



Texas Insurance News

Regulatory News Published by the Texas Department of Insurance

Companies, Agents and Adjusters Play Major Role in Fighting Insurance Fraud

By Dennis Pompa, Acting Associate Commissioner, Insurance Fraud Unit

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By necessity, summaries of proposed and adopted rules cannot explain their full complexity. Readers interested in complete information about administrative rules should consult the versions published in the Texas Register.

To the best of the staff's ability, information presented in this newsletter is correct as of the publication date, but scheduled dates and proposed rules and amendments may change as the adoption process goes forward.

THE RISING COST of insurance is a major issue in Texas and other states. One way to slow that rise is to curb needless claim payments by avoiding and deterring insurance fraud, which costs Americans an estimated \$80 billion per year.

Detection, prosecution and punishment are the surest forms of deterrence. Adjusters, agents and insurance company special investigative units (SIUs) are the front line of defense against insurance fraud.

SIU representatives were among the 150 persons who attended TDI's 5th Annual Fraud Conference on January 30-31.

SIUs are the primary source of reports that lead to TDI investigations and, subsequently, referrals of claim fraud cases for prosecution. During the 2002 fiscal year, TDI's Insurance Fraud Unit received 3,686 reports by mail or over the Internet and another 3,051 phone tips over our Report Fraud hotline. We opened 320 cases for investigation and referred 225 cases to prosecutors. Cases referred involved fraudulent claims or other financial losses totaling \$17.3 million. Our investigations resulted in 74 indictments and 69 convictions.

We've made it easier than ever for SIUs to report fraud by adding an on-line reporting form to our Web site at www.tdi.state.tx.us/frsiufrpt.html.

Fraud Reports

It's important when submitting a report to provide the essential information we need to fully investigate a case. Here are some things to remember when reporting suspected claim fraud to TDI:

- Provide complete legible copies of all documents submitted.
- Provide a copy of the policy in question. The Declarations Page is particularly important.
- Prepare and submit a fully executed business records affidavit in accordance with the rules of criminal evidence.

- Provide dates, times and personal identifiers of all individuals present during an interview or statement.
- Be detailed in narrative reports. Explain everything. State how the claim was made—i.e., by telephone or mail—and where it was made.
- Provide a legend that spells out terms referred to by abbreviations or acronyms.
- Provide front and back copies of checks.
- Provide color photographs when they are available.
- Include a copy of the actual audio recording when you submit a transcript of a recorded session.
- Be aware that the Fraud Unit will accept company records in an electronic format.
- When in doubt, contact the Fraud Unit.

Avoiding Fraudulent Claims

An increase in claim fraud often accompanies an economic downturn such as the one we are experiencing. However, there are things companies can do to identify and avoid payment of fraudulent claims.

Companies are vulnerable to claim fraud when they issue auto and home policies without a visual inspection of the auto or property to be insured. TDI's Insurance Fraud Unit has investigated cases in which an individual bought a wrecked car with a salvage title for next to nothing, purchased physical damage coverage on it and collected thousands of dollars in claim payments. The Fraud Unit also has seen evidence that a perpetrator filed claims for the same damage to the same car with three different companies.

There are tools and procedures companies can use to avoid situations like this. A company's agents also can and should pay close attention to the nature and condition of the actual risk when taking an insurance application. The Insurance Services Office's claim database, which subscribers can access on-line, may reveal recent claims against other companies for damage to the same vehicle.

Please see **Fraud** on page 7

NewsBriefs

TAIPA Internet Proposal Under Department Review

THE TEXAS AUTOMOBILE INSURANCE PLAN Association has petitioned TDI for approval of an Internet option for agents to obtain immediate binding of coverage regarding applications submitted to TAIPA for assignment.

The filing is subject to TDI approval without a hearing.

Subject to TDI approval, TAIPA's governing committee approved amendments to Subsections 6.A.2 and 6.A.3 of the association's plan of operation. The amendments provide for an "Electronic Application Submission Interface Procedure." The proposed Internet procedure would enable a new policy to take effect at the time and date of the electronic transmission.

