



OFFICE OF  
INSURANCE COMMISSIONER

January 12, 2023

The Office of the Insurance Commissioner and our mission of consumer protection plays a critical role in the lives of all Washingtonians. Your passion and expertise helps build a stronger, more fair insurance market for everyone.

From the beginning of the pandemic, you adapted and found new ways to continue your work, exceeding all expectations.

The pandemic was hard on all of us in different ways and many of us suffered losses.

As most of you know, I lost my twin brother to cancer during this time. It was painful to be cut off from our loved ones and to not live our normal lives. I was surprised at how much I missed connecting with people.

I recognize now that when I called everyone back to work in our buildings, it was too soon. Many of you told me that and I'm sorry I didn't listen.

At the time, many of you advocated for a permanent expansion of telework. You demonstrated you could do your work and even excel at it from home.

The pandemic showed us that some amount of telework is an important part of the modern workplace. I think most of us agree on that. I believe we also benefit from time spent together, which is why I've been more conservative than many of you.

I recognize that I've not always handled discussions well. As we continue to talk about telework, I will try to be more receptive to your ideas and clarify my position if we don't agree.

I also deeply regret my actions regarding issues that have been raised in several news stories. No one wants to be remembered for their worst moment. I certainly do not.

I care deeply about what we have accomplished together during my career as commissioner, and it hurts to know that my actions have led some employees to feeling less than proud to work here.

I accept responsibility for my actions, and I am working to do better. I believe I have made progress, but I know I have more to do.

I called for this assessment because I felt it was critical to get an honest outside assessment of our agency culture at this pivotal time and to find help in moving us forward. I knew the results would be difficult to hear and they are.

Many of you said you find great meaning in your work but would not recommend our agency as a good place to work. As the leader of our organization, it's up to me to turn that around. I want all of you to be as proud to work here as I am.

I'm committed to taking your feedback and putting it into immediate action. Together with all of you, the OIC will address the issues you've raised. Restoring your pride in our agency and building the culture you deserve is my top priority.

We will address each recommendation made in the assessment. This work will be led by EMT but involve every level of the agency and become part of our agency business plan. This is my top priority.

Thank you for participating in the culture assessment and our annual employee engagement survey. I'm grateful for your willingness to share your views and give me honest feedback.

Thanks to all of you, we're making great progress on so many urgent issues that matter to consumers – from how insurers respond to climate change, increase rate transparency for consumers and tackling the issues of race and insurance at the national level.

I'm going to bring that same sense of urgency to the internal issues you've all raised. I believe that together, we can do great things.

Sincerely,

A handwritten signature in black ink that reads "Mike Kreidler". The signature is fluid and cursive, with a long horizontal stroke at the end.

Mike Kreidler

Insurance Commissioner