

ORDER

BY THE HONORABLE ROGER A. SEVIGNY
INSURANCE COMMISSIONER OF
THE STATE OF NEW HAMPSHIRE

IN THE MATTER OF:

United Services Automobile Association Group (NAIC Group Code # 0200) and its affiliated companies:

USAA Life Insurance Company NAIC # 69663

USAA Direct Life Insurance Company NAIC # 72613

MULTISTATE TARGETED MARKET CONDUCT EXAMINATION REPORT OF
FEBRUARY 7, 2014

Docket No. INS No. 14-006-MC

WHEREAS, the New Hampshire Insurance Department ("the Department") conducted a market conduct examination ("Examination") of the above-referenced insurance companies (collectively "the Company") as the Managing Lead State together with the Lead States of California, Florida, Illinois, North Dakota, and Pennsylvania, and the examination resulted in a Verified Market Conduct Examination Report submitted February 7, 2014 ("Verified Report"); and,

WHEREAS, the purpose of the Examination was to determine whether the Company's claims handling practices and procedures, particularly its use of the Social Security Administration's Death Master File ("DMF") and its application of the DMF to its life insurance business as well as its annuities business, conformed with the standards reflected in the National Association of Insurance Commissioners Unfair Trade Practices Act, NAIC Unfair Claims Settlement Practices Model Act (together, the "Model Acts"), N.H. RSA Chapter 417; CAL. INS. CODE §§ 790 *et seq.*; FLA. STAT. ANN. §§ 626.951 *et seq.*; 215 ILL. COMP. STAT. 5/154.6 and 5/421 *et seq.*; N.D. CENT. CODE Chapter 26.1-04; and 40 Pa. Cons. Stat. Ann. §§1171.1 *et seq.*, and other statutes of the various states concerning the proper administration of insurance claims and the prompt payment of benefits; and,

WHEREAS, the Verified Report contains the findings of the examiner-in-charge and reports no concerns regarding the Company's past or present use of the DMF respecting compliance with the Model Acts or the laws of New Hampshire or the other States; and,

WHEREAS, the Department, pursuant to RSA 400-A:37, IV(a), transmitted the Verified Report to the Company, and the Company declined to submit a written response to the Verified Report to the Department, which it was entitled to do under RSA 400-A:37, IV(b); and,

WHEREAS, the Company has waived its right to request a closed meeting with the Commissioner pursuant to RSA 400-A:37, IV(b)(2),

NOW THEREFORE,

In accordance with RSA 400-A:37, IV (c)(4), the Verified Report is hereby accepted and filed without modification, and shall be deemed final.

SO ORDERED.

NEW HAMPSHIRE INSURANCE
DEPARTMENT

February 7, 2014



Date

Roger A. Sevigny, Commissioner