

COMMONWEALTH OF VIRGINIA  
STATE CORPORATION COMMISSION

AT RICHMOND, NOVEMBER 1, 2022

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COMMONWEALTH OF VIRGINIA, *ex rel.*

STATE CORPORATION COMMISSION

2022 NOV -1 P 3: 35

v.

CASE NO. INS-2022-00127

TRAVELERS PERSONAL INSURANCE COMPANY,  
Defendant

SETTLEMENT ORDER

Based on a market conduct investigation conducted by the Bureau of Insurance ("Bureau"), the Bureau has alleged that Travelers Personal Insurance Company ("Defendant"), duly licensed by the State Corporation Commission ("Commission") to transact the business of insurance in the Commonwealth of Virginia, in certain instances violated § 38.2-1906 D of the Code of Virginia ("Code") by making or issuing an insurance contract or policy not in accordance with the rate and supplementary rate information filings that are in effect for the company.

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 violation.

The Defendant has been advised of the right to a hearing in this matter whereupon the Defendant, without admitting or denying any violation of Virginia law, has made an offer of settlement to the Commission. Through its settlement offer, the Defendant has agreed to comply with the corrective action plan outlined in company correspondence dated May 2, 2022; has confirmed that restitution was made to 728 consumers in the total amount of One Hundred

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Sixty-seven Thousand Four Hundred Twenty-seven Dollars and Thirty-one Cents (\$167,427.31); and has waived the right to a hearing.

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

NOW THE COMMISSION, having considered this matter, is of the opinion and finds that the Defendant's offer should be accepted.

Accordingly, IT IS ORDERED THAT:

1. The Defendant's settlement offer is hereby accepted.
2. This case is dismissed.

A COPY hereof shall be sent by the Clerk of the Commission by electronic mail to: Christine Palmieri, Vice President, Corporate Compliance and Market Regulation, Travelers Group, at [cpalmier@travelers.com](mailto:cpalmier@travelers.com), One Tower Square, MS-08, Hartford, Connecticut 06183; and a copy shall be delivered to the Commission's Office of General Counsel and the Bureau of Insurance in care of Deputy Commissioner Rebecca Nichols.