TAIPA is the assigned risk plan for Texas drivers who cannot find basic auto liability coverage in the voluntary market. The TAIPA governing committee said it plans to start using the proposed Internet option around July 1, 2003. The governing committee said the new procedure should automate many of the current processing functions for both agents and TAIPA.

Publication: 28TexReg1267, February 7, 2003 ★

LTC Carriers Asked To Provide Rates

TDI HAS DIRECTED long-term care insurers to provide updated rates for TDI's on-line *Long-Term Care Rate Guide*.

Each company currently writing LTC insurance is required to submit the rates by using a password-protected page on TDI's Web site. Rates must be those in effect when the on-line data collection form was completed.

Companies were asked to enter annual premiums at purchase ages 40, 45, 50, 55, 60, 65, 70, 75 and 80 for policies providing daily nursing home and home health care benefits of \$100 and \$50 respectively and the following combinations of elimination periods and benefit periods:

- 0–20-day elimination period and two-year benefit period.
- 30–60-day elimination period and five-year benefit period.
- 90–100-day elimination period and lifetime benefit period.

TDI also instructed each company to enter specific benefits and features of its most popular LTC form.

In addition, TDI directed the carriers to provide information identical to their responses to Item 6 of the approved Comprehensive Long-Term Care Insurance Potential Rate Increase Disclosure Form.

TDI began providing the on-line rate guide in 2001. ★

Commercial Property Stat Plan Amendments Adopted

COMMISSIONER JOSE MONTEMAYOR has adopted amendments to the Farm and Ranch and Farm and Ranchowners module of the Texas Commercial Lines Statistical Plan, effective with the second quarter of 2003.

The changes, recommended by TDI staff, conform reporting fields in the plan to the Insurance Services Office's recently approved policy forms. TDI notified insurers of the stat plan changes via Commissioner's Bulletin B-0002-03, which is available on TDI's Web site, www.tdi.state.tx.us.

The adopted amendments:

- Add options to the Policy Forms field of the Stat Plan for ISO's new policy forms.
- Add options to the subline field that are applicable to ISO's new policy forms.
- Add a field to report the actual dollar amount of the deductible that is associated with a particular policy and a field to indicate whether wind coverage is included. With the addition of this new field, the current deductible field is no longer necessary and, therefore, is deleted.
- Add a field to capture risk classification information specific to ISO's new policy forms.
- Add a field to capture rating modification factor information specific to ISO's new policy forms.
- Add a field to capture company loss cost multiplier information specific to ISO's new policy forms.
- Expand the cause of loss options to match those available under ISO's new policy forms.
- Delete the tenure discount field as it is no longer applicable.
- Delete the fire rate field as it is no longer applicable.
- Delete the optional credit field as it is no longer used.
- Amend the types of submission media to reflect electronic media types that are currently available.

Publication: 28TexReg759, January 24, 2003 ★

Agents'Corner

By **Matt Ray**, Deputy Commissioner, Licensing

THE LICENSING DIVISION has changed its procedure for recording insurance service representative (ISR) employment relationships and ISR transfers from one general lines property and casualty agent/agency to another

Cancellations, transfers and sponsorships must be reported on Insurance Service Representative (ISR) Transfer/Cancel Employment Form LHL208.

The one-page ISR transfer/cancel form must be used by individuals currently licensed as ISRs. The filing fee is \$10 for transfer or sponsorship. There is no fee for cancellation. The new form is designed to simplify the reporting process for ISRs, general lines agents and TDI. The licenses of ISRs using this form will maintain their current expiration dates.

These forms will be processed in the Licensing Division by date order received.

Texas Insurance Code Article 21.14 § 8 requires ISRs to be licensed by TDI and to work only as employees of licensed property and casualty agents. Individuals whose ISR licenses have expired or been canceled must submit new completed license applications with the required fee.

You can locate the new ISR Transfer/Cancel Employment Form on our website at www.tdi.state.tx.us. You may also telephone **512 322-3503** to request a form by mail.

Better-Looking Licenses

Agents Licensing changed its licensing software system to COSMOS in the fall of 2000. With this new system came a plain, generic looking license. Starting in mid-January 2003, agents and other entities began to receive licenses with more eye appeal. Each license now displays the state seal and the Commissioner's signature. The new license has two parts. Agents and adjusters can cut off the bottom portion of the license and carry it on their persons to show upon request. The upper portion of the license is suitable for framing.

