

**State Farm Fire and Casualty Company**

**Docket No. MC15-09-001**

**Market Conduct Examination as of the  
Close of business on August 31, 2014**

**ORDER**

This 8<sup>th</sup> day of September, 2015, the Deputy Insurance Commissioner hereby issues this Order in disposition of the matter captioned above.

The Pennsylvania Insurance Department (“Department”) conducted a limited scope, target market conduct examination of State Farm Fire and Casualty Company (hereafter “Respondent”) in accordance with Article IX of the Insurance Department Act of 1921, *as amended*, 40 P.S. § 323.1 – 323.8, for the period of January 1, 2011 through August 31, 2014.

The examination identified concerns in Respondent’s handling of certain homeowner’s insurance claims for hail damage. As a result, Respondent has agreed to implement an action plan to address these concerns.

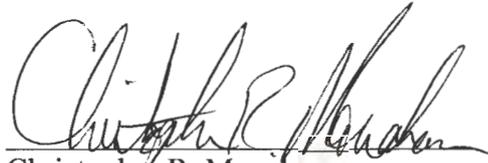
Based on the documentation and information submitted by Respondent, the Department is satisfied that Respondent has taken corrective measures.

Accordingly, it is hereby ordered as follows:

1. Respondent shall comply with Pennsylvania statutes and regulations.
2. Respondent shall file an affidavit stating under oath that it will provide each of its directors, at the next scheduled meeting, a copy of this Order, and said affidavit shall affirm that Respondent will adhere to the action plan submitted to the Department. The Department may take further action upon determining that Respondent has failed to adhere to these standards or otherwise violated the terms of this Order. Such affidavit shall be submitted within thirty (30) days of the date of this Order.

Pursuant to Section 905(e)(1) of the Insurance Department Act of 1921, *as amended*, 40 P.S. § 323.5(e)(2), the Department will continue to hold this Order as confidential and non-public for a period of thirty (30) days from the date of this Order.

BY: Pennsylvania Insurance Department

A handwritten signature in black ink, appearing to read "Christopher R. Monahan". The signature is written in a cursive style with a large initial "C".

Christopher R. Monahan  
Deputy Insurance Commissioner