

**BEFORE THE INSURANCE COMMISSIONER
FOR THE STATE OF DELAWARE**

IN THE MATTER OF:	)	
	)	
USAA CASUALTY INSURANCE CO.	)	DOCKET NO. 4894
NAIC #25968	)	
	)	
USAA GENERAL INDEMNITY CO	)	
NAIC #18600	)	
	)	
UNITED SERVICES AUTOMOBILE ASSOC	)	
NAIC #25941	)	
	)	
GARRISON PROPERTY AND CASUALTY	)	
INSURANCE CO	)	
NAIC #21253	)	

STIPULATION AND CONSENT ORDER

THIS STIPULATION AND CONSENT ORDER is entered into as of September 9, 2022, by and between the USAA Group (the “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 company incorporated under Texas 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 January 1, 2018; and December 31, 2020.

WHEREAS, pursuant to 18 *Del. C.* § 321(c), the Department provided Respondent with a verified written report of examination under oath (the “Examination Report”); and

WHEREAS, Respondent has reviewed and provided the Department with comments on the Examination Report; and

WHEREAS, after considering Respondent's comments, the Department, through its examiners, has prepared a final report of the Examination, dated as of December 31, 2020 (the "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 the below-listed statutory and regulatory provisions (collectively, the "Violations"):

18 Del. C. § 2304 (16) (f) Unfair claim settlement practices;

18 Del. C. § 3904 (b)(1) and (b)(2). Cancellation or nonrenewal of automobile policy;

18 Del. C. § 3909 (b). Automobile insurance; exclusion, cancellation or nonrenewal;

18 Del. C. § 4122 (c). Notification and reasons for declination or termination;

18 Del. Admin. C. § 902 1.2.1.5 Prohibited Unfair Claim Settlement Practices;

Forms and Rates Bulletin No. 39 Notice of Change in Department Address and Instructions on Updating Forms

and

WHEREAS, following arms-length communications with the Department, Respondent desires to resolve this matter without recourse to any administrative hearing or court action.

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

1. All of the recitals set forth above are hereby incorporate herein and made a part of this Stipulation and Consent.

2. 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. The Department shall post a copy of the Final Examination Report and this Stipulation and Consent on the Department's public website.

3. Respondent shall immediately implement corrective actions (the “Corrective Actions”) for any and all Exceptions and Recommendations included in the Final Examination Report and shall report completion of the Corrective Actions to the Department within thirty (30) days of the date of this Stipulation and Consent Order. Within one year of the date of the Final Examination Report, the Department may re-examine the Exceptions and Recommendations in the Final Examination Report and determine whether the Corrective Actions were appropriate, properly implemented, and effective. If Respondent continues to be out of compliance by either failing to timely submit the Corrective Actions to the Department, or as determined by the Department’s re-examination, the Department may issue additional penalties, including but not limited to, additional administrative monetary penalties, prohibiting new business in the State of Delaware, and suspension or revocation of the Respondent’s certificate of authority.

4. Upon execution of this Stipulation and Consent Order, Respondent shall pay to the Department an administrative penalty for the Violations in the amount of Sixty-Two Thousand Dollars (\$62,000.00). Payment shall be in the form of a check made payable to the “State of Delaware.”

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

6. 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 for any purpose. 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.

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

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

9. 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 any applicable law.

10. 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.

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

[Signature Page Follows]

USAA CASUALTY INSURANCE
CO
NAIC #25968

DELAWARE DEPARTMENT OF INSURANCE

USAA GENERAL INDEMNITY CO
NAIC #18600

UNITED SERVICES
AUTOMOBILE ASSOC
NAIC #25941

GARRISON PROPERTY AND
CASUALTY INSURANCE CO
NAIC #21253


Daniel Dilley
AVP, P&C Compliance
20th September, 2022


Trinidad Navarro
Insurance Commissioner
September 29, 2022

Witness to Respondent's Signature

Name:

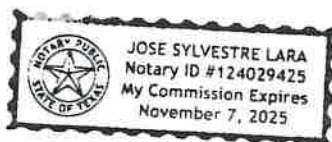
Title:

Date:

STATE OF Texas)
) SS.
COUNTY OF Bexar)

The foregoing instrument was acknowledged before me this 20th day of September 2022, by Daniel Dilley, who is personally known to me or who has produced Employee Id 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.




NOTARY PUBLIC

Jose Sylvestre Lara
PRINT NAME

November 7, 2025
MY COMMISSION EXPIRES