



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

Market Conduct Report

of

GuideOne Mutual Insurance Company

October 7, 2021

The Market Conduct Division of the Connecticut Insurance Department examined by survey the market conduct practices of GuideOne Mutual Insurance Company using a sample period of January 1, 2019 through December 31, 2019. The examination survey was limited to Connecticut Property and Casualty insurance business.

GuideOne Mutual Insurance Company is domiciled in the State of Iowa. 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:

- One (1) individual acting as casualty adjuster for GuideOne Mutual Insurance Company that was not licensed to adjust claims in Connecticut.

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



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

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IN THE MATTER OF: DOCKET MC 21-46
GUIDEONE MUTUAL INSURANCE COMPANY:
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STIPULATION AND CONSENT ORDER

It is hereby stipulated and agreed between GuideOne Mutual 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 Commissioner alleges the following with respect to GuideOne Mutual Insurance Company:

1. GuideOne Mutual Insurance Company, hereinafter referred to as Respondent, is domiciled in the State of Wisconsin and is licensed to transact property and casualty insurance in the State of Connecticut. The NAIC GuideOne Mutual Insurance Company code number is 15032.
2. From March 10, 2021 through October 7, 2021, the Department conducted an examination of Respondent's market conduct practices in the State of Connecticut covering the period January 1, 2019 through December 31, 2019.
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. unlicensed individual acting as casualty adjuster
4. The conduct described in paragraph three is in violation of Section 38a-792 and constitutes cause for the imposition of a fine or other administrative penalty under Sections 38a-2, 38a-41 and 38a-817 of the Connecticut General Statutes.

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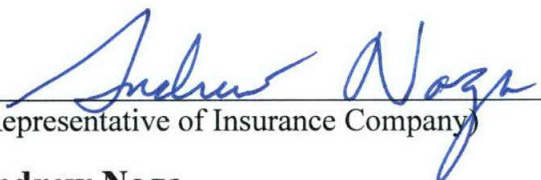
1. WHEREAS, Respondent admits the allegations in paragraphs three and four of Article I of this Stipulation and Consent Order; and

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 \$2,000.00 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 Department has jurisdiction of the subject matter of this administrative proceeding.
2. That Respondent is fined the sum of Two Thousand Dollars (\$2,000.00) for the violations herein above described.

GuideOne Mutual Insurance Company

By: 
(Representative of Insurance Company)

Andrew Noga
SVP, Corporate Secretary & General Counsel

CERTIFICATION

The undersigned deposes and says that she/he has duly executed this Stipulation and Consent Order on this 19th day of October 2021, for and on behalf of GuideOne Mutual Insurance Company; that she/he is the SVP, Corporate Secretary & General Counsel of such company, and she/he has authority to execute and file such instrument.

By: Andrew Noga
Andrew Noga
STATE OF **IOWA**

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COUNTY OF **POLK**

On the 19th day of October 2021, before me personally appeared Andrew Noga, sealer of the foregoing Stipulation and Consent Order, acknowledged same to be her/his act and deed.

Greg Kendrick
Notary Public/Commissioner of The Superior Court
Greg Kendrick - Notary Public



My commission expires 1-22-2023

Section Below To Be Completed by State of Connecticut Insurance Department

Dated at Hartford, Connecticut this 26 day of October 2021.

Andrew N. Mais
Andrew N. Mais
Insurance Commissioner