



NEW YORK STATE
DEPARTMENT OF FINANCIAL SERVICES
ONE STATE STREET
NEW YORK, NEW YORK 10004

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In the Matter of :

TRAVELERS GROUP, including: :

TRAVELERS PROPERTY CASUALTY INSURANCE COMPANY, :

THE TRAVELERS INDEMNITY COMPANY OF AMERICA, :

TRAVELERS CASUALTY COMPANY OF CONNECTICUT, :

TRAVELERS COMMERCIAL INSURANCE COMPANY, :

THE CHARTER OAK FIRE INSURANCE COMPANY, :

THE PHOENIX INSURANCE COMPANY, :

ST. PAUL FIRE AND MARINE INSURANCE COMPANY, :

ST. PAUL MERCURY INSURANCE COMPANY, :

ST. PAUL GUARDIAN INSURANCE COMPANY, :

ST. PAUL PROTECTIVE INSURANCE COMPANY, :

THE STANDARD FIRE INSURANCE COMPANY, :

TRAVELERS PROPERTY CASUALTY COMPANY OF AMERICA, :

THE TRAVELERS INDEMNITY COMPANY, :

TRAVCO INSURANCE COMPANY, :

THE TRAVELERS HOME AND MARINE INSURANCE COMPANY, :

THE TRAVELERS INDEMNITY COMPANY OF CONNECTICUT, :

THE AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT, :

NORTHLAND INSURANCE COMPANY, :

FARMINGTON CASUALTY COMPANY, :

TRAVELERS CASUALTY INSURANCE COMPANY OF AMERICA, :

TRAVELERS PERSONAL INSURANCE COMPANY, and :

TRAVELERS PERSONAL SECURITY INSURANCE COMPANY :

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CONSENT ORDER

The New York State Department of Financial Services (the “Department” or “DFS”) and Travelers Group, consisting of Travelers Property Casualty Insurance Company, The Travelers Indemnity Company of America, Travelers Casualty Company of Connecticut, Travelers Commercial Insurance Company, The Charter Oak Fire Insurance Company, The Phoenix Insurance Company, St. Paul Fire and Marine Insurance Company, St. Paul Mercury Insurance Company, St. Paul Guardian Insurance Company, St. Paul Protective Insurance Company, The Standard Fire Insurance Company, Travelers Property Casualty Company of America, The Travelers Indemnity Company, TravCo Insurance Company, The Travelers Home and Marine Insurance Company, The Travelers Indemnity Company of Connecticut, The Automobile Insurance Company of Hartford, Connecticut, Northland Insurance Company, Farmington Casualty Company, Travelers Casualty Insurance Company of America, Travelers Personal Insurance Company, and Travelers Personal Security Insurance Company (hereinafter collectively referred to as “Travelers Group” or “the Company”) are willing to resolve the matters described herein without further proceedings.

WHEREAS, the Department conducted a market conduct investigation into the business practices of the Company, for the period from January 1, 2018, through December 31, 2018 (the “Time Period”);

WHEREAS, the investigation concluded that the Company failed to timely report new business and other vehicle registration information to the New York State Department of Motor Vehicles (“DMV”) as required by New York Insurance Law § 317; and

WHEREAS, this Consent Order contains the Department’s findings and the relief agreed to by the Department and the Company regarding reporting activity in the Time Period and periods preceding 2018.

NOW THEREFORE, to resolve this matter without further proceedings pursuant to the Superintendent's authority under § 317 of the New York Insurance Law, the Department finds as follows:

THE DEPARTMENT'S FINDINGS

Introduction

1. Travelers Group consists of insurance companies authorized to transact motor vehicle liability insurance business in New York State pursuant to § 1113(a) of the New York Insurance Law and that have been issued an Insurance Company Code ("ICC") by the DMV.

2. The DMV's Insurance Information & Enforcement System ("IIES") was developed and implemented in January of 2000 as a result of enactment of Chapter 678 of the laws of 1997 as amended by Chapter 509 of the laws of 1998. IIES employs an insurance information database to monitor the insurance status of New York State-registered vehicles thereby enabling peace officers to know whether vehicles on the road lack insurance. As a public safety matter, injured motorists rely on the benefit of statutorily-required auto insurance. Thus, it is critical that registrants provide DMV with vehicle identification numbers ("VINs") during the registration process and that insurance companies use the same VINs and names in their electronic reporting to DMV. Insured vehicle information is used to identify, sanction, and ultimately remove uninsured vehicles from New York's highways. IIES reporting applies to all motor vehicles insured and registered in NYS except motorcycles.

