

COMMONWEALTH OF VIRGINIA  
STATE CORPORATION COMMISSION

AT RICHMOND, SEPTEMBER 26, 2014. SCC-CLERK'S OFFICE  
DOCUMENT CONTROL CENTER

2014 SEP 26 P 12: 21

COMMONWEALTH OF VIRGINIA, *ex rel.*

STATE CORPORATION COMMISSION

v.

CASE NO. INS-2014-00197

CMFG LIFE INSURANCE COMPANY,  
Defendant

SETTLEMENT ORDER

Based on a target market conduct examination performed by the Bureau of Insurance ("Bureau"), it is alleged that CMFG Life Insurance Company ("Defendant"), duly licensed by the State Corporation Commission ("Commission") to transact the business of insurance in the Commonwealth of Virginia ("Commonwealth"), in certain instances, violated §§ 38.2-502 (1) and 38.2-503 of the Code of Virginia ("Code"), as well as 14 VAC 5-90-50 A and 14 VAC 5-90-50 B of the Commission's Rules Governing Advertisement of Accident and Sickness Insurance, 14 VAC 5-90-10 *et seq.*, by failing to comply with advertising requirements; violated §§ 38.2-316 B and 38.2-316 C (1) of the Code by failing to comply with policy and form filing requirements; violated § 38.2-1834 D of the Code by failing to comply with agent licensing requirements; violated § 38.2-3115 B of the Code by failing to properly pay interest on life insurance proceeds; violated § 38.2-3407.4 A of the Code by failing to comply with explanation of benefits practices; violated § 38.2-3729 H (1) of the Code by failing to comply with the laws regarding appropriate refund of credit accident and sickness insurance premiums; violated §§ 38.2-3732 (1) and 38.2-3732 (2) of the Code by failing to comply with the laws regarding delegation of duties; violated § 38.2-3735 C (2) of the Code by failing to comply with the laws regarding disclosure and readability; and violated 14 VAC 5-400-50 A and

14094 0072

14 VAC 5-400-60 A of the Commission's Rules Governing Unfair Claims Settlement Practices, 14 VAC 5-400-10 *et seq.*, by failing to acknowledge pertinent communications, and by failing to properly investigate a claim prior to acceptance or denial.

The Commission is authorized by §§ 38.2-218, 38.2-219, and 38.2-1040 of the Code to impose certain monetary penalties, issue cease and desist orders, and suspend or revoke a defendant's license upon a finding by the Commission, after notice and opportunity to be heard, that a defendant has committed the aforesaid alleged violations.

The Defendant has been advised of its right to a hearing in this matter whereupon the Defendant, without admitting any violation of Virginia law, has made an offer of settlement to the Commission wherein the Defendant has tendered to the Commonwealth the sum of Twenty-one Thousand Dollars (\$21,000), waived its right to a hearing, and agreed to comply with the corrective action plan contained in the Target Market Conduct Examination Report as of June 30, 2012.

The Bureau has recommended that the Commission accept the offer of settlement of the Defendant pursuant to the authority granted the Commission in § 12.1-15 of the Code.

NOW THE COMMISSION, having considered the record herein, the offer of settlement of the Defendant, and the recommendation of the Bureau, is of the opinion that the Defendant's offer should be accepted.

Accordingly, IT IS ORDERED THAT:

(1) The offer of the Defendant in settlement of the matter set forth herein is hereby accepted.

(2) This case is dismissed, and the papers herein shall be placed in the file for ended causes.

AN ATTESTED COPY hereof shall be sent by the Clerk of the Commission to:  
Stephen W. Koslow, SVP, Chief Ethics & Compliance Officer, CMFG Life Insurance Company,  
P.O. Box 391, 5910 Mineral Point Road, Madison, Wisconsin 53701-0391; and a copy shall be  
delivered to the Commission's Office of General Counsel and the Bureau of Insurance in care of  
Deputy Commissioner Althelia P. Battle.