



# STATE OF CONNECTICUT

## INSURANCE DEPARTMENT

### **MEDIA ADVISORY**

**FOR IMMEDIATE RELEASE**  
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**CONTACT: Dawn McDaniel**  
**(860) 297-3958**

## **Bankers Life Insurance Company fined \$100,000**

*for violations related to marketing and sales practices of appointed agents*

*Hartford* — Connecticut Insurance Commissioner Thomas R. Sullivan signed an order Friday fining Banker's Life and Casualty Company, headquartered in Illinois, \$100,000 for violations to Connecticut law.

Connecticut Insurance Department, Market Conduct Division investigated the various sales and marketing practices of Bankers agents in late 2006. While reviewing cases from July 2006 through May 2007, the Department alleged that Bankers Life failed to provide adequate training and consistent monitoring on the conduct of its appointed agents in the state of Connecticut, which resulted in questionable and/or inappropriate insurance transactions during that time. Banker's Life also paid \$212,000 restitution to consumers in refunded premiums.

As part of the order and stipulation, Bankers Life agrees to establish and implement a plan to properly train their sales force, otherwise known as appointed agents, and monitor the sales practices of its appointed agents for compliance with Connecticut's laws.

"Unfair, misleading, or deceptive trade practices will not be tolerated in Connecticut." Commissioner Sullivan said. "Consumers are entitled to understand the insurance products they are buying, how they work, and how they will impact their lives."

In addition, Commissioner Sullivan will be signing a recent multi-state regulatory settlement agreement between 42 jurisdictions and Conseco Inc. Holding Company System; parent company of both Bankers Life and Casualty Insurance Company and Conseco Senior Health Insurance Company. This examination centered on serious violations concerning long term care for Conseco Senior Health Insurance Company as well as marketing and sales activities for Bankers Life and Casualty Insurance Company. The multi-state examination found that claim files were not properly documented, investigation of pending claims were not handled in a timely manner, and that time frames for company responses to claimants did not adhere to applicable regulations. As a result of adopting the settlement agreement, the State of Connecticut will receive \$15,000.

The Department's Fraud, Licensee Investigation, and Compliance Division conducted a concurrent investigation of three individual Banker's Life agents related to the marketing practices investigation. Actions taken against agents resulted in one license revocation, one \$5000 fine with two-year license probation, and one \$500 fine with one-year license probation.

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**P.O. Box 816 Hartford, CT 06142-0816**  
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## **ABOUT THE CONNECTICUT INSURANCE DEPARTMENT**

The mission of the Connecticut Insurance Department is to serve consumers in a professional and timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices. For more information, visit the [Connecticut Insurance Department](#).

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