



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

Market Conduct Report

of

Nationwide General Insurance Company

November 26, 2024

The Market Conduct Division of the Connecticut Insurance Department examined the market conduct practices of Nationwide General Insurance Company and affiliates using a sample period of July 6, 2023 through September 18, 2023. The examination was limited to Connecticut homeowner insurance business.

Nationwide General Insurance Company is domiciled in the state of Ohio. By authority granted under §38a-15 of the Connecticut General Statutes, this examination survey was conducted by Market Conduct examiners of the State of Connecticut Insurance Department (the Department) at the Department offices in Hartford, Connecticut.

The purpose of the examination survey was to evaluate the Company's market conduct practices in the State of Connecticut. The examiners reviewed the Company's response, which was limited to homeowner nonrenewals.

The Department's findings are as follows:

- Failure to provide documentation to substantiate the nonrenewal of certain homeowner policies

As it relates to the issues listed above, the Company was not in compliance with applicable Connecticut Statutes and Regulations.



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

----- X
 IN THE MATTER OF: DOCKET MC 24-131
 NATIONWIDE GENERAL INSURANCE COMPANY:
 -----X

STIPULATION AND CONSENT ORDER

It is hereby stipulated and agreed between Nationwide General Insurance Company and the State of Connecticut Insurance Department by and through Andrew N. Mais, Insurance Commissioner to wit:

I

WHEREAS, pursuant to a Market Conduct examination, the Insurance Commissioner alleges the following with respect to Nationwide General Insurance Company:

1. Nationwide General Insurance Company and affiliates, hereinafter referred to as Respondent, is domiciled in the State of Ohio and is licensed to transact property and casualty insurance in the State of Connecticut. The NAIC company code number is 23760.
2. From October 17, 2023 to August 1, 2024, the Department conducted an examination of Respondent's market conduct practices in the State of Connecticut covering the period July 6, 2023 through September 18, 2023.
3. During the period under examination, Respondent failed to follow established practices and procedures to ensure compliance with statutory requirements resulting in instances of:
 - (a) Failure to provide proper documentation to substantiate the nonrenewal of certain homeowner policies
4. The conduct described in paragraph three is in violation of Sections 38a-323(a)(1) of the Connecticut General Statutes and constitutes cause for the imposition of a fine or other administrative penalty under Sections 38a-2 and 38a-41 of the Connecticut General Statutes.

II

1. WHEREAS, Respondent admits the allegations in paragraphs three and four of Article I of this Stipulation and Consent Order; and
2. WHEREAS, Respondent agreed to undertake a complete review of its practices and procedures, with respect to those areas of concern, as described in the Market Conduct Report and this Stipulation, so that those areas of concern are compliant with Connecticut Statutes; and
3. WHEREAS, Respondent agreed to provide the Insurance Commissioner with a full report of findings and a summary of actions taken to comply with the requirements of paragraph two of this Section; and
4. WHEREAS, Respondent agrees to pay a fine in the amount of \$15,000 for the violations described herein; and
5. WHEREAS, Respondent, being desirous of terminating administrative action without the necessity of a formal hearing or further litigation, does consent to the making of this Consent Order and voluntarily waives:
 - a. any right to notice and a hearing; and
 - b. any requirements that the Insurance Commissioner's decision contain a statement of findings of fact and conclusions of law; and
 - c. any and all rights to object to or challenge before the Insurance Commissioner or in any judicial proceeding any aspect, provision or requirement of this Stipulation

NOW THEREFORE, upon the consent of the parties, it is hereby ordered and adjudged:

1. That the Insurance Commissioner has jurisdiction of the subject matter of this administrative proceeding.
2. That Respondent is fined the sum of Fifteen Thousand Dollars (\$15,000) for the violations herein above described.

Nationwide General Insurance Company

By: DocuSigned by:
Casie D'Silva
FEDC08990688990
(Representative of Insurance Company)

CERTIFICATION

The undersigned deposes and says that she/he has duly executed this Stipulation and Consent Order on this _____ day of _____ 2024, for and on behalf of Nationwide General Insurance Company; that she/he is the _____ of such company, and she/he has authority to execute and file such instrument.

By: _____

STATE OF

SS

COUNTY OF

On the _____ day of _____ 2024, before me personally appeared _____, sealer of the foregoing Stipulation and Consent Order, acknowledged same to be her/his act and deed.

Notary Public/Commissioner of The Superior Court

Section Below To Be Completed by State of Connecticut Insurance Department

Dated at Hartford, Connecticut this 23rd day of December 2024.



Andrew N. Mais
Insurance Commissioner