

**STATE OF NEW HAMPSHIRE  
INSURANCE DEPARTMENT**

**In Re: American General Life Ins. Co.  
Docket No.: Ins. No. 24-012-EP**

**CONSENT ORDER**

This Consent Order is made between the New Hampshire Insurance Department (“NHID”) and American General Life Ins. Co. (“Respondent”), the terms of which are as follows:

**FINDINGS OF FACT**

1. Respondent is a Texas based insurer with an address of 2727-A Allen Parkway, 3-D1 Houston, TX 77019, which is authorized to do business in New Hampshire.
2. On January 10, 2024, the NHID sent an e-mail to Respondent requesting information relevant to an ongoing investigation in which Respondent was not the subject of the investigation. Respondent did not respond to that request.
3. On January 30, 2024, the NHID sent a second e-mail to Respondent requesting information relevant to an ongoing investigation in which Respondent was not the subject of the investigation. Respondent responded that day, acknowledging the request and indicating it would provide an update by February 2, 2024.
4. Respondent did not provide an update by February 2, 2024.
5. On or about February 29, 2024, the NHID issued an Order to Show Cause and Notice of Hearing against Respondent, identifying the failures to respond above.
6. That same day, Respondent finally provided a partial response and promised to provide the additional requested materials shortly.
7. On or about March 12, 2024, Respondent provided the remainder of the response.

## **CONCLUSIONS OF LAW**

Based on the foregoing Findings of Fact and the applicable provisions of law, the NHID concludes and finds the following Conclusions of Law:

- a. Respondent is subject to the jurisdiction of the NHID.
- b. Respondent violated NH RSA 400-A:16, II by failing to respond within 10 working days to the NHID's January 10, 2024, request and by failing to respond within 10 working days to the NHID's January 30, 2024, request.
- c. Each identified violation could result in a penalty not to exceed \$2,500.

## **ORDER**

WHEREFORE, the NHID orders and Respondent consents to the following:

- a. The Respondent waives all rights to a formal administrative hearing in this matter and agrees that this Consent Order shall have the full force and effect of an Order fully entered in accordance with the adjudicatory procedure provided for in NH RSA Chapter 541-A and Ins Part 200.
- b. For the purposes of resolving this matter without a formal administrative hearing, Respondent agrees to the following:
  - i. An administrative penalty of \$2,500. The penalty should be paid via check made payable to "Treasurer, State of New Hampshire", and should be mailed to the attention of Sarah Prescott, New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, NH 03301.
  - ii. To provide a narrative to the NHID describing the training and/or changes to procedure Respondent has implemented to ensure a violation of NH RSA 400-A:16, II does not occur going forward.

- c. In the event that Respondent fails to meet any of the terms set forth in this section, the NHID may institute further administrative proceedings under the authority of RSA 400-A:15, III, or any other applicable law.
- d. By entering into this Consent Order, the NHID and the Respondent intend to fully resolve all issues relating to the above-mentioned matters. This Consent Order shall be deemed a complete settlement and full and final resolution and is in lieu of any other action(s) that has and could have been brought by the NHID relating to these matters. Provided however, notwithstanding the foregoing, the NHID may take any and all appropriate actions should the Respondents violate any provision of the State's insurance laws in the future.
- e. This Consent Order shall be fully enforceable in any Superior Court in the State of New Hampshire, and any actions to enforce this Consent Order shall be governed by the laws of the State of New Hampshire.
- f. This Consent Order is considered a public regulatory action and will be reported to the National Association of Insurance Commissioners. The Respondent must, in the future, answer "YES" to any question which asks "have you ever been named or involved as party in an administrative proceeding" or any substantially similar question.

**IT IS SO ORDERED.**

**NEW HAMPSHIRE INSURANCE DEPARTMENT**

Date: \_\_\_\_\_

*4/3/2024*

*for*

\_\_\_\_\_  
David J. Bettencourt, Commissioner

DocuSigned by:

*Jennifer Roth*

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Date: \_\_\_\_\_

3/22/2024 | 6:19 PM CDT

American General Life Ins. Co.  
Authorized Representative, Respondent  
Jennifer Roth

Chief Compliance Officer, Individual Retirement & Life Insurance