3. Article 6 of the New York Vehicle and Traffic Law ("VTL") requires insurers to notify the DMV of certain transactions in accordance with regulations promulgated by the DMV Commissioner. Part 34 of Title 15 of the New York Codes, Rules and Regulations ("NYCRR") implements the particular requirements of Article 6, with Section 34.4 of that regulation providing that insurers report new business no later than seven days after the effective date of the policy

issuance. For all terminations and suspensions, insurers must report within 30 days of the termination effective date, with the exception of for-hire vehicles, which must be reported no less than 20 days prior to the termination effective date.

Events at Issue

4. In the latter part of 2017, the DMV notified the Department that the industry as a whole was not timely reporting to DMV in IIES pursuant to its requirements. DMV also informed the Department that, commencing in May 2017, DMV sent detailed quarterly performance reports to all motor vehicle insurers displaying the totals of each company's reporting data and the totals and percentages of those reported late to DMV. The Department then contacted the most delinquent and untimely insurers, seeking an explanation and remediation.

5. Travelers Group was among the companies that persisted in failing to timely report to DMV in IIES, including in 2018. Each member of Travelers Group, for the Time Period, failed to timely report certain insured vehicle information to the DMV through IIES and failed to timely respond to DMV initiated mandatory verification notices. As a result, Travelers Group violated 15 NYCRR Part 34.4, as well as 15 NYCRR Part 34.2(m) (which defines "Late Filing" as a notice not submitted within the required timeframes, and requires insurers to take immediate corrective action when late filings exceed 10% of total matched notices).

6. As mentioned above, accurate insurance information and timely IIES filings are vital for purposes of law enforcement and public health and safety.

Violations of Law and Regulations

7. By reason of the foregoing, the Travelers Group violated (i) VTL § 313, (ii) DMV Regulations, 15 NYCRR Part 34, and (iii) New York Insurance Law § 317.

NOW THEREFORE, to resolve this matter without further proceedings, the Department and the Company stipulate and agree to the following terms and conditions:

SETTLEMENT PROVISIONS

Monetary Penalty

8. No later than ten (10) business days after the Effective Date (as defined below) of this Consent Order, the Company shall pay a total civil monetary penalty to the Department, pursuant to Section 317 of the New York Insurance Law, in the amount of Seven-Hundred and Sixty-Eight Thousand Dollars and 00/100 Cents (\$768,000). The payment shall be in the form of a wire transfer in accordance with instructions provided by the Department.

9. The Company shall not claim, assert, or apply for a tax deduction or tax credit with regard to any U.S. federal, state, or local tax, directly or indirectly, for any portion of the civil monetary penalty paid pursuant to this Consent Order.

10. The Company shall neither seek nor accept, directly or indirectly, reimbursement or indemnification with respect to payment of the penalty amount, including but not limited to, payment made pursuant to any insurance policy.

Remediation

11. The Company will take the necessary actions to prevent recurrences of the violations described above, including without limitation, (i) immediate steps to determine the reason(s) for the violations, (ii) formulation for DMV's review and approval of a remediation plan to correct deficiencies in its submissions to the DMV, and (iii) full implementation of such remediation plan to mitigate late filings and required responses. Within two months from the date of full execution of this Consent Order, the Company shall provide to DMV a written remediation plan detailing the corrective actions taken or proposed to be taken, and the related projected timeframes, to achieve full compliance with this Consent Order. The Company further agrees to timely provide such reports or other information required by the Department or DMV in connection with the violations, the remediation plan, or future filing obligations. The Company

will also take all necessary steps to comply with the New York Insurance Law and VTL and Regulations with respect to its future DMV filing obligations.

Full and Complete Cooperation

12. The Company commits and agrees that it will fully cooperate with the Department regarding all terms of this Consent Order.

Further Action by the Department

13. No further action will be taken by the Department against the Company or its successors for the conduct set forth in this Consent Order for the Time Period and prior thereto, or in connection with the remediation set forth in this Consent Order, provided that the Company fully complies with the terms of the Consent Order.

Waiver of Rights

14. The Company submits to the authority of the Superintendent to effectuate this Consent Order.

15. The parties understand and agree that no provision of this Consent Order is subject to review in any court, tribunal, or agency outside of the Department.

Parties Bound by the Consent Order

16. This Consent Order is binding on the Department and the Company, as well as any successors and assigns. This Consent Order does not bind any federal or other state agency or any law enforcement authority.

Breach of Consent Order

17. In the event that the Department believes the Company to be in material breach of the Consent Order, the Department will provide written notice to the Company, and the Company must, within ten (10) days of receiving such notice, or on a later date if so determined in the

Department's sole discretion, appear before the Department to demonstrate that no material breach has occurred or, to the extent pertinent, that the breach is not material or has been cured.

