

BEFORE THE IOWA INSURANCE COMMISSIONER

IN THE MATTER OF)	ORDER AND CONSENT TO ORDER
FAMILY LIFE INSURANCE COMPANY)	
NAIC COMPANY CODE # 63053)	DIVISION FILE NO.: 82269

Now comes the Iowa Insurance Division ("Division"), pursuant to the provisions of the Iowa Insurance Trade Practices Act – chapter 507B. The Division alleges that Family Life Insurance Company ("Family Life") failed to timely respond to the Division's inquiry pursuant to Iowa Code § 507B.4A (2013). Family Life consents to the entry of this Order. Family Life admits that the Iowa Insurance Division has personal jurisdiction over it and has subject matter jurisdiction over this matter.

I. PARTIES AND JURISDICTION

1. The Commissioner of Insurance, Nick Gerhart, pursuant to Iowa Code § 505.8 (2013), administers the Iowa Insurance Trade Practices Act – Iowa Code Chapter 507B.
2. Family Life Insurance Company ("Family Life") has a last known business mailing address of P.O. Box 149138, Austin, TX 78714-9138.
3. Family Life is and has been an Iowa licensed insurer since May 17, 1965.

II. FACTUAL ALLEGATIONS

4. On October 22, 2013, the Division received a complaint from an Iowa resident regarding Family Life continuing to take premiums from her checking account after a request to cancel the Medicare supplement policy.
5. On October 29, 2013, the Division sent an initial complaint with cover letter by first class U.S. mail to the attention of Robert Coleman, the identified contact person for Family Life as reported with his last known address to the Division as part of Family Life's certificate of

authority through the State Based Systems reporting system administered by the National Association of Insurance Commissioners ("SBS").

6. On November 21, 2013, the Division sent a follow up message to Robert Coleman via email. The Division used the email address on file with the complaint contact information obtained from SBS.

7. On December 5, 2013, the Division sent a second follow up message to Robert Coleman via email which included the first follow up email of November 21, 2013.

8. On January 2, 2014, a Division staff member telephoned Robert Coleman at the telephone number shown on SBS. The Division staff member received a voicemail greeting that introduced the speaker as Bob Coleman. A message was left identifying the Division staff member, the purpose of the call and a request to return the phone call to the phone number given.

9. To date the Division has not been contacted by or received a response from Family Life or Robert Coleman regarding the Iowa complaint.

III. VIOLATION OF IOWA INSURANCE LAWS AND REGULATIONS

FAILURE TO TIMELY RESPOND TO THE DIVISION'S INQUIRY

10. Paragraphs 1 – 9 are incorporated by reference.

11. Family Life failed or refused to respond to an inquiry by the Division in violation of Iowa Code §§ 507B.4A (2013).

12. The violation of Iowa Code Chapters 507B and applicable rules is grounds for revocation, suspension, censure, and/or the imposition of a civil penalty and an order requiring such person to cease and desist from the acts, methods or practices stated in this statement of charges pursuant to Iowa Code §§ 507B.6 and 507B.7 (2013).

ORDER

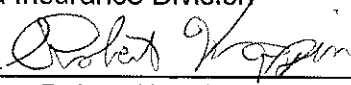
WHEREFORE, IT IS ORDERED pursuant to the powers granted to the Commissioner of Insurance by Iowa Code § 507B.4 and 507B.7 that:

1. Family Life shall cease and desist violating Iowa Code chapter 507B and its rules, specifically including any violation of Iowa Code § 507B.4A for failure or refusal to timely respond to an inquiry by the Division.
2. Family Life shall pay a civil penalty of \$1,000 to the Division upon the signing of this Order. A check for \$1,000 shall be made payable to the Iowa Insurance Division and remitted along with the signed Consent to Order to the Iowa Insurance Division, 601 Locust St., 4th Floor, Des Moines, Iowa 50309-3738 with attention to Robert Koppin, Enforcement Bureau Chief.
3. Family Life shall review and make necessary revisions to its written internal compliance procedures to insure timely and complete responses to consumer complaints received from state insurance regulators. Family Life shall submit a report to the Division within two months of the effective date of this Order concerning: (a) Family Life's supervisory and compliance policies and procedures as they relate to the handling of consumer complaints received from state insurance regulators; and (b) changes implemented to Family Life's complaint management policies and procedures.
4. If Family Life fails to comply with the requirement ordered in paragraph 3 of this section, a civil penalty of \$5,000 shall be immediately due and payable against Family Life.
5. Nothing contained in the Order shall in any way limit the right of the Division to institute administrative or legal action against Family Life for any other past conduct or future activity in violation of Iowa laws or regulations.

Dated this 19 day of February, 2014.



NICK GERHART
Iowa Insurance Commissioner

Iowa Insurance Division
By: 

Robert Koppin
Enforcement Bureau Chief

CONSENT TO ORDER

I, John McGettigan, being a duly authorized signatory, have read, understood, and do knowingly consent to this Order in its entirety. By executing this consent, I understand that I am waiving Family Life Insurance Company's rights to a hearing, to confront and cross-examine witnesses, to produce evidence, and to judicial review. I also understand that this Order is considered final administrative action that shall be reported to the National Association of Insurance Commissioners. I also understand that this Order is a public record under Iowa Code chapter 22 (2013), that will be disclosed to other state regulatory authorities, upon request, pursuant to Iowa Code section 505.8(6)(c) (2013). I also understand that the information contained in the Order will be posted to the Division's web site and a notation will be made to a publicly available web site record that administrative action has been taken against the company.

Dated this 17th day of February, 2014.

[Signature]
Duly Authorized Signatory

Subscribed and sworn before me by John McGettigan on this 17th day of February, 2014.

[Signature]
Notary Public for the state of Texas

