

INSURER COMPLIANCE REPORT

October 31, 2024



Michael Yaworsky
Insurance Commissioner

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Purpose and Scope

Pursuant to section 624.315(4), Florida Statutes, the Florida Office of Insurance Regulation (OIR or office) shall:

Create a report detailing all actions of the office to enforce insurer compliance with this code and all rules and orders of the office or department during the previous year. For each of the following, the report must detail the insurer or other licensee or registrant against whom such action was taken; whether the office found any violation of law or rule by such party, and, if so, detail such violation; and the resolution of such action, including any penalties imposed by the office. The report must be published on the website of the office and submitted to the commission, the President of the Senate, the Speaker of the House of Representatives, and the legislative committees with jurisdiction over matters of insurance on or before January 31 of each year. The report must include, but need not be limited to:

- 1. The revocation, denial, or suspension of any license or registration issued by the office.*
- 2. All actions taken pursuant to s. 624.310.*
- 3. Fines imposed by the office for violations of this code.*
- 4. Consent orders entered into by the office.*
- 5. Examinations and investigations conducted and completed by the office pursuant to ss. 624.316 and 624.3161.*
- 6. Investigations conducted and completed, by line of insurance, for which the office found violations of law or rule but did not take enforcement action.*

Each quarter, the office shall create a report detailing all actions of the office to enforce insurer compliance during the previous quarter. The report must include, but need not be limited to, the subjects that must be included in the annual report under paragraph (a). The report must be submitted to the commission, the President of the Senate, the Speaker of the House of Representatives, and the legislative committees with jurisdiction over matters of insurance. The report is due on or before April 30, July 31, October 31, and January 31, respectively, for the immediately preceding quarter. The report due January 31 may be included within the annual report required under paragraph (a).

The office need not include within any report required under this subsection information that would violate any confidentiality provision included within any agreement, order, or consent order entered into or adopted by the office.

Organization of the Report

OIR is responsible for all activities concerning insurers and other risk bearing entities, including licensing, rates, policy forms, market conduct, claims, issuance of certificates of authority, solvency, viatical settlements, premium financing, and administrative supervision, as provided under the Florida Insurance Code or Chapter 636, Florida Statutes.

This report details market conduct actions taken by OIR's property and casualty and life and health market regulation and financial oversight business units against regulated entities during the third quarter of 2024 (July 1-September 30, 2024).

Prior OIR updates are available [here](#).

Regulated Entities License

The revocation, denial, or suspension of any license or registration issued by the office

During the third quarter of 2024, OIR did not issue any orders of revocation, denial, or suspension of any license or registration issued by OIR.

All Actions Taken Pursuant to s. 624.310, F.S.

During the third quarter of 2024, OIR did not issue any orders to companies to cease and desist.

Fines

Fines imposed by the office for violations of this code

Fines imposed against insurers serves as a market regulation penalty following an examination or investigation. Section 624.4211(1), Florida Statutes, provides that if OIR finds that one or more grounds exist for the discretionary revocation or suspension of a certificate of authority issued under Chapter 624, OIR may, in lieu of such revocation or suspension, impose a fine upon the insurer. Upon examination, a violation of the Florida Insurance Code could result in any of the following:

- For nonwillful violations, OIR may issue fines up to \$25,000 per violation, up to an aggregate amount of \$100,000 for all nonwillful violations arising out of the same action, related to a covered loss or claim caused by an emergency for which the Governor declared a state of emergency pursuant to s. 252.36, F.S.
- For all other nonwillful violations arising out of the same action, OIR may issue fines up to \$12,500 per violation, up to an aggregate amount of \$50,000.
- For knowing and willful violations of a lawful order or rule of the office or commission or a provision of this code, OIR may impose a fine upon the insurer up to \$200,000 for each such violation, up to an aggregate amount of \$1 million for violations arising out of the same action, related to a covered loss or claim caused by an emergency for which the Governor declared a state of emergency pursuant to s. 252.36, F.S.
- For all other knowing and willful violations arising out of the same action, OIR may issue fines up to \$100,000 per violation, up to an aggregate amount of \$500,000.

