

**BUREAU OF INSURANCE REGULATION  
ACTIVITIES FOR THE FISCAL YEAR ENDING JUNE 30, 2019**

The regulation of insurance was transferred to the State Corporation Commission from the Auditor of Public Accounts in 1906. The Bureau of Insurance (Bureau) has licensed and examined the affairs of insurance companies since that time. Here in the Commonwealth of Virginia, the functions of the Bureau have increased with the complexity and importance of insurance in our daily lives. In keeping with the Commission's mission, Bureau staff strives to balance the interests of insurance consumers with its duty to regulate Virginia's business responsibly.

The Bureau is divided into the following five divisions: The Financial Regulation Division licenses, analyzes, and examines insurance companies and, if necessary, takes steps to resolve financial problems before a company becomes unable to meet its obligations; the Life and Health Market Regulation Division regulates the activities of life insurers, accident and sickness insurers, health service plans, and health maintenance organizations; the Property and Casualty Market Regulation Division regulates the activities of property and casualty insurers (automobile and homeowners); the Agent Regulation Division licenses and regulates the activities of licensed insurance agents, agencies and public adjusters; and the Policy, Compliance and Administration Division monitors state and federal legislation impacting insurance regulation, prepares reports and studies for the Bureau, collects various special taxes and assessments on insurance companies, and supports the other Bureau divisions in an auxiliary role in performing their respective regulatory functions. .

The regulatory functions of the Bureau include: (1) monitoring the activities of insurance agents, agencies and public adjusters to ensure their actions comply with state law; (2) answering questions and assisting consumers with problems concerning insurance companies or agents by investigating consumer complaints; (3) conducting on-site field examinations of insurance company practices in Virginia to ensure compliance with state law and to verify whether claims are paid on a timely basis, underwriting decisions are not unfairly discriminatory, and that marketing materials are not misleading; (4) promoting and protecting the interests of covered persons under managed care health insurance plans (MCHIP) and assisting consumers in understanding and exercising their rights of appeal of adverse decisions made by MCHIPs; and (5) evaluating insurance policies and rates to ensure compliance with state law, that policies are written in understandable language, and that premiums charged are reasonable and not unfairly discriminatory.

**SUMMARY OF 2019 ACTIVITIES**

New insurance companies licensed to do business in Virginia	31
Insurance company financial statements analyzed	1,093
Financial examinations of insurance companies conducted	22
Property and Casualty insurance rules, rates and form submissions	3,658
Life and Health insurance policy forms and rates submissions	2,583
Property and Casualty insurance complaints received	2,277
Life and Health insurance complaints received	1,969
Market conduct examinations completed by the Life and Health Division	2
Market Regulation Continuum Actions completed by the Life and Health Division	16
Market conduct examinations completed by the Property and Casualty Division	8
Market Regulation Continuum Actions completed by the Property and Casualty Division	31
Insurance agents and agencies licensed	262,399
Assessment audits	1,626
Ombudsman Office inquiries received	463
Individuals assisted by Ombudsman Office in appealing MCHIP denials	116

**EXTERNAL APPEAL FISCAL YEAR 2019**

Number of External Review (ER) Requests Reviewed	629
Eligible ER Requests	157
Ineligible ER Requests	472
Final Adverse Decision Upheld by Reviewer	91
Final Adverse Decision Overturned by Reviewer	63
Final Adverse Decision Modified or Partially Overturned	2
Health Carrier Reversed Itself	1
Terminated or Withdrawn	0

**NOTICE OF INSURANCE-RELATED ENTITIES IN RECEIVERSHIP**

Pursuant to Virginia Code § 38.2-1517, please TAKE NOTICE that the following insurance-related entities are in receivership under authority of various provisions of Title 38.2 of the Code of Virginia:

HOW Insurance Company, a Risk Retention Group, Home Owners Warranty Corporation and Home Warranty Corporation (the HOW Companies). Date of receivership: October 7, 1994. The company will not resume the transaction of the business of insurance. For more information/updates you can e-mail [www.howcorp.com](http://www.howcorp.com).

The Commission is the Receiver, and Commissioner of Insurance Scott A. White is the Deputy receiver, of HOW. Any inquiries concerning the conduct of the receivership of HOW may be directed to their Special Deputy Receiver, Patrick H. Cantilo, Esquire, Cantilo & Bennett, LLP, Suite 300, 11401 Century Oaks Terrace, Austin, Texas 78758.

ANNUAL REPORT OF THE STATE CORPORATION COMMISSION

Reciprocal of America (ROA) and The Reciprocal Group (TRG). Date of receivership: January 29, 2003. An Order of Liquidation with a Finding of Insolvency and Directing the Cancellation of Direct Insurance Policies was entered on June 20, 2003, and on October 28, 2003, the proposed plan of liquidation was approved by entry of an Order Setting Final Bar Date and Granting the Deputy Receiver Continuing Authority to Liquidate Companies.

