

BEFORE THE INSURANCE COMMISSIONER

FOR THE STATE OF DELAWARE

IN THE MATTER OF:)
)
STATE FARM FIRE AND CASUALTY CO.)
STATE FARM MUTUAL AUTOMOBILE)
INSURANCE)
) **DOCKET NO. 3817- 2018**
NAIC #'S 25143 & 25178)
)
One State Farm Plaza)
Bloomington, IL 61710)

STIPULATION AND CONSENT ORDER

THIS STIPULATION AND CONSENT ORDER is entered into as of August 13, 2018, by and between State Farm Fire and Casualty Company and State Farm Mutual Automobile Insurance Companies (“Respondent”) and the State of Delaware Department of Insurance (“the Department”). Respondent and the Department are collectively referred to herein as the “Parties.”

WHEREAS, Respondent is a property and casualty insurance company incorporated under Illinois law and authorized to conduct the business of insurance in the State of Delaware; and

WHEREAS, the Department, through its examiners, conducted a target market conduct examination (“Examination”) of Respondent’s affairs and practices as of April 30, 2017; and

WHEREAS, the Department, through its examiners, prepared and provided to Respondent for review and comments draft versions of a report of the Examination; and

WHEREAS, Respondent has reviewed and commented on such draft versions of the report of the Examination; and

WHEREAS, after considering Respondent's comments, the Department, through its examiners, has prepared a final report of the Examination, dated as of June 13, 2018 ("Final Examination Report"); and

WHEREAS, among other findings contained in the Final Examination Report, the Department concluded that the Respondent's practices and procedures did not comply with 18 *Del. C.* § 2304 – (16) (f) Unfair claim settlement practices. — No person shall commit or perform with such frequency as to indicate a general business practice any of the following:
f. Not attempting in good faith to effectuate prompt, fair and equitable settlements of claims in which liability has become reasonably clear; and

WHEREAS, after communications with the Department, Respondent desires to resolve this matter without recourse to any administrative hearing or court action (such as an appeal).

NOW, THEREFORE, IT IS AGREED, by and between Respondent and the Department as follows:

1. Respondent accepts the Final Examination Report, waives any right to a hearing thereon, and agrees that the Department may file the Final Examination Report without any further modifications.

2. Upon its execution of this Stipulation and Consent Order, Respondent shall pay to the Department an administrative penalty for the Notice Violations in the amount of Twenty Four Thousand Dollars (\$24,000.00). Respondent shall make its check for the administrative penalty payable to the "State of Delaware."

3. Respondent waives any right to challenge in an administrative or court proceeding any of the terms and conditions of this Stipulation and Consent Order.

4. This Stipulation and Consent Order is the free and voluntary act of Respondent, and its terms are binding upon Respondent and may be admitted into evidence in any judicial or

administrative proceeding against Respondent to enforce such terms. Respondent acknowledges that it has had a full opportunity to seek and receive advice of counsel on all matters related to this Stipulation and Consent Order.

5. This Stipulation and Consent Order contains all of the terms and conditions agreed to by the parties and constitutes the final agreement between Respondent and the Department.

6. No change, amendment, or modification hereto shall be effective or binding unless it is in writing, dated, and signed by the parties.

7. If the Department fails to act on any one or more defaults by Respondent, such failure to act shall not be a waiver of any rights hereunder on the part of the Department to declare Respondent in default and to take such action as may be permitted by this Stipulation and Consent Order or by law.

8. This Stipulation and Consent Order may be signed in duplicate, and both documents shall be considered originals. The person executing this Stipulation and Consent Order on behalf of Respondent shall acknowledge his or her signature before a Notary Public and, by executing this Stipulation and Consent Order, certifies that he or she is duly authorized to execute this Stipulation and Consent Order on behalf of Respondent. Respondent agrees that an uncertified copy of this Stipulation and Consent Order shall be valid as evidence in any proceeding for purposes of enforcement.

9. This Stipulation and Consent Order shall survive Respondent and be enforceable against its successors, transferors, or assigns.

[Signature Page Follows]

**STATE FARM FIRE AND CASUALTY DELAWARE INSURANCE DEPARTMENT
COMPANY**

**STATE FARM MUTUAL AUTOMOBILE
INSURANCE COMPANY**

JOHN BURNS
JOHN BURNS
Vice President Operations - Claims
Date: AUGUST 8, 2018

Trinidad Navarro
TRINIDAD NAVARRO
Insurance Commissioner
Date: 8/13/18

Witness to Respondent's Signature
Name: Mania Jance
Title: Secretary
Date: August 8, 2018

STATE OF Florida)
) SS.
COUNTY OF Polk)

The foregoing instrument was acknowledged before me this 8th day of August 2018,
by John Burns, who is personally known to me or who has produced
_____ as identification, and who certified that he or she is duly authorized to
execute this document on behalf of Respondent.

GIVEN under my Hand and Seal of office, the day and year aforesaid.

Rosa Arguelles
NOTARY PUBLIC
Rosa Arguelles
PRINT NAME

MY COMMISSION EXPIRES _____

