

## **HB 2920**

House Business and Labor Committee

2/22/2023

Mr. Chair and Members of the Committee:

For the record, my name is Jan Norby, of Insurance Services of Southern Oregon in Grants Pass, Oregon. I am opposed to HB 2920 banning the use of credit scoring as well as other factors insurance companies use to determine auto insurance rates.

Since the beginning of my career in 1988, I've seen first hand the disaster handed to consumers when credit scoring is removed (a dozen years of my career were in California). Some insurance companies pull out of the state and no longer continue to do business in states where this is banned. This is due to the actuarial data being compromised when we remove the credit score. Companies compete for business in our state because they can predict future losses. When the credit score is removed, they leave the state because the accuracy of predicting losses is dimmed.

When the amount of companies offering insurance in our state shrinks, so does the potential for all customers to get a better rate. This is the wrong direction for Oregon to move toward, and I highly urge you to consider what the impact will be on the consumer's wallet. What I have found in my experience is the rates temporarily go down for the higher at risk customer, but within a short amount of time, the rates go back up to where they were and then trend higher. The losses the insurance companies experience drives this result.

Thank you again for voting no on HB2920.

Jan Norby  
Insurance Services of Southern Oregon, LLC  
1309 NE 7<sup>th</sup> Street Suite C  
Grants Pass, OR 97526  
(541)476-3527  
[www.insurancesso.com](http://www.insurancesso.com)