



**BEFORE THE COMMISSIONER OF COMMERCE AND INSURANCE
FOR THE STATE OF TENNESSEE**

IN THE MATTER OF:)
)
CONTINENTAL LIFE INSURANCE COMPANY) **TID No.: 21-081**
OF BRENTWOOD, TENNESSEE)
)

ORDER ADOPTING EXAMINATION REPORT

Pursuant to Tenn. Code Ann. § 56-1-401 *et seq.*, the Insurance Division of the State of Tennessee Department of Commerce and Insurance (“Division”) has examined certain affairs of Continental Life Insurance Company of Brentwood, Tennessee (“Company”), an insurance company domiciled in the State of Tennessee. As a result of an examination conducted as of December 31, 2019, the examiner-in-charge filed a verified, written report on the examination with the Division on March 31, 2021. A copy of that report was sent to the Company. (The Report on Examination of the Company is attached hereto and marked as Exhibit A).

The Division received a response regarding the report from the Company dated June 23, 2021. (The written response submitted by the Company is attached hereto and marked as Exhibit B).

Pursuant to Tenn. Code Ann. § 56-1-411, the examination report regarding the affairs of the Company filed with the Division on March 31, 2021, is hereby **ADOPTED** as filed with the following **DIRECTIVES**:

1. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-53-111(b)(1)(A) by updating its claim forms and attending physician forms to include the required fraud warning statement.

2. The Company is **DIRECTED** to comply with Tenn. Comp. R. & Regs. 0780-01-24-.07(2)(b) and (4) by providing the existing insurer sufficient notice regarding replacement when an individual intends to replace an existing life insurance policy and obtaining from the producer a list of sales materials used during sales presentations.
3. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-6-115 by having its records of licensed and appointed producers agree with insurance department records and to establish processes to ensure that producers are properly appointed before acting as agents of the insurer.
4. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-8-105(2) and (3) by documenting its life insurance claims policies and procedures and updating each of its claims policies and procedures documents to include standards for acknowledging pertinent communications with respect to claims arising under its policies, as well as standards for prompt investigation and settlement of claims.

The Company shall comply with the Directives contained in this Order within thirty (30) days of its entry and execution.

The adoption of this examination report shall not preclude the Department from imposing sanctions against the Company for potential violations of the Tennessee insurance law which may be revealed in the examination report, it being the intent of this Order Adopting Examination Report merely to adopt the examination report filed by the examiner-in-charge.

It is so **ORDERED**.

ENTERED AND EXECUTED June 30, 2021.


Carter Lawrence (Jun 30, 2021 10:57 CDT)

Carter Lawrence, Commissioner
Department of Commerce and Insurance
State of Tennessee

PREPARED FOR ENTRY:


Jenny Taylor (Jun 29, 2021 08:11 CDT)

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CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Order Adopting Examination Report as filed has been emailed to Bill Huddleston, Assistant Commissioner for Insurance, Department of Commerce and Insurance at bill.huddleston@tn.gov; and mailed first class, postage prepaid, to Continental Life Insurance Company of Brentwood, Tennessee, 1021 Reams Fleming Boulevard, Franklin, Tennessee 37064, on June 30, 2021.

Jenny Taylor

Jenny Taylor (Jun 29, 2021 08:11 CDT)

Jenny Taylor
Associate General Counsel and
Supervising Attorney