



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

Market Conduct Report

of

Permanent General Assurance Company

August 8, 2023

The Market Conduct Division of the Connecticut Insurance Department examined by survey the market conduct practices of Permanent General Assurance 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.

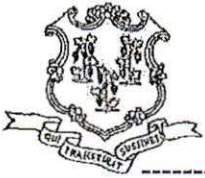
Permanent General Assurance Company is domiciled in the state of California. By authority granted under §38a-15 of the Connecticut General Statutes, this examination survey was conducted by Market Conduct examiners of the State of Connecticut Insurance Department (the Department) at the Department offices 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:

- 2 individuals acting as agents of Respondent without the required appointment
- 5 individuals adjusting claims without required casualty adjuster license
- 66 instances where the Respondent failed to undertake to pay Loss of Use
- 2 Total Loss claims weren't properly reported to the NICB
- 2 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

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IN THE MATTER OF:
PERMANENT GENERAL ASSURANCE COMPANY:
-----X

DOCKET MC 23-41

STIPULATION AND CONSENT ORDER

It is hereby stipulated and agreed between Permanent General Assurance 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 Permanent General Assurance Company:

1. Permanent General Assurance Company, hereinafter referred to as Respondent, is domiciled in the State of Illinois and is licensed to transact property and casualty insurance in the State of Connecticut. The NAIC company code number is 37648.
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) 2 individuals acting as agents of Respondent without the required appointment
 - (b) 5 individuals adjusting claims without required casualty adjuster license
 - (c) 66 instances where the Respondent failed to undertake to pay Loss of Use
 - (d) 2 Total Loss claims weren't properly reported to the NICB
 - (e) 2 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-357, 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.

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P.O. Box 816 • Hartford, CT 06142-0816

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CERTIFICATION

The undersigned deposes and says that she/he has duly executed this Stipulation and Consent Order on this 29th day of August 2023, for and on behalf of Permanent General Assurance Company; that she/he is the Director Corporate Compliance of such company, and she/he has authority to execute and file such instrument.

By: Courtnei Secret
Courtnei Secret



Expires: 11/3/2025

STATE OF TN

SS

COUNTY OF

On the 29th day of August 2023, before me personally appeared _____, sealer

of the foregoing Stipulation and Consent Order, acknowledged same to be her/his act and deed.

Courtnei Secret
Notary Public/Commissioner of The Superior Court

Section Below To Be Completed by State of Connecticut Insurance Department

Dated at Hartford, Connecticut this 26th day of September 2023.

Andrew N. Mais
Andrew N. Mais
Insurance Commissioner