In the third quarter of 2024, OIR issued fines to 20 insurers. Details for each fine are available below:

Company	Violation	Line of Insurance	Fine Imposed	Consent Order
Adriatic Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Surplus Lines	\$3,000	327703-24 – Issued July 8, 2024

Amfirst Insurance Company	Failed to timely file the 2024 Gross Annual Premium Report, pursuant to s. 627.9175, F.S.	Life & Health	\$3,000	400074-24 – Issued August 21, 2024
Athome Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Property & Casualty	\$3,000	327704-24 – Issued June 11, 2024
Atlantic Specialty Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Property & Casualty	\$3,000	327711-24 – Issued August 13, 2024
Catlin Specialty Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Property & Casualty	\$3,000	3227709-24 – Issued August 13, 2024
Crum & Forster Indemnity Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Property & Casualty	\$3,000	327706-24 – Issued July 29, 2024
Crum & Forster Specialty Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Surplus Lines	\$3,000	327705-24 – Issued July 29, 2024
Cumis Specialty Insurance Company	Failed to timely file the 2024 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Surplus Lines	\$3,000	327702-24 – Issued September 30, 2024
First Mercury Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Surplus Lines	\$3,000	327708-24 – Issued July 29, 2024
Hamilton Insurance Dac	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Surplus Lines	\$3,000	327712-24 – Issued August 27, 2024
HDI Global Insurance Company	Failed to timely file its 2024 Annual Certification of Claims Handling Manuals Form, pursuant to s.627.4108(3), F.S.	Property & Casualty	\$12,500	329387-24 – Issued August 27, 2024
HDI Global Select Insurance Company	Failed to timely file the 2024 Annual Certification of Claims Handling Manuals Form, pursuant to s.627.4108(3), F.S.	Property & Casualty	\$12,500	329386-24 – Issued August 27, 2024

James River Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Surplus Lines	\$3,000	327701-24 – Issued July 8, 2024
Lio Insurance Company	Failed to timely file the 2024 Gross Annual Premium Report, pursuant to s. 627.9175, F.S.	Property & Casualty	\$ 12500	400075-24 – Issued August 7, 2024
MMM of Florida, Inc.	Failed to timely file Quarterly Comprehensive Health data as required by Section 641.27, F.S.	Life & Health	\$3,000	326920-24 – Issued June 5, 2024
Peleus Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Surplus Lines	\$3,000	327714-24 – Issued August 7, 2024
Pie Insurance Company (The)	Failed to timely file the 2024 Gross Annual Premium Report, pursuant to s. 627.9175, F.S.	Property & Casualty	\$6,250	400060-24 – Issued September 23, 2024
QBE Specialty Insurance Company	Failed to timely file the 2023 Professional Liability Claims Report pursuant to s. 627.912(1), F.S.	Surplus Lines	\$3,000	327715-24 – Issued August 7, 2024
Stillwater Property and Casualty Insurance Company	Failed to timely file the 2023 Personal and Commercial Residential Claims Litigation Reporting as required by 624.424(11), F.S. and Rule 690-171.011, F.A.C	Property & Casualty	\$3,000	326100-24 – Issued May 9, 2024
United Casualty Insurance Company of America	Failed to timely file a 2024 Quarterly Supplemental Reporting, pursuant to s. 624.424(10), F.S.	Property & Casualty	\$3,000	329506-24 – Issued August 27, 2024

Monetary Restitution

In the third quarter of calendar year 2024 and in addition to the fines imposed above, OIR required insurers to return \$68,913.90 in monetary restitution directly to Florida consumers in addition to completing other corrective actions upon conclusion of market conduct investigations and examinations. Year to date, insurers have returned a total of \$5,900,230.98 in restitution to Floridians.

Examinations and Investigations

Examinations and investigations conducted and completed by the office pursuant to ss. 624.316 and 624.3161

Financial Examinations

OIR monitors the financial condition of regulated entities through financial examinations. OIR is statutorily required to conduct a financial examination of each domestic insurer at least once every five years. During the second quarter of 2024, OIR’s property and casualty financial oversight business unit completed 0 financial examinations and OIR’s life and health financial oversight business unit completed 0 financial examinations.¹

Completed property and casualty financial examination reports are available on OIR’s website [here](#). Completed life and health financial examinations are available on OIR’s website [here](#).

