

JUL 02 2019

STATE OF ARIZONA

DEPARTMENT OF INSURANCE

DEPT OF INSURANCE
BY meK 7/2/19

In the Matter of:

**ACCORDIA LIFE AND ANNUITY
COMPANY (NAIC NO. 62200)**

No. 19A-064-INS

CONSENT ORDER

Respondent.

The State of Arizona Department of Insurance ("Department") alleges that **Accordia Life and Annuity Company** may have violated provisions of Title 20, Arizona Revised Statutes ("A.R.S."). Accordia Life and Annuity Company wishes to resolve this matter without the commencement of formal proceedings, and admits the following Findings of Fact are true, and consents to the entry of the following Conclusions of Law and Order.

FINDINGS OF FACT

1. Accordia Life and Annuity Company ("Accordia" or "Respondent") is a life and disability insurer, domiciled in Iowa and authorized to transact insurance in Arizona.
2. On or about August 3 through August 7, 2015, Accordia transferred policies from eight legacy policy servicing systems to a more updated policy servicing system administered by a third-party administrator, Alliance-One Services ("Alliance-One") (the "Conversion").
3. At the time of the Conversion, there were 8,819 Arizona policies. Due to issues with the Conversion, during May 2016, Accordia placed 2,588 policies in "restricted" status to be administered manually¹. As a result, Accordia failed to bill premiums monthly, provide annual statements for policies in restricted status, or provide timely responses to requests from policyholders.

¹ While a policy is "restricted," policy values are not updated; annual statements and policy illustrations cannot be generated electronically; premium billings and payments cannot be processed; financial transactions are manually completed; and non-financial transactions cannot be processed.

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7. David Wilken represents that he is the President of Accordia Life and Annuity Company and, as such, is authorized to enter this Consent Order on its behalf.

Accordia Life and Annuity Company

6/19/19
Date



David Wilken, President

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COPY of the foregoing mailed this
8th day of July, 2019, to:

Accordia Life and Annuity Company
215 10th Street, Suite 1100
Des Moines, IA 50309
Respondent

COPY of the foregoing delivered same date to:

Scott Greenberg, Deputy Director
Mary Kosinski, Regulatory Legal Affairs Officer
Erin Klug, Assistant Director
Maria Ailor, Market Conduct Oversight Manager

Arizona Department of Insurance
2910 North 44th Street, Suite 210
Phoenix, AZ 85018

Francine Martinez
Francine Martinez