New Continuing Education Rules

You can now locate the new continuing education rules on TDI's Web site, www.tdi.state.tx.us. Once on the site, click "agent" and then click "continuing education." You will note an area that reads: "Current Rule Relating to Agents and Adjuster Continuing Education Program and Adjuster Pre-licensing Training—28 TAC § 19.602; 19.1001–19.1018." Questions about these rules may be directed to Agents Licensing at **512 322-3503**. ★

TDI update

FAIR Plan Experiences Heavy Opening Month

TEXAS' NEW FAIR PLAN issued more than 1,000 policies in its first month of operation as the state's insurer of last resort for residential property coverage.

The plan issued its first policy on December 31, 2002, and was announced to the public on January 8, 2003. As of February 18, 2003, the plan had issued 2,025 policies.

Applicants sought and obtained coverage with a wide range of policy limits. Four policies with the FAIR plan's maximum limit of \$1 million were sold. The average policy limit through February 18 was \$135,000. The average premium was \$1,004.

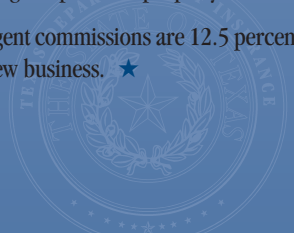
Meanwhile, the plan steadily increased the number of agents authorized to sell policies for the plan. By the end of January, the plan had given authorization to 781 agents, compared to approximately 450 when it opened its doors.

Agents can seek authorization by using the "Agent Access and Sign-Up" button at the plan's Web site, www.texasfairplan.org.

Commissioner Jose Montemayor established the plan, which has its own governing committee, as a residual market after determining that the state as a whole was underserved for residential property insurance.

The plan offers only the Texas standard HO-A, usually with a replacement cost endorsement. Policyholders also have the option of purchasing an endorsement providing replacement cost coverage of personal property.

Agent commissions are 12.5 percent on new business. ★



PersonalNotes

Lazaretti Becomes HMO Deputy

MARGARET LAZARETTI has been appointed deputy commissioner in charge of the Department's HMO Division.

She succeeds Kevin Brady, who rejoined the Financial Program at the request of Senior Associate Commissioner Betty Patterson. (See following article.)

For the past year, Lazaretti has been director of project development in Life, Health and Licensing, where she has been a key advisor to Senior Associate Commissioner Kim Stokes. One of

Lazaretti's recent projects has been assisting a legislative committee in a study of the feasibility of health coverage that would pay for services provided on both sides of the border with Mexico.

Lazaretti received her bachelor's degree in nursing from the University of Texas at Austin and later earned a law degree from the Loyola University School of Law.

She worked in the HMO industry for a number of years and served as a nurse consultant in the HMO Division from 1997 to 1999. ★

Brady Rejoins Financial as Deputy

TDI VETERAN KEVIN BRADY has rejoined the Financial Program as deputy commissioner after serving 1½ years as head of the Department's HMO Division.

As deputy commissioner in Financial, Brady will assist primarily in legislative activities, oversight of regulatory activities involving complex holding company groups and coordination of Financial's work with other divisions of TDI.

Brady joined TDI in 1984, shortly after receiving his bachelor of business administration degree with a concentration in finance from Southwest Texas State University in San Marcos. He served in Financial as a field examiner, director of reinsurance, senior analyst and deputy commissioner before accepting appointment as head of the HMO Division in 2001. Brady is a Certified Financial Examiner. ★

Catherine Reyer Heads Enforcement Section

CATHERINE REYER, a TDI staff attorney for the past eight years, has been appointed chief of the Enforcement Section of the Legal and Compliance Division.

Senior Associate Commissioner Sara Waitt selected Reyer to replace Karen Barratt, who left TDI to join the staff of Lieutenant Governor David Dewhurst.

Reyer graduated magna cum laude from the University of St. Thomas in Houston with a bach-

elor of arts degree in French and a minor in business administration. She later attended the University of Texas Law School and received her law degree in 1994. She joined TDI in January 1995 as a staff attorney.

