MIKE KREIDLER
STATE INSURANCE COMMISSIONER

STATE OF WASHINGTON

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OFFICE OF
INSURANCE COMMISSIONER

In the Matter of	)	No. G 06-68
	)	
The Market Conduct Examination of	)	FINDINGS, CONCLUSIONS,
	)	AND ORDER ADOPTING REPORT
Omni Insurance Company	)	OF
Omni Indemnity Company	)	MARKET CONDUCT EXAMINATION
Trumbull Insurance Company	)	
	)	
Authorized Insurers	)	

BACKGROUND

An examination of the market conduct of **Omni Insurance Company, Omni Indemnity Company and Trumbull Insurance Company** (the Companies) as of June 30, 2005 was conducted by examiners of the Washington Office of the Insurance Commissioner (OIC). Each of the Companies, the Omni companies domiciled in the state of Illinois and Trumbull domiciled in the state of Connecticut, holds a Washington certificate of authority as a stock insurer. This examination was conducted in compliance with the laws and regulations of the state of Washington and in accordance with the procedures promulgated by the National Association of Insurance Commissioners and the OIC.

The examination report with the findings, instructions, and recommendations was transmitted to the Companies for their comments on November 8, 2006. The Companies' response to the report is attached to this order only for the purpose of providing convenient review of the response.

The Commissioner or a designee has considered the report, the relevant portions of the examiners' work papers, and submissions by the Companies.

Subject to the right of the Companies to demand a hearing pursuant to Chapters 48.04 and 34.05 RCW, the Commissioner adopts the following findings, conclusions, and order.

FINDINGS

Findings in Examination Report. The Commissioner adopts as findings the findings of the examiners as contained in pages 3 through 24 of the report.

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CONCLUSIONS

It is appropriate and in accordance with law to adopt the attached examination report as the final report of the market conduct examination of **Omni Insurance Company, Omni Indemnity Company and Trumbull Insurance Company** and to order the Companies to take the actions described in the Instructions and Recommendations sections of the report. The Commissioner acknowledges that the Companies may have implemented the Instructions and Recommendations prior to the date of this order. The Instructions and Recommendations in the report are appropriate responses to the matters found in the examination.

ORDER

The market conduct examination report as filed, attached hereto as Exhibit A, and incorporated by reference, is hereby ADOPTED as the final examination report.

The Companies are ordered as follows, this being the Instructions contained in the examination report on page 19.

1. The Companies are ordered to comply with RCW 48.05.190 by using checks, correspondence and claim forms that identify the true name of the insurer.

2. The Companies are ordered to comply with RCW 48.17.160 and verify all agents are appointed with the Companies prior to allowing them to conduct business on behalf of the companies.

3. The Companies are ordered to comply with WAC 284-30-340 and ensure that claim files contain log notes and work papers so as to allow reconstruction of the claim files.

4. The Companies are ordered to comply with WAC 284-30-370 and complete claim investigations within the given timeframes.

5. The Companies are ordered to comply with WAC 284-30-390 and WAC 284-30-3901-3916 when settling auto claims. The Companies are further ordered to review all total loss settlements on files that closed during the exam period, re-calculate and pay any additional taxes and fees and report the results to the examiners within 180 days of the adoption of the report.

6. The Companies are ordered to comply with WAC 284-30-395(1) with regard to the notification of PIP benefits and circumstances where PIP benefits can be limited, terminated or denied.

7. It is ordered that the Companies consider reviewing the requirements of cancellation and non-renewal notices with the appropriate staff to ensure compliance with WAC 284-30-570.

8. It is ordered that the Companies consider conducting a training session on Washington Unfair Claims practices for all claims staff handling claims for Washington insureds.

IT IS FURTHER ORDERED THAT, the Companies file with the Chief Market Conduct Examiner, within 90 days of the date of this order, a detailed report specifying how the Company has addressed each of the requirements of this order.

ENTERED at Olympia, Washington, this 4th day of December, 2006.

MIKE KREIDLER
Insurance Commissioner