



Office of Market Regulation Monthly Report

November 2016

The Office of Market Regulation

The Insurance Department's Office of Market Regulation is responsible for researching and resolving consumer complaints; for testing and licensing insurance agents and other insurance professionals operating in the Commonwealth; and for investigating alleged violations and enforcing statutes and regulations pertaining to insurance companies, agents, brokers and other related persons. It is the duty of this Office to ensure that insurance laws and regulations are followed and that Pennsylvania consumers receive all of the protections they are entitled to under those laws and regulations.

Through the execution of these responsibilities, the Office of Market Regulation's actions often result in:

- **Assessment of Penalties.** If a company, agent, broker or other related person is found to have violated Pennsylvania law or regulation, the Insurance Department may assess penalties.
- **Restitution Paid to Consumers:** If a consumer did not receive benefits or payments that they were entitled to under their insurance contract or under Pennsylvania law or regulation, these consumers may receive restitution after interventions by the Office of Market Regulation.

The following charts outline the Office of Market Regulation's activities over the past month and throughout the year-to-date, including the dollar amount of penalties assessed, the dollar amount of restitution paid, and the number of consumers receiving restitution:

This Month

Bureau	Penalties Assessed	Restitution Paid	# of Consumers Receiving Restitution
Market Conduct	\$67,307	\$28,674,278	716
Enforcement	\$13,750	\$0	0
Consumer Services	N/A	\$245,641	29
<i>Totals for the Month</i>	<i>\$81,057</i>	<i>\$28,919,919</i>	<i>745</i>
Year-To-Date Totals	\$1,160,293	\$157,328,216	12,142

If you believe your insurance company, agent, broker, or other related person is not complying with Pennsylvania law or regulation, or is not fulfilling their contractual obligations, please visit our [website](#) to file a complaint or view other consumer services made available by the Insurance Department.