



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

Market Conduct Report

of

Dairyland Insurance Company

August 8, 2023

The Market Conduct Division of the Connecticut Insurance Department examined by survey the market conduct practices of Dairyland Insurance Company using a sample period of January 1, 2021 through December 31, 2021. The examination survey was limited to Connecticut Property and Casualty insurance business.

Dairyland Insurance Company is domiciled in the state of Wisconsin. 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 (Market Conduct) 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:

- 1 individual acting as an agent of Respondent without the required license
- 31 individuals acting as agents of Respondent without the required appointment
- 17 individuals adjusting claims without required casualty adjuster license
- 14 instances where the Respondent failed to undertake to pay Loss of Use
- 4 instances where negotiations were started, or releases were taken in less than fifteen (15) days from the date of the tortious act

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

IN THE MATTER OF:
DAIRYLAND INSURANCE COMPANY:

x

DOCKET MC 23-43

x

STIPULATION AND CONSENT ORDER

It is hereby stipulated and agreed between Dairyland 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: Dairyland Insurance Company

1. Dairyland 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 company code number is 21164.
2. From January 1, 2023 through August 7, 2023, the Department conducted an examination of Respondent's market conduct practices in the State of Connecticut covering the period January 1, 2021 through December 31, 2021.
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) 1 individual acting as an agent of Respondent without the required license
 - (b) 31 individuals acting as agents of Respondent without the required appointment
 - (c) 2 individuals adjusting claims without required casualty adjuster license
 - (d) 14 instances where the Respondent failed to undertake to pay Loss of Use
 - (e) 4 instances where negotiations were started, or releases were taken in less than fifteen (15) days from the date of the tortious act
4. The conduct described in paragraph three is in violation of Sections 38a-702b, 38a-702m, 38a-790, 38a-792, and Sec. 52-572a of the Connecticut General Statutes and 38a-334-2(c) and 38a-334-5(a) of the Connecticut Regulations and constitutes cause for the imposition of

a fine or other administrative penalty under Sections 38a-2 and 38a-41 of the Connecticut General Statutes.

II

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
5. WHEREAS, Respondent agrees to pay a fine in the amount of \$65,000 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 Commissioner has jurisdiction of the subject matter of this administrative proceeding.
2. That Respondent is fined the sum of Sixty-Five Thousand Dollars (\$65,000) for the violations herein above described.

Dairyland Insurance Company

By: 

(Representative of Insurance Company)

CERTIFICATION

The undersigned deposes and says that she/he has duly executed this Stipulation and Consent Order on this 26th day of September 2023, for and on behalf of Dairyland Insurance Company; that she/he is the President of such company, and she/he has authority to execute and file such instrument.

By: Heidi L. Williamson

STATE OF Wisconsin

SS

COUNTY OF Dane

On the 26th day of September 2023, before me personally appeared Peter Anhalt, scaler of the foregoing Stipulation and Consent Order, acknowledged same to be her/his act and deed.

Heidi Williamson
Notary Public/Commissioner of The Superior Court



Section Below To Be Completed by State of Connecticut Insurance Department

Dated at Hartford, Connecticut this 18th day of October 2023.

Andrew N. Mais
Insurance Commissioner