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INSURANCE DEPARTMENT

Office of Market Regulation Monthly Report
March 2019

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 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 chart outlines 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:

OMR Numbers for This Month

Bureau	Penalties Assessed	Restitution Paid	Number of Consumers Receiving Restitution
Market Conduct Life & P& C	$ 125,000.00	$ 8,003,709.32	232
Market Conduct Health	$ 0.00	$ 93,577.28	605
Enforcement	$ 11,500.00	$ 2,534,189.73	1405
Consumer Services	N/A	$ 270,011.00	52
Totals for the Month	$ 136,500.00	$ 10,901,487.33	2294
YTD Totals	$ 340,500.00	$ 12,434,613.37	4436

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.

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NAIC's Life Policy Locator Service

The Pennsylvania Insurance Department works with the NAIC to provide consumers with access to the Life Policy Locator Service. This service can assist consumers in locating life insurance policies and annuity contracts of a deceased family member of close relationship. When a request is received, the NAIC will:

- Ask participating companies to search their records to determine whether they have a life insurance policy or annuity contract in the name of the deceased.
- Ask participating companies that have policy information to respond to the requester if the requester is the designated beneficiary or is authorized to receive information.
- For more information on how to complete the request form, please see the Frequently Asked Questions.
- The NAIC can assist consumers in locating life insurance policies and annuity contracts of a deceased family member or close relationship by using the NAIC Life Insurance Policy Locator Service.

NAIC Life Insurance Policy Locator Service Link

NAIC Life Policy Locator Service YTD Numbers for Pennsylvania

	Benefits Paid to PA Consumer	**Number of PA Consumers Receiving Benefits**
NAIC Life Policy Locator 2019 YTD Totals for PA	$ 16,203,120.00	426
Since the Locator Project's Inception in November 2016	$ 31,386,521.83	2,139

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