



**STATE OF RHODE ISLAND
DEPARTMENT OF BUSINESS REGULATION
1511 PONTIAC AVENUE, BUILDING 69-2
CRANSTON, RHODE ISLAND 02920**

IN THE MATTER OF:

**SENIOR LIFE INSURANCE
COMPANY**

RESPONDENT.

DBR No.: 2023-IN-005

CONSENT AGREEMENT

It is hereby agreed between the Department of Business Regulation (“Department”) and Senior Life Insurance Company (“Respondent”) as follows:

1. Respondent is an insurer domiciled in the state of Georgia, licensed in the State of Rhode Island as a foreign insurance company identified by the NAIC Company Code 78662. Respondent is authorized to issue life and accident & health insurance policies.

2. Respondent first terminated insurance producer Bruno Ragusa (“Ragusa”) on March 22, 2021. Respondent claimed Ragusa was terminated “due to allegations that Mr. Ragusa may have facilitated the cancellation of Respondent policies that he was the agent of record on in order to write the Insured with another Company.”

3. At that time, Respondent did not notify the Department of this termination for cause.

4. In July 2023, the Department began investigating Ragusa in connection to consumer complaint investigations. In July 2023, the Department was still unaware of Respondent’s termination for cause of Ragusa’s employment contract in 2021.



5. The Department did not become aware of Respondent having terminated Ragusa's contract for cause until after sending Respondent inquiries in August 2023, regarding Ragusa's life insurance sales during the Department's investigation.

6. The Department did not become aware of the exact dates of Ragusa's termination until an additional inquiry on November 10, 2023, which thereafter confirmed Ragusa's termination for cause. On January 19, 2024, Respondent responded to additional follow up inquiries and acknowledged that Respondent had no record of notifying the Department of the termination for cause.

7. An email provided to the Department on March 8, 2024, further confirmed that Ragusa was terminated for cause March 22, 2021, for allegations of forging consumer cancellations and failing to respond to Respondent.

Updated Contact Information

8. Respondent also did not keep official contact information up-to-date with the Department as required.

9. At the time of the Department's investigation, Respondent's requisite Primary Email Complaint Contact was outdated because it continued to list an individual who was no longer employed by Respondent. This caused the Department to have to make multiple outreach attempts and having to contact other Company personnel in order to finally reach the appropriate employee.

10. After an initial attempt on August 10, 2023, the Department was not able to connect with an appropriate employee from Respondent until September 27, 2023.

AUTHORITY

11. The Insurance Anti-Fraud Act, R.I. Gen Laws § 27-54.1-5(b), states that:



(b) A person engaged in the business of insurance having knowledge or a reasonable belief that a fraudulent insurance act is being, will be, or has been committed shall provide such information to the governmental unit responsible for investigation of such act, or if no such unit exists, to the commissioner.

12. The Producer Licensing Act, R.I. Gen. Laws § 27-2.4-16, provides in relevant part:

“(a) Termination for cause. An insurer or authorized representative of the insurer that terminates the employment contract or other insurance business relationship with an insurance producer shall notify the insurance commissioner within thirty (30) days following the effective date of the termination, using a format prescribed by the insurance commissioner, if the reason for termination is one of the reasons set forth in § 27-2.4-14 or the insurer has knowledge the insurance producer was found by a court, government body, or self-regulatory organization authorized by law to have engaged in any of the activities in § 27-2.4-14. Upon the written request of the insurance commissioner, the insurer shall provide additional information, documents, records or other data pertaining to the termination or activity of the insurance producer.”

“(b) Ongoing notification requirement. The insurer or the authorized representative of the insurer shall promptly notify the insurance commissioner in a format acceptable to the insurance commissioner if, upon further review or investigation, the insurer discovers additional information that would have been reportable to the insurance commissioner in accordance with subsection (a) of this section had the insurer then known of its existence.”

13. R.I. Gen. Laws § 27-2.4-16(f) provides that:

“An insurer, the authorized representative of the insurer, or insurance producer that fails to report as required under the provisions of this section or that is found to have reported with actual malice by a court of competent jurisdiction may, after notice and hearing, have its license or certificate of authority suspended or revoked and may be fined in accordance with § 42-14-16.”

14. R.I. Gen. Laws § 27-2.4-14(a) provides among other reasons that:

“(8) Using fraudulent, coercive, or dishonest practices or demonstrating incompetence, untrustworthiness or financial irresponsibility in this state or in another place;”

15. Department’s Insurance Division’s Insurance Bulletin Number 2012-3

Email Complaint Contacts states that:



“All Insurers doing business in the State of Rhode Island are hereby required to provide the Department with an e-mail address for the primary individual responsible for handling all consumer complaint inquiries forwarded to the insurer by the Department.” And “Insurers are also required to notify the Department electronically within 7 days of any change in the primary contact information provided.”

THEREFORE, based on the foregoing, the Respondent and the Department have decided to resolve this matter without further administrative proceedings or adjudication of any issue of fact or law, and hereby agree to the following resolution:

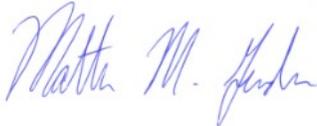
- I. Respondent acknowledges the above referenced facts and is entering into this Consent Order to resolve this matter fully and fairly.
- II. Respondent agrees to pay an administrative fine of \$5,000 (five thousand dollars) within thirty (30) days.
- III. Respondent agrees to review, and revise if needed, its internal processes related to the timely notification to the Department of a producer’s termination for cause. Respondent agrees to complete this review within sixty (60) days of this agreement.
- IV. Respondent has reviewed its agent agreement terminations from May 1, 2021, through June 4, 2024 of independently contracted agents believed by Respondent to be licensed in the State of Rhode Island, and aside from Mr. Ragusa has found no for-cause termination basis for any of these terminations that would trigger the reporting requirements of R.I. Gen. Laws § 27-2.4-16.
- V. Respondent agrees to provide documentation of its review and any changes related to paragraph III above within ninety (90) days of the date of this agreement.
- VI. Respondent agrees to review, and revise if needed, its internal process for keeping official contact information up-to-date and timely updating the Department when there has been a change in any contact information. Respondent agrees to complete this review within sixty (60) days of this agreement.



- VII. Respondent agrees to provide documentation of its review and any changes made related to paragraph VI above within ninety (90) days of the date of this agreement.
- VIII. For twelve (12) months following the date of this agreement, Respondent agrees to provide an update every-other month reporting any Rhode Island producer terminations.
- IX. Waiver of Hearing and Appeal. By agreeing to resolve this matter through the execution of this Consent Agreement, Respondent knowingly and voluntarily waives any right to an administrative hearing and waives any right to pursue an appeal to the Superior Court under the Rhode Island Administrative Procedures Act, R.I. Gen. Laws § 42-35-1 *et seq.*
- X. Enforcement. If Respondent fails to comply with any term or condition of this Consent Agreement within any applicable time period set forth herein, Respondent will be in violation hereunder and the Department shall be entitled to immediately take enforcement or other action in accordance with applicable law.
- XI. Compliance; Other Laws. Compliance with the terms of this Consent Agreement does not relieve Respondent of any obligation to comply with other applicable laws or regulations administered by or through the Department or any other governmental agency.

Counsel for the Respondent and the Department hereby consent and agree on the foregoing on behalf of their respective clients the 14th day of June 2024.

Rhode Island Department of
Business Regulation
by its Legal Counsel


Matthew Gendron
Mariel R. Garcia

Senior Life Insurance Company
by its officer


Karen Boyd
Chief Operating Officer