



STATE OF CONNECTICUT
INSURANCE DEPARTMENT

Market Conduct Report

of

Nationwide Life and Annuity Insurance Company

July 31, 2019

The Market Conduct Division of the Connecticut Insurance Department examined by survey the market conduct practices of Nationwide Life and Annuity Insurance Company using a sample period of January 1, 2017 through December 31, 2017. The examination survey was limited to Connecticut Life & Health insurance business.

Nationwide Life and Annuity Insurance Company has its home office 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 survey response, which included new business, claims, complaints and underwriting information requested for the examination period.

The Department's findings are as follows:

- Eleven (11) producers acting as agent of Respondent without required appointments

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 19-60
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY:
-----X

STIPULATION AND CONSENT ORDER

It is hereby stipulated and agreed between Nationwide Life and Annuity 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 Life and Annuity Insurance Company:

1. Nationwide Life and Annuity Insurance Company, hereinafter referred to as Respondent, is domiciled in the State of Ohio and is licensed to transact life and health insurance in the State of Connecticut. The NAIC company code number is 92657.
2. From April 1, 2019 through June 25, 2019, the Department conducted an examination of Respondent's market conduct practices in the State of Connecticut covering the period from January 1, 2017 through December 31, 2017.
3. During the period under examination, Respondent failed to follow established practices and procedures to ensure compliance with statutory requirements, resulting in the instances of:
 - a) Eleven (11) producers acting as agents of Respondents without required appointments
4. The conduct as described above violates §§38a-702m of the Connecticut General Statutes, and constitutes cause for the imposition of a fine or other administrative penalty under §38a-2 of the Connecticut General Statutes.

II

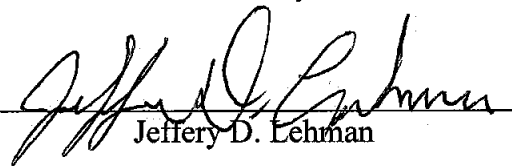
1. WHEREAS, Respondent admits to the allegations contained in paragraphs three and four of Article I of this Stipulation; and
2. WHEREAS, Respondent agrees to undertake a complete review of its practices and procedures to enhance compliance with Connecticut statutes in the areas of concern, as described in the Market Conduct Report and this Stipulation; and
3. WHEREAS, Respondent agrees to provide the Insurance Commissioner with a summary of actions taken to comply with the recommendations in the Market Conduct Report within ninety (90) days of the date of this document; and
4. WHEREAS, Respondent agrees to pay a fine in the amount of \$16,500 for the violations described herein; and
5. WHEREAS, Respondent, being desirous of terminating this proceeding without the necessity of a formal proceeding or further litigation, does consent to the making of this Consent Order and voluntarily waives:
 - a. any right to a hearing; and
 - b. any requirement 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 Sixteen Thousand Five Hundred (\$16,500) for the violations herein above described.

Nationwide Life and Annuity Insurance Company

By: _____


Jeffery D. Lehman

CERTIFICATION

The undersigned deposes and says that he/she has duly executed this Stipulation and Consent Order on this 20th day of August 2019 for and on behalf of Nationwide Life and Annuity Insurance Company, that he is the Associate Vice President, Nationwide Financial Services Licensing Registrations & Commissions of such company, and he has authority to execute and file such instrument.

By: Jeffery D. Lehman
Jeffery D. Lehman

State of: OHIO

County of: FRANKLIN

Personally appeared on this 20th day of August 20, 2019 Jeffery D. Lehman signer and sealer of the foregoing Stipulation and Consent Order, acknowledged same to be his free act and deed before me.

David P. Reynolds
Notary Public/Commissioner of the Superior Court



DAVID P. REYNOLDS
Notary Public, State of Ohio
My Commission Expires 11-15-2021

Section Below To Be Completed by State of Connecticut Insurance Department

Dated at Hartford, Connecticut this 26th day of August 2019.

Andrew N. Mais
Insurance Commissioner