



THE STATE OF FLORIDA

OFFICE OF INSURANCE REGULATION MARKET INVESTIGATIONS

MARKET CONDUCT FINAL EXAMINATION REPORT

OF

AMERICAN GENERAL LIFE INSURANCE COMPANY

AS OF

January 13, 2011

NAIC COMPANY CODE: 60488

NAIC GROUP CODE: 0012

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EXECUTIVE SUMMARY

In June 2006, the Florida Legislature enacted the Freedom to Travel Act, which modified Florida's Unfair Trade Practices Act by placing prohibitions on life insurance limitations upon an individual based solely on the individual's past lawful foreign travel or future lawful travel plans. The Florida Unfair Trade Practices Act also prohibits the refusal to insure, or continue to insure, based on the individual's race, color, creed, marital status, sex, or national origin.

Rule 69D-2 Florida Administrative Code became effective in October 2006 to implement the provisions of Section 626.9891, Florida Statutes. This rule requires a higher level of detail and accountability for Insurer Anti-Fraud Special Investigative Unit (SIU) Description filings and Insurer Anti-Fraud Plan filings.

A target market conduct examination of American General Life Insurance Company was performed to determine compliance with Section 626.9541(1)(dd) and Section 626.9891, Florida Statutes and Rules 69O-125.003 and 69D-2, Florida Administrative Code.

No violations were found during the examination.

PURPOSE AND SCOPE OF EXAMINATION

The Office of Insurance Regulation (Office), Market Investigations, conducted a target market conduct examination of American General Life Insurance Company pursuant to Section 624.3161, Florida Statutes. The examination was performed by Examination Resources, LLC. The scope period of this examination was January 12, 2008 through June 30, 2010. The onsite examination began November 01, 2010 and ended January 13, 2011.

The purpose of this examination was to review compliance with Sections 626.9541(1)(dd) and 626.9891, Florida Statutes and Rules 69O-125.003 and 69D-2, Florida Administrative Code. In addition, verification of the Company's compliance with Consent Order 93119-07-CO was also reviewed.

The examination included the following procedures:

- Review policy applications to determine if applications were denied, issued in a manner other than applied for, had benefit changes or canceled solely on the individual's past lawful foreign travel experiences, or future lawful foreign travel plans, and compliance with Section 626.9541(1)(dd), Florida Statutes and Rule 69O-125.003, Florida Administration Code.
- Review Anti-Fraud Plan to ensure it has been filed and implemented as required by Rule 69D-2 Florida Administrative Code and Section 626.9891, Florida Statutes.

- Determine if Company provided notice to known Florida consumers negatively affected by the Company's foreign travel underwriting violations as required by Consent Order 93119-07-CO.
- Determine if Company implemented written standards as required by Consent Order 93119-07-CO.
- Determine if Company implemented annual training regarding Freedom of Travel provisions as required by Consent Order 93119-07-CO.
- Determine if Company complied with annual certification to the Office that training has taken place as required by Consent Order 93119-07-CO.
- Determine if Company has established a compliance office and provided quarterly reports to OIR as required by Consent Order 93119-07-CO.
- Determine if Company amended its underwriting guidelines as required by consent order. In addition, determine if the Company has incorporated into its underwriting guidelines a written procedure for enforcing compliance by management and staff processing Florida applications as required by Consent Order 93119-07-CO.

This Final Report is based upon information from the examiner's draft report, research conducted by the Office, and additional information provided by the Company. Procedures and conduct of the examination were in accordance with the *Market Regulation Handbook* produced by the National Association of Insurance Commissioners.

COMPANY OPERATIONS

American General Life Insurance Company is a foreign Life and Health insurer licensed to conduct business in the State of Florida on June 19, 1961. The Company provides Life, Group Life and Annuity, Variable Life, Credit Life, Variable Annuity, Accident and Health, and Credit Disability coverage in the State of Florida.

Total Direct Premiums Written in Florida for Life Insurance was as follows:

Year	Total Written Premium In Florida (Per Schedule T of the Annual Statement)
2007	228,285,738
2008	242,905,592
2009	179,425,792

LIFE APPLICATION REVIEW

I. FILE REVIEW

The examiners reviewed information contained in the Company's individual life and group life underwriting files, which could have included but was not limited to the application, field underwriting guidelines, telephone interviews, questionnaires, underwriting notes, correspondence with agents and consumers, medical records, financial information, and the Company's Agent's training materials.

The Company did not use applications that contained travel related questions and did not use travel questionnaires.

The Company received 25,215 applications for life insurance coverage during the scope period.

Declinations:

The examiners reviewed all 2,244 applications that were declined by the Company. There were no violations found.

Policies Issued With Limitations:

The examiners reviewed 14,287 policies that were issued with limitations, issued other than applied for or not issued in the best rating tier in which the applicant qualified for. There were no violations found.

Policy Benefit Change:

The examiners reviewed all 120 benefit changes that required an underwriting review. There were no violations found.

Canceled Policies:

The examiners reviewed all 3,835 cancelled policies. These included any policies cancelled for underwriting reasons or applications that were withdrawn, incomplete or not taken. There were no violations found.

II. COMPLETENESS AND ACCURACY TEST

The purpose of this review was to determine if any policy that was not subject to the review was completely and accurately reported in the data files provided by the Company.

A sample of 115 applications submitted during the scope of the examination were reviewed to verify that declinations, applications issued in a manner other than applied for, benefit changes, and cancelations were included on the respective listings provided by the Company. No violations were found.

ANTI-FRAUD PLAN REVIEW

The Company has submitted a description of its SIU in form DFS-L1-1689 as required by Rule 69D-2.003, Florida Administrative Code.

The Company has implemented its Anti-Fraud Plan as required by Section 626.9891, Florida Statutes.

No violations were found.

CONSENT ORDER REVIEW

The Company and the Office of Insurance Regulation entered into Consent Order, Case No: 93119-07-CO, dated November 6, 2008.

The examiners verified that the Company complied with all the requirements set forth by the Consent Order.

No violations were found.

EXAMINATION FINAL REPORT SUBMISSION

The Office hereby issues this Final Report based on information from the examiner's draft report, additional research conducted by the Office, and additional information provided by the Company.