18. The Company understands and agrees that its failure to make the required showing within the designated time period, as described in Paragraph 17, shall be presumptive evidence of the Company's breach. Upon a finding that a breach of this Consent Order has occurred, the Department has all the remedies available to it under Section 317 of the New York Insurance Law, and any other applicable laws, and may use any evidence available to the Department in any ensuing hearings, notices, or orders.

Notices

19. All notices or communications regarding this Consent Order shall be sent to:

For the Department:

New York State Department of Financial Services
One State Street, 20th Floor
New York, NY 10004-1511

Attention: Cynthia M. Reed, Senior Assistant Deputy Superintendent, Consumer Protection and Financial Enforcement Division;

Jason St. John, Assistant Deputy Superintendent, Consumer Protection and Financial Enforcement Division

For Travelers Group:

By Mail:
Christine Palmieri, Vice President Corporate Compliance & Market Regulation
Travelers
One Tower Square, MS08
Hartford, CT 06183

and

By Email:
cpalmier@travelers.com.

Miscellaneous

20. This Consent Order and any dispute thereunder shall be governed by the laws of the State of New York without regard to any conflicts of laws principles.

21. This Consent Order may not be altered, modified, or changed unless in writing and signed by the parties hereto.

22. This Consent Order constitutes the entire agreement between the Department and the Company and supersedes any prior communication, understanding, or agreement, whether written or oral, concerning the subject matter of this Consent Order.

23. Each provision of this Consent Order shall remain effective and enforceable against the Company, its successors, and assigns, until stayed, modified, suspended, or terminated by the Department.

24. In the event that one or more provisions contained in this Consent Order shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision of this Consent Order.

25. No promise, assurance, representation, or understanding other than those contained in this Consent Order has been made to induce any party to agree to the provisions of this Consent Order.

26. Nothing in this Consent Order shall be construed to prevent any consumer or any other third party from pursuing any right or remedy at law.

27. This Consent Order may be executed in one or more counterparts and shall become effective when all such counterparts have been signed by each of the parties hereto (the "Effective Date").

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IN WITNESS WHEREOF, the parties have caused this Consent Order to be signed on the dates set forth below.

**NEW YORK STATE DEPARTMENT OF
FINANCIAL SERVICES**

By: /s/ Jason D. St. John
JASON D. ST. JOHN
Assistant Deputy Superintendent for
Consumer Protection and Financial
Enforcement

July 10, 2023

By: /s/ Christopher B. Mulvihill
CHRISTOPHER B. MULVIHILL
Deputy Superintendent for Consumer
Protection and Financial Enforcement

July 11, 2023

By: /s/ Kevin R. Puvalowski
KEVIN R. PUVALOWSKI
Acting Executive Deputy Superintendent for
Consumer Protection and Financial
Enforcement

July 11, 2023

**TRAVELERS PROPERTY
CASUALTY INSURANCE
COMPANY**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

**THE TRAVELERS
INDEMNITY COMPANY OF
AMERICA**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

**TRAVELERS CASUALTY
COMPANY OF
CONNECTICUT**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

**TRAVELERS COMMERCIAL
INSURANCE COMPANY**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

**THE CHARTER OAK FIRE
INSURANCE COMPANY**

By: /s/ Christine Palmieri
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VP, Corporate Compliance
Travelers

July 5, 2023

**ST. PAUL PROTECTIVE
INSURANCE COMPANY**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

**THE PHOENIX INSURANCE
COMPANY**

By: /s/ Christine Palmieri
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July 5, 2023

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INSURANCE COMPANY**

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July 5, 2023

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AND MARINE INSURANCE
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July 5, 2023

**THE AUTOMOBILE
INSURANCE COMPANY OF
HARTFORD, CONNECTICUT**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

**NORTHLAND INSURANCE
COMPANY**

By: /s/ Christine Palmieri
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VP, Corporate Compliance
Travelers

July 5, 2023

**FARMINGTON CASUALTY
COMPANY**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
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July 5, 2023

**TRAVELERS CASUALTY
INSURANCE COMPANY OF
AMERICA**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

**TRAVELERS PERSONAL
INSURANCE COMPANY**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

**TRAVELERS PERSONAL
SECURITY INSURANCE
COMPANY**

By: /s/ Christine Palmieri
CHRISTINE PALMIERI
VP, Corporate Compliance
Travelers

July 5, 2023

THE FOREGOING IS HEREBY APPROVED. IT IS SO ORDERED.

/s/ Adrienne A. Harris
ADRIENNE A. HARRIS
Superintendent of Financial Services

July 13, 2023