

**IN THE DEPARTMENT OF INSURANCE, FINANCIAL  
INSTITUTIONS AND PROFESSIONAL REGISTRATION  
STATE OF MISSOURI**

*In Re:* )  
 )  
AMERICAN FAMILY MUTUAL ) **Market Conduct Exam No. 1503-88-TGT**  
INSURANCE COMPANY )  
(NAIC # 19275) )  
 )

**ORDER OF THE DIRECTOR**

NOW, on this 6<sup>th</sup> day of November 2015, Director John M. Huff, after consideration and review of the market conduct examination of American Family Mutual Insurance Company (NAIC #19275) (hereafter referred to as “American Family”), examination number 1503-88-TGT, and the Stipulation of Settlement and Voluntary Forfeiture (“Stipulation”), does hereby issue the following orders:

This order, issued pursuant to §374.205.2(5) RSMo 2000, §374.280, and §374.046.15. RSMo (Cum. Supp. 2013), is in the public interest.

**IT IS THEREFORE ORDERED** that American Family and the Division of Insurance Market Regulation having agreed to the Stipulation, the Director does hereby approve and agree to the Stipulation.

**IT IS FURTHER ORDERED** that American Family shall not engage in any of the violations of law and regulations set forth in the Stipulation and shall implement procedures to place American Family in full compliance with the requirements in the Stipulation and the statutes and regulations of the State of Missouri and to maintain those corrective actions at all

times.

**IT IS FURTHER ORDERED** that American Family shall pay, and the Department of Insurance, Financial Institutions and Professional Registration, State of Missouri, shall accept, the Voluntary Forfeiture of \$2,000 payable to the Missouri State School Fund.

**IT IS SO ORDERED.**

**IN WITNESS WHEREOF**, I have hereunto set my hand and affixed the seal of my office in Jefferson City, Missouri, this 6<sup>th</sup> day of November, 2015.



John M. Huff  
Director



**IN THE DEPARTMENT OF INSURANCE, FINANCIAL  
INSTITUTIONS AND PROFESSIONAL REGISTRATION  
STATE OF MISSOURI**

<b>In Re:</b>	)	
	)	
<b>AMERICAN FAMILY MUTUAL</b>	)	<b>Market Conduct Examination</b>
<b>INSURANCE COMPANY</b>	)	<b>No. 1503-88-TGT</b>
<b>(NAIC # 19275)</b>	)	
	)	

**STIPULATION OF SETTLEMENT AND VOLUNTARY FORFEITURE**

It is hereby stipulated and agreed by the Division of Insurance Market Regulation (hereinafter, the "Division"), and American Family Mutual Insurance Company (NAIC #19275) (hereinafter, "American Family") as follows:

WHEREAS, the Division is a unit of the Missouri Department of Insurance, Financial Institutions and Professional Registration (hereinafter, the "Department"), an agency of the State of Missouri, created and established for administering and enforcing all laws in relation to insurance companies doing business in the State in Missouri; and

WHEREAS, American Family has been granted a certificate of authority to transact the business of insurance in the State of Missouri; and

WHEREAS, the Division called a Market Conduct Examination of American Family based upon findings contained in a Market Conduct Investigation; and

WHEREAS, based on the Market Conduct Investigation the Division alleges that:

1. American Family failed to include a payment for sales tax in two commercial automobile policy first party total loss settlements even though American Family's policy provided for payment of the sales tax in violation of §§ 375.445,<sup>1</sup> 375.936(13), 375.1007(1), and 375.1007(4) and 20 CSR 100-1.020(1)(A);

WHEREAS, the American Family Business/Commercial Auto policy provides that "If we pay for the "loss", our payment will include the applicable sales tax for the damaged or stolen property."

WHEREAS, the Division, and American Family have agreed to resolve the issues raised in

the Market Conduct Examination and Market Conduct Investigation as follows:

A. **Scope of Agreement.** This Stipulation of Settlement and Voluntary Forfeiture (hereinafter, "Stipulation") embodies the entire agreement and understanding of the signatories with respect to the subject matter contained herein. The signatories hereby declare and represent that no promise, inducement or agreement not herein expressed has been made, and acknowledge that the terms and conditions of this agreement are contractual and not a mere recital.

