

**STATE OF OREGON
DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
INSURANCE DIVISION**

In the Matter of **Time Insurance Company**) **STIPULATION and**
) **FINAL ORDER**
) Case No. INS 13-08-007

STIPULATION

The Director of the Oregon Department of Consumer and Business Services (director), and through the Insurance Division, commenced this administrative proceeding, pursuant to Oregon Revised Statutes (ORS) 731.256, to take enforcement action against Time Insurance Company (Time).

Time desires to conclude this proceeding without a hearing by entering into this stipulation pursuant to ORS 183.417(3).

Time waives all rights relative to an administrative hearing and judicial review thereof.

Time stipulates to the following facts, conclusions, action, and to the issuance of a final order incorporating this stipulation.

Time understands that the stipulation and final order is a public record and shall be posted permanently on the Insurance Division's website.

Facts and Conclusions

Licensing Information

Time, formerly known as Fortis Insurance Company, has been licensed in Oregon as a foreign insurer since 10/1/56. Time's NAIC number (cocode) is 69477 and federal employer identification number is 39-0658730. Time's principal business address is PO Box 3050, Milwaukee, WI 53201-3050; and telephone number is 414-271-3011.

Failed to Timely Decide Grievance or Appeal

Time is subject to enforcement action pursuant to Oregon Administrative Rules (OAR) 836-053-1100(1)(b). OAR 836-053-1100(1)(b) states that "[a]n insurer shall make a decision on [an internal] appeal [as defined in ORS 743.801(8)] not later than the 30th day after receiving notice of the appeal." From 1/1/11 to 8/31/12, Time received from or on behalf of insureds residing in Oregon 524 appeals and in 101 of those instances, or

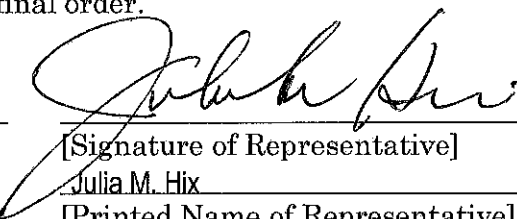
19%, Time made a decision more than 30 days after it received the appeal. Sometime before 10/1/12, Time implemented certain corrective action. However, from 10/1/12 to 8/22/13, Time received from or on behalf of insureds residing in Oregon 214 appeals and in 51 of those instances, or 24%, Time made a decision more than 30 days after it received the appeal. Sometime before 10/1/13, Time implemented additional corrective action. However, from 9/1/13 to 4/30/14, Time received from or on behalf of insureds residing in Oregon 271 appeals and in 37 of those instances, or 14%, Time made a decision more than 30 days after it received the appeal.

Action

Pursuant to ORS 731.988(1), Time is assessed a civil penalty of \$40,000.00. The payment shall be made in the form of a check payable to the "Department of Consumer and Business Services" for the full amount due. The payment shall be delivered or mailed to the Insurance Division at the Labor and Industries Building, 350 Winter Street NE Room 300, Salem, OR 97301-3880; or mailed to the Insurance Division at PO Box 14480, Salem, OR 97309-0405. The payment shall be received by the Insurance Division before the date of the final order.

Dated

7/14/14



[Signature of Representative]

Julia M. Hix

[Printed Name of Representative]

VP Regulatory Compliance and Assurant Health Compliance Officer

[Printed Title of Representative]

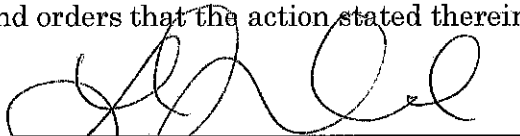
Time Insurance Company

FINAL ORDER

The director incorporates herein the above stipulation, adopts it as the director's final decision in this proceeding, and orders that the action stated therein be taken.

Dated

AUG 07 2014



Laura N. Cali, FCAS, MAAA

Insurance Commissioner and Chief Actuary