As a staff attorney, Reyer has worked on several major cases, including benchmark rate hearings and the recent administrative action over Farmers' homeowners rating practices. ★

Data Call Reminders

(Failure to comply with TDI's reporting requirements may result in disciplinary action)

Call for Quarterly Experience

The Call for Fourth Quarter 2002 Experience was mailed December 31, 2002, and was due by February 15, 2003. The bulletin and forms may be downloaded from TDI's Web site at <http://www.tdi.state.tx.us/company/indexpc.html>. TDI contact is Julie Jones, **512 475-3030**. E-mail address: julie.jones@tdi.state.tx.us

Call for Quarterly Experience, Workers' Compensation Deductible Plans

The Call for Fourth Quarter 2002 Experience was mailed December 31, 2002, and was due by February 15, 2003. The bulletin and forms may be downloaded from TDI's Web site at <http://www.tdi.state.tx.us/company/indexpc.html>. TDI contact is Julie Jones, **512 475-3030**. E-mail address: julie.jones@tdi.state.tx.us ★

RuleMaking

ADMINISTRATION

APA Proposal

TDI Employee Training

■ The Department has proposed amendments to 28 TAC §§ 1.2702 and 1.2703 regarding training for TDI employees. The amendments reflect current policy and procedures and also address requirements of the General Appropriation Act enacted by the 77th Legislature in 2001.

The proposed amendments include, but are not limited to, these changes from existing rules:

- Include Internet-based training as a component of TDI's employee training program, including new employee orientation.
- Clarify that incomplete courses are not eligible for tuition reimbursement or education leave.
- Provide that reimbursement is not available for federal income taxes incurred because of education assistance paid by the Department.
- Require that employees take classes scheduled during the lunch hour or outside of business hours when classes are available at such times rather than request education leave to take classes during the working day.
- Authorize managers to require employees who have completed training programs to assume additional job duties for which the training prepared them and to share with other employees the information acquired through the training.

Publication: 28TexReg1363, February 14, 2003
Earliest possible adoption: March 17, 2003
Further information: 512 463-6327

AUTOMOBILE

Exempt Adoption

Multi-Car Discounts

■ Commissioner Jose Montemayor has amended Rule 74.D of the *Texas Automobile Rules and Rating Manual* concerning the applicability of the multi-car discount to autos assigned to youthful operators.

Previously, the rule provided that an auto assigned to a youthful operator could not receive the discount or be used to qualify other automobiles for the discount. The amendment recommended by TDI staff and adopted by Montemayor gives insurers the option of

offering the discount to vehicles assigned to youthful drivers and/or of using such vehicles to qualify other autos for the discount.

Insurers may apply the entire multi-car discount (both the mandatory and the optional portions) to all autos meeting the rule's eligibility and ownership requirements if the vehicles are covered with one company, regardless of whether the coverage is through more than one policy.

In adopting staff's recommendation, the Commissioner denied a petition by the Insurance Council of Texas to extend the current mandatory multi-car discount to autos assigned to youthful operators and business use operators.

Publication: 28TexReg1531, February 14, 2003
Effective date: April 15, 2003
Further information: 512 463-6327

FINANCIAL

APA Adoption

Credit Life Policy Reserves

■ Commissioner Jose Montemayor has adopted an amendment to 28 TAC § 3.6101 concerning minimum reserve requirements for credit life policies and certificates. The change implements House Bill 2159 of the 77th Legislature, codified as *Texas Insurance Code* Article 3.28, Section 3(h).

The amendment provides that reserve requirements for payment of benefits are met if, in the aggregate, the reserves are maintained at 100 percent of the 1980 Commissioner's Standard Ordinary (CSO) Mortality Table, with interest not to exceed 5.5 percent.

The previous version of the rule required that minimum reserves for premium refunds and benefit payments be maintained at one of the following levels:

- 130 percent of the 1958 CSO Mortality Table with interest not to exceed 5.5 percent, or
- 100 percent of the reserves computed on the 1941 CSO Mortality Table, with interest not to exceed 5.5 percent, or
- 100 percent of the reserves computed on the 1958 Commissioner's Extended Term (CET) Mortality Table, with interest not to exceed 5.5 percent, or
- 150 percent of the reserves computed on the 1980 CSO Mortality Table, with interest not to exceed 5.5 percent.

