



OREGON HOUSE OF REPRESENTATIVES

## Vote YES on HB 4098 Strengthen Consumer Protections and Accountability in Oregon's Insurance Industry

Oregon consumers deserve the same protections when buying insurance as they have with any other industry.

We urge you to vote YES on HB 4098 to bring the insurance industry under Oregon's Unlawful Trade Practices Act (UTPA). It is currently the only major industry not covered by the UTPA, our foundational consumer protection law.

As climate-related events increase and economic uncertainty continues to affect our state, it is essential to close this significant gap in consumer protections and create a fair and transparent marketplace where consumers can rely on their insurance when they need it. Insurance profits reached a record \$169 billion in 2024, yet in Oregon, insurers pay a relatively small portion of consumer premiums to cover actual claims—a pattern the Consumer Federation of America has identified as a strong indicator of a market in need of stronger statutory and regulatory oversight[1].

### Nancy Le

**Portland | Auto-shop owner & operator**  
Since 1997, Nancy has owned and operated a family-owned auto repair shop in Portland. She's seen firsthand how insurers manufacture complexity into claims, demand unsafe, cheaper parts, and routinely delay payments for months or more, all while storage fees pile up and desperate vehicle owners are pressured into unfair settlements. Without the ability to file UTPA claims, Nancy knows her customers lack any meaningful way to hold insurers accountable and companies face few real consequences.



**Oregonians believe insurance companies should be held to the same consumer protection standards as other industries.**

In OCJ's 2024 Annual Statewide Consumer Survey showed **81%** of residents believe insurance companies should follow the same consumer protection laws as other Oregon industries.



### Organizations Supporting HB 4098



<sup>1</sup>Dejà vu All Over Again: More Secondary Events as US P/C Industry Marches Toward Rate Adequacy, AM Best, February 20, 2025.

*Farah Chachi*