



NEWS RELEASE

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DORA's Division of Insurance Fines Time Insurance Company (Assurant Health) \$90,000 for Market Conduct Violations Affecting Consumers

A market conduct examination completed by DORA's Colorado Division of Insurance found violations of Colorado's insurance laws, announced Commissioner Marcy Morrison. Time Insurance Company, which does business under the name of Assurant Health, was recently examined. The final market conduct order reflected a fine of \$90,000 for the various violations that were identified.

"Our market conduct examiners do meticulous work in reviewing a company's files to determine if the company is in compliance with Colorado insurance laws," said Insurance Commissioner Marcy Morrison. "When we discover violations, we make sure the company implements necessary changes promptly. Market conduct examinations are one way we ensure laws are enforced and the consumer's interests are protected."

The market conduct examination, which covered calendar year 2007, found violations on a number of issues, including:

- failure to maintain required records,
- failure to include a required disclosure regarding portability of prior coverage in its marketing and application materials for short term medical policies,
- failure in some instances to pay, deny, or settle claims within the time frames required by law,
- failure, in some instances, to accurately track the number of days required to adjudicate claims,
- failure to accurately display the actual name of the company on claims information and explanation of benefits statements.

The company has responded to the final agency order and submitted payment of the fine on Friday, July 10.

Copies of this and other market conduct examination reports and final agency orders are available on the Division of Insurance's website, <http://www.dora.state.co.us/insurance/mcexam/mcexam.htm>

DORA's Division of Insurance conducts market conduct examinations of insurance companies to be sure that the companies are in compliance with Colorado insurance law and regulations with respect to rating, underwriting and claim practices. Exams can be scheduled based on consumer complaint activity, special requests, or at regular intervals. The investigation determines if an insurer has followed laws relating to the distribution of products to consumers and settlement of claims.

Market conduct examination reports document the findings of the Division's examiners. The reports indicate violations of the law, if any, discovered during the exam. The reports also summarize actions taken by the insurers to correct the alleged non-compliant practices.

DORA is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado. Consumer protection is our mission.

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