The adopted amendment to the rule preserves those options. It provides, however, that notwithstanding any other law or rule, the minimum reserve requirements for payment of benefits are met if reserves, in the aggregate, are maintained at 100 percent of the 1980 CSO Mortality Table, with interest not to exceed 5.5 percent. In addition, the change makes it clear that policy reserves must not, in the aggregate, be less than the premium refund liability, which may include consideration of commissions, premium taxes and other recoverable expenses.

Publication: 28TexReg1195, February 7, 2003
Effective date: February 13, 2003
Further information: 512 463-6327

APA Proposal

2001 CSO Mortality Tables

■ Commissioner Jose Montemayor will hold a March 12, 2003, public hearing (Docket No. 2546) on proposed new 28 TAC §§ 3.1307, 3.1406, 3.4509 and 3.9101–3.9106 concerning the adoption by reference of the 2001 Commissioners Standard Ordinary (CSO) Mortality Table. The hearing will be at 9:30 a.m. in Room 100 of the William P. Hobby Jr. State Office Building, 333 Guadalupe, Austin.

The proposed new rules are necessary to prescribe the use of the 2001 CSO Mortality Table. Insurers could begin using the table for new life insurance policies issued after May 1, 2003, and they would be required to use it for life insurance products issued on and after January 1, 2009.

Texas Insurance Code Articles 3.28 and 3.44a authorize the Commissioner of Insurance to adopt any mortality table adopted by the NAIC. The NAIC adopted the 2001 CSO Mortality Table at its December 2002 meeting. The table reflects increases in life expectancy since the adoption of the 1980 CSO Mortality Table. The new table is expected to reduce required reserve levels for a number of life insurance products compared with the reserve levels produced by the 1980 CSO Mortality Table that insurers currently must use. Term life reserves are expected to be up to 30 percent lower in the aggregate. Whole life reserves are estimated to be 10 percent to 15 percent lower in the aggregate. Universal life and variable life products are estimated to experience a reduction in reserves of 5 percent or less.

RuleMaking

Copies of the 2001 CSO Mortality Table may be obtained from TDI's Actuarial Division or from the Department's Web site, www.tdi.state.tx.us.

Projected publication date: February 21, 2003
Earliest possible adoption: March 24, 2003
Further information: 512 463-6327

PROPERTY

APA Adoptions

TWIA Deductibles

■ Commissioner Jose Montemayor has amended 28 TAC § 5.4501 concerning the adoption by reference of the manual for wind and hail insurance issued by the Texas Windstorm Insurance Association.

The amendments replace TWIA's former flat-amount deductible options with a single deductible of one-half percent of policy limits. No deductible may be less than \$500. The revised deductible plan includes a schedule of premium credits corresponding to 17 specific ranges of insured amounts. Properties insured for 0 to \$100,000 would receive a 6 percent credit, while those insured for more than \$25 million would receive a credit of 37 percent.

Publication: 28TexReg1195, February 7, 2003
Effective date: May 1, 2003
Further information: 512 463-6327

TWIA Policy Forms

■ Commissioner Jose Montemayor has amended 28 TAC §§ 5.4101 and 5.4401, concerning the adoption by reference of the dwelling, commercial and mobile home policy forms utilized by the Texas Windstorm Insurance Association (TWIA).

The revisions adopted by Montemayor amend the TWIA forms to exclude coverage of the cost of:

- Removing mold, fungi or other microorganisms from covered property.
- Tearing out and replacing any part of a building to gain access to mold, fungi or microorganisms.
- Testing to confirm the absence or presence of mold, fungi or microorganisms.

The exclusions contain an exception that maintains cover for mold, fungi or other microorganisms located on portions of the covered property that must be repaired or replaced because of sudden, accidental and direct physical damage from wind or hail that is

a covered loss under the policy. Sudden and accidental damage includes a loss event that is hidden or concealed for a period of time