



# STATE OF CONNECTICUT

## INSURANCE DEPARTMENT

### Market Conduct Report

of

### New York Marine and General Insurance Company

May 27, 2025

The Market Conduct Division of the Connecticut Insurance Department examined by survey the market conduct practices of New York Marine and General Insurance Company using a sample period of January 1, 2023 through December 31, 2023. The examination survey was limited to Connecticut property and casualty insurance business.

New York Marine and General Insurance Company is domiciled in the State of New York. 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 survey response, which included new business, claims, complaints, and underwriting information requested for the examination period.

The Department's findings are as follows:

- Four (4) individuals acting as agent of Respondent without the required appointment.
- Twenty-two (22) instances where Respondent failed to send advance premium billing notice to policyholders within the required time frame
- One (1) instance where the Respondent negotiated a release from liability within fifteen days.
- Two (2) individuals adjusting claims without the required casualty adjuster's license.

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

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IN THE MATTER OF:

DOCKET MC 25-59

NEW YORK MARINE AND GENERAL INSURANCE COMPANY  
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### STIPULATION AND CONSENT ORDER

It is hereby stipulated and agreed between New York Marine and 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 New York Marine and General Insurance Company:

1. New York Marine and General Insurance Company, hereinafter referred to as Respondent, is domiciled in the State of New York and is licensed to transact property and casualty insurance in the State of Connecticut. The NAIC company code number is 16608.
2. From January 22, 2025 through May 27, 2025 the Department conducted an examination of Respondent's market conduct practices in the State of Connecticut covering the period January 1, 2023 through December 31, 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) Four (4) individuals acting as agent of Respondent without the required appointment.
  - (b) Twenty-two (22) instances where Respondent failed to send advance premium billing notice to policyholders within the required time frame
  - (c) One (1) instance where the Respondent negotiated a release from liability within fifteen days.

(d) Two (2) individuals adjusting claims without the required casualty adjuster's license.

4. The conduct described in paragraph three is in violation of Sections 38a-702m, 38a-323(b), 52-572a, and 38a-792(a) 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.

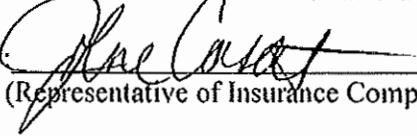
## II

1. WHEREAS, Respondent admits the allegations in paragraphs three and four of Article I of this Stipulation and Consent Order; and
2. WHEREAS, Respondent agrees 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 agrees 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 within ninety (90) days of the date of this document; and
4. WHEREAS, Respondent agrees to pay a fine in the amount of Twelve Thousand Five Hundred Dollars (\$12,500) 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 Twelve Thousand Five Hundred Dollars (\$12,500) for the violations herein above described.

New York Marine and General Insurance Company

By:  \_\_\_\_\_  
(Representative of Insurance Company)

Jolene Casatelli, Chief Legal and Claims Officer

#### CERTIFICATION

The undersigned deposes and says that she/he has duly executed this Stipulation and Consent Order on this 8th day of July 2025, for and on behalf of New York Marine and General Insurance Company; that she/he is the Chief Legal and Claims Officer of such company, and she/he has authority to execute and file such instrument.

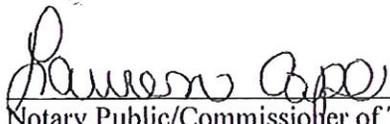
By:  \_\_\_\_\_

STATE OF New Jersey

SS

COUNTY OF Morris

On the 8th day of July 2025, before me personally  
appeared Jolene Casatelli, sealer  
of the foregoing Stipulation and Consent Order, acknowledged same to be her/his act and deed.

  
Notary Public/Commissioner of The Superior Court

LAUREN CAPO  
Notary Public, State of New Jersey  
Comm. # 0002353392  
My Commission Expires 01/31/2027

*Section Below To Be Completed by State of Connecticut Insurance Department*

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Dated at Hartford, Connecticut this 22nd day of July 2025.

  
Andrew N. Mais  
Insurance Commissioner