Market Conduct Examinations

Company	Line of Insurance
Premium Finance Solutions, LLC	Premium Finance / Property & Casualty

Market Conduct Investigations

Company	Line of Insurance
Adriatic Insurance Company	Property & Casualty
American Family Life Insurance Company	Life & Health
American Family Life Insurance Company	Life & Health
American Family Life Insurance Company	Life & Health
American General Life Insurance Company	Life & Health
American General Life Insurance Company	Life & Health
American Life & Security Corp.	Life & Health
American Life & Security Corp.	Life & Health
American Life & Security Corp.	Life & Health
Ameritas Life Insurance Corp.	Life & Health
Ameritas Life Insurance Corp.	Life & Health

¹ This report specifically references examinations completed pursuant to ss. 624.316 and 624.3161, F.S. Some life and health financial examinations are completed pursuant to ss. 641.27 and 651.105, F.S. and are not included in this report.

Ameritas Life Insurance Corp.	Life & Health
Amfirst Insurance Company	Life & Health
Amfirst Insurance Company	Life & Health
Amfirst Insurance Company	Life & Health
Amfirst Insurance Company	Life & Health
Amwins Group Benefits, LLC	Life & Health
Anthem Life Insurance Company	Life & Health
AtHome Insurance Company	Property & Casualty
Atlanta Life Insurance Company	Life & Health
Atlantic Coast Life Insurance Company	Life & Health
Atlantic Coast Life Insurance Company	Life & Health
Atlantic Specialty Insurance Company	Property & Casualty
Avmed, Inc.	Life & Health
Avmed, Inc.	Life & Health
Benchmark Specialty Insurance Company	Property & Casualty
Beneficial Life Insurance Company	Life & Health
Caitlin Specialty Insurance Company	Property & Casualty
Clear Spring Health Insurance Company	Life & Health
Columbian Life Insurance Company	Life & Health
Columbian Life Insurance Company	Life & Health
Columbian Mutual Life Insurance Company	Life & Health
Columbian Mutual Life Insurance Company	Life & Health
Combined Insurance Company of America	Life & Health
Commercial Travelers Life Insurance Company	Life & Health
Croatian Fraternal Union of America	Life & Health
Croatian Fraternal Union of America	Life & Health
Croatian Fraternal Union of America	Life & Health

Crum & Forster Indemnity Company	Property & Casualty
Crum & Forster Specialty Insurance Company	Property & Casualty
Elixir Insurance Company	Life & Health
Elixir Insurance Company	Life & Health
Elixir Insurance Company	Life & Health
Equitable Financial Life and Annuity Company	Life & Health
Equitable Financial Life and Annuity Company	Life & Health
Equitable Financial Life Insurance Company	Life & Health
Equitable Financial Life Insurance Company	Life & Health
Equitable Financial Life Insurance Company of America	Life & Health
Equitable Financial Life Insurance Company of America	Life & Health
Equitrust Life Insurance Company	Life & Health
Equitrust Life Insurance Company	Life & Health
Equitrust Life Insurance Company	Life & Health
First Care, Inc.	Life & Health
First Care, Inc.	Life & Health
First Care, Inc.	Life & Health
First Catholic Slovak Union of The United States Of America And Canada	Life & Health
First Catholic Slovak Union of The United States Of America And Canada	Life & Health
First Catholic Slovak Union of The United States Of America And Canada	Life & Health
First Community Insurance Company	Property & Casualty
First Mercury Insurance Company	Property & Casualty
Greater Health Trust	Life & Health
Greater Health Trust	Life & Health
Greater Health Trust	Life & Health

