

**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
DEPARTMENT OF BUSINESS REGULATION  
INSURANCE DIVISION  
1511 Pontiac Ave. – Bldg. 69-2  
Cranston, RI 02920**

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**IN THE MATTER OF:** )  
 )  
**NATIONAL GENERAL ASSURANCE COMPANY** ) **DBR No. 09-19**  
  
**Respondent.** )  
\_\_\_\_\_ )

**CONSENT AGREEMENT**

It is hereby agreed between the Department of Business Regulation (“Department”) and the National General Assurance Company (“Respondent”) as follows:

1. Pursuant to R.I. Gen. Laws-§ 27-13.1-4, the Department initiated a Market Conduct Examination (“Examination”) in order to evaluate Respondent’s compliance with applicable R. I. Gen. Laws and Rhode Island Insurance Regulations.
2. The Examination was completed and a report was issued on February 2, 2009.

WHEREFORE, based on the foregoing, Respondent and the Department have decided to resolve this matter without further administrative proceedings and hereby agree to the following resolution:

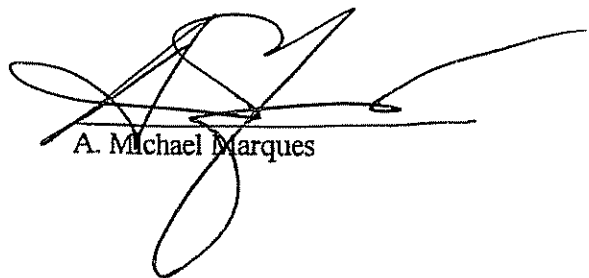
1. The Examination concluded that Respondent failed to comply with Rhode Island Insurance Regulation 73 and Insurance Bulletin Number 2004-3, when 33 claims paid on total losses on private passenger automobiles did not contain the vehicle valuation reports which document the actual cash value for the vehicles, during the period under examination from 1-1-07 through 6-30-08.

2. The Examination concluded that Respondent failed to comply with Rhode Island Gen. Laws §27-9.1-4(a)(20) in maintaining a system in its entirety in the appraisal of a motor vehicle and retain copies of all documents utilized to evaluate the actual cash value of a total loss vehicle, during the examination period from 1-1-07 through 6-30-08. In order to resolve the issue, Respondent agreed to implement a system to properly evaluate the actual cash value of a total loss vehicle and retain copies of all documentation.

For all of the violations detailed herein, Respondent is ordered to pay an administrative penalty of sixteen thousand five hundred dollars (\$16,500).

Department and Respondent hereby consent and agree to the foregoing on this 6<sup>th</sup> day of March 2009.

Department of Business Regulation  
By its Director,



A. Michael Marques

Respondent,

Nancy M. Long  
Name

Nancy M. Long  
Print Name

Compliance Manager  
Title