B. **Remedial Action.** American Family agrees to take remedial action bringing it into compliance with the statutes and regulations of Missouri and agrees to maintain those remedial actions at all times. Such remedial actions shall include, but are not limited to, the following:

1. American Family agrees that it will pay all claims according to the terms of its policy provisions;

2. American Family agrees that it will review all first party Business/Commercial automobile total loss claims paid or processed at any time from October 1, 2010 to the date of the Final Order closing this Market Conduct Examination to determine if American Family paid all applicable sales tax to the claimant for the damaged vehicle using the contractual value payable under the terms of the policy at the time of loss.<sup>2</sup> If all applicable sales tax was not paid by American Family to the claimant, American Family shall pay restitution to the claimant in the amount of the sales tax payable under its policy on the date of loss, including all state, city, county and other taxes. Such restitution shall be paid with no reduction in the amount payable to the claimant if the owner of the total loss vehicle retains the vehicle as salvage, unless there is a clear and specific provision in the policy supporting the reduction. In the event that American Family chooses to submit documentation to the Division establishing that a claimant received a sales tax credit from the State of Missouri in an amount at least equal to the contractual value payable for sales tax under the terms of the policy at the time of loss, the payment of restitution as outlined in this paragraph, may be made either to the claimant or to the State of Missouri.

C. **Compliance.** American Family agrees to file documentation with the Division, in a format acceptable to the Division, within 120 days of the entry of a final order of any remedial action taken to implement compliance with the terms of this Stipulation and to document payment of

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<sup>1</sup> All references, unless otherwise noted, are to Revised Statutes of Missouri 2000, as amended.

<sup>2</sup> This could be Actual Cash Value, Stated Value or some other valuation method listed in the policy.

restitution required under the terms of this Stipulation.

D. **Re-Examination.** American Family consents to a re-examination for the purpose of examining American Family's compliance with the terms of this Stipulation, and to pay any reasonable fees related to such re-examination.

E. **Voluntary Forfeiture.** American Family agrees, voluntarily and knowingly, to surrender and forfeit the sum of \$2,000 such sum payable to the Missouri State School Fund, in accordance with § 374.280.

F. **Other Penalties.** The Division agrees that it will not seek penalties against American Family, other than those agreed to in this Stipulation, in connection with Market Conduct Examination #1503-88-TGT.

G. **Non-Admission.** Nothing in this Stipulation shall be construed as an admission by American Family, as a finding of fact, or as a conclusion of law, this Stipulation being part of a compromise settlement to resolve disputed facts and legal allegations arising out of the above referenced market conduct examination.

H. **Waivers.** American Family, after being advised by legal counsel, does hereby voluntarily and knowingly waive any and all rights for procedural requirements, including notice and an opportunity for a hearing, and review or appeal by any trial or appellate court, which may have otherwise applied to Market Conduct Examinations #1503-88-TGT.

I. **Changes.** No changes to this Stipulation shall be effective unless made in writing and agreed to by all signatories to the Stipulation.

J. **Governing Law.** This Stipulation shall be governed and construed in accordance with the laws of the State of Missouri.

K. **Authority.** The signatories below represent, acknowledge and warrant that they are authorized to sign this Stipulation.

L. **Effect of Stipulation.** This Stipulation shall not become effective until entry of a Final Order by the Director of the Department of Insurance, Financial Institutions and Professional Registration (hereinafter the "Director") approving this Stipulation.

M. **Request for an Order.** The signatories below request that the Director issue an Order approving this Stipulation and ordering the relief agreed to in the Stipulation, and consent to the issuance of such Order.

DATED: 11/3/2015



Angela L. Nelson  
Director  
Division of Insurance Market Regulation

DATED: 10/29/2015



Stewart Freilich  
Senior Regulatory Affairs Counsel  
Division of Insurance Market Regulation

DATED: 10/21/15



Scott Seymour  
Vice President Corporate Legal & Regulatory Affairs  
American Family Mutual Insurance Company