Hamilton Insurance DAC	Property & Casualty
HDI Global Insurance Company	Property & Casualty
HDI Global Select Insurance Company	Property & Casualty
Health Options, Inc.	Life & Health
Independent Colleges and Universities Benefits Association, Inc.	Life & Health
Independent Colleges and Universities Benefits Association, Inc.	Life & Health
Independent Colleges and Universities Benefits Association, Inc.	Life & Health
James River Insurance Company	Property & Casualty
Liberty Bankers Life Insurance Company	Life & Health
Liberty Bankers Life Insurance Company	Life & Health
Lio Insurance Company	Life & Health
Midland National Life Insurance Company	Life & Health
MMM of Florida, Inc.	Life & Health
Monitor Life Insurance Company of New York	Life & Health
Monitor Life Insurance Company of New York	Life & Health
Monitor Life Insurance Company of New York	Life & Health
Mony Life Insurance Company	Life & Health
Mony Life Insurance Company	Life & Health
Mony Life Insurance Company	Life & Health
Mutual of America Life Insurance Company	Life & Health
Mutual of America Life Insurance Company	Life & Health
Mutual Savings Life Insurance Company	Life & Health
Nassau Life Insurance Company	Life & Health
National Benefit Life Insurance Company	Life & Health
National Slovak Society of The United States of Amer.	Life & Health
National Slovak Society of The United States of Amer.	Life & Health
National Slovak Society of The United States of Amer.	Life & Health

Neighborhood Health Partnership, Inc.	Life & Health
North American Company for Life And Health Insurance	Life & Health
Ohio State Life Insurance Company (The)	Life & Health
Ohio State Life Insurance Company (The)	Life & Health
Ohio State Life Insurance Company (The)	Life & Health
Order of United Commercial Travelers of America (The)	Life & Health
Order of United Commercial Travelers of America (The)	Life & Health
Order of United Commercial Travelers of America (The)	Life & Health
Pacific Life & Annuity Company	Life & Health
Pacific Life & Annuity Company	Life & Health
Pacific Life & Annuity Company	Life & Health
Peleus Insurance Company	Property & Casualty
PHL Variable Insurance Company	Life & Health
Promedical Plan PHC, Inc.	Life & Health
Promedical Plan PHC, Inc.	Life & Health
Protective Life and Annuity Insurance Company	Life & Health
Protective Life and Annuity Insurance Company	Life & Health
Protective Life and Annuity Insurance Company	Life & Health
Protective Life Insurance Company	Life & Health
Protective Life Insurance Company	Life & Health
Protective Life Insurance Company	Life & Health
Pruco Life Insurance Company	Life & Health
Pruco Life Insurance Company	Life & Health
QBE Specialty Insurance Company	Property & Casualty
Reliable Life Insurance Company	Life & Health
Reserve National Insurance Company	Life & Health
Reserve National Insurance Company	Life & Health

Reserve National Insurance Company	Life & Health
Sentinel Security Life Insurance Company	Life & Health
Sentinel Security Life Insurance Company	Life & Health
Serb National Federation	Life & Health
Serb National Federation	Life & Health
Serb National Federation	Life & Health
Shelterpoint Insurance Company	Life & Health
Slovene National Benefit Society	Life & Health
Slovene National Benefit Society	Life & Health
Stillwater Property and Casualty Insurance Company	Property & Casualty
Symetra Life Insurance Company	Life & Health
Symetra National Life Insurance Company	Life & Health
True Rx Management Services, Inc.	Life & Health
Truspire Retirement Insurance Company	Life & Health
Truspire Retirement Insurance Company	Life & Health
Truspire Retirement Insurance Company	Life & Health
United Casualty Insurance Company of America	Property & Casualty
United States Fire Insurance Company	Property & Casualty
USAA Life Insurance Company	Life & Health
USAA Life Insurance Company	Life & Health
USAA Life Insurance Company	Life & Health
West Coast Life Insurance Company	Life & Health
West Coast Life Insurance Company	Life & Health
West Coast Life Insurance Company	Life & Health
William Penn Life Insurance Company of New York	Life & Health

Investigations with Violations of Law or Rule

Investigations conducted and completed, by line of insurance, for which the office found violations of law or rule but did not take enforcement action

None during the reporting period.



www.FLOIR.com

J. Edwin Larson Building
200 E. Gaines Street
Tallahassee, Florida 32399
Phone: (850) 413-3140