed in Virginia

RE: Administrative Letter 2024-01-AI Systems

The Virginia Bureau of Insurance has issued [Administrative Letter 2024-01](#), which sets forth the expectations of Bureau as to how Insurers will govern and manage the risk from the development, acquisition, and use of AI technologies, including AI Systems.

The Bureau reminds all companies licensed to conduct the business of insurance in the Commonwealth that decisions, conduct, or actions impacting consumers that are made or supported by advanced analytical and computational technologies, including Artificial Intelligence ("AI") Systems, must comply with all applicable insurance laws and regulations. This includes those laws and regulations that address unfair trade practices, unfair claim settlement practices, and unfair discrimination.

This Administrative Letter also advises Insurers of the type of information and documentation that the Bureau may request during an investigation or examination of any Insurer regarding its use of such technologies and AI Systems.

Questions concerning this Administrative Letter may be addressed to the Bureau's Division of Innovative Solutions & Strategies at InnovativeSolutions.Strategies@scc.virginia.gov.