The Commission is the Receiver, and the Commissioner of Insurance, Scott A. White, is the Deputy Receiver of ROA and TRG. Any inquiries concerning the conduct of the receivership of ROA and TRG may be directed to Donald C. Beatty, at the Bureau of Insurance or by e-mail at [www.reciprocalgroup.com](http://www.reciprocalgroup.com).

Southern Title Insurance Corporation (STIC). Date of receivership: December 20, 2011. The State Corporation Commission was named receiver for STIC by the Circuit Court of the City of Richmond. An Order of Liquidation with a Finding of Insolvency was entered on July 28, 2014.

The Commission is the Receiver, and the Commissioner of Insurance, Scott A. White, is the Deputy Receiver of STIC. Any inquiries concerning the conduct of the receivership of STIC may be directed to Donald C. Beatty, at the Bureau of Insurance.

**COMPARISON OF FEES AND TAXES COLLECTED BY THE BUREAU OF INSURANCE  
FOR THE FISCAL YEARS ENDING JUNE 30, 2018, AND JUNE 30, 2019**

<u>General Fund</u>	<u>2018</u>	<u>2019</u>	Increase or Decrease
Gross Premium Taxes of Insurance Companies	\$0.00	\$0.00	\$0.00
Fraternal Benefit Societies Licenses	460.00	500.00	40.00
Interest on Delinquent Taxes	0.00	0.00	0.00
Penalty on non-payment of taxes by due date	6,000.00	0.00	(6,000.00)
<u>Special Fund</u>			
Company License Application Fee	18,500.00	17,000.00	(1,500.00)
Health Maintenance Organization License Fee	0.00	0.00	0.00
Automobile Club/ Agent Licenses	0.00	0.00	0.00
Insurance Premium Finance Companies Licenses	13,700.00	13,600.00	(100.00)
Fraternal Benefit Societies Licenses	0.00	0.00	0.00
Agents Appointment Fees	15,238,120.00	16,206,920.00	968,800.00
Surplus Lines Broker Licenses	131,600.00	138,750.00	7,150.00
Home Service Contract Providers License Fee	0.00	0.00	0.00
Title Settlement Agents Fee	74,780.00	6,600.00	(68,180.00)
Producer License Application Fees	1,148,130.00	1,276,280.00	128,150.00
Surety Bail Bondsmen License Fee	0.00	0.00	0.00
P&C Consultant License Fees	75,850.00	76,500.00	650.00
Recording, Copying, and Certifying Public Records Fee	709.50	255.00	(454.50)
SCC Bad Check Fee	1,645.00	2,905.00	1,260.00
Managed Care Health Ins. Plan Appeals Fee	0.00	0.00	0.00
Administrative Penalty Payment	0.00	0.00	0.00
State Publication Sales	0.00	0.00	0.00
Assessments to Insurance Companies for			
Maintenance of the Bureau of Insurance	9,495,657.88	10,475,001.00	979,343.12
Reinsurance Intermediary Broker Fees	1,000.00	2,000.00	1,000.00
Reinsurance Intermediary Managers Fee	500.00	0.00	(500.00)
Managing General Agent Fees	8,000.00	6,000.00	(2,000.00)
Viatical Settlement Provider Lie Fees	7,400.00	7,400.00	0.00
Viatical Settlement Broker Lie Fees	8,700.00	9,250.00	550.00
MCHIP Assessment	0.00	0.00	0.00
Public Adjusters	19,440.00	54,250.00	34,810.00
Appointment Fee Penalty	57,200.00	49,250.00	(7,950.00)
Miscellaneous Revenue	1,630.00	(1,475.00)	(3,105.00)
Recovery of Prior Year Expenses	372,268.44	30,123.00	(342,145.44)
Fire Programs Fund	39,269,680.68	41,350,456.00	2,080,775.32
Fire Programs Fund Interest	34,175.23	111,675.00	77,499.77
DMV Uninsured Motorist Transfer	1,409,802.94	4,008,122.00	2,598,319.06
Flood Assessment Fund	342,986.91	336,713.00	(6,273.91)
Heat Assessment Fund	2,262,462.96	2,389,075.00	126,612.04
Fines Imposed by State Corporation Commission	1,348,862.13	834,195.00	(514,667.13)
Fraud Assessment Fund	6,599,288.60	6,924,833.00	325,544.40
Fraud Assessment Interest	7,036.40	21,450.00	14,413.60
<b>Total</b>	<b>\$77,955,586.67</b>	<b>\$84,347,628.00</b>	<b>\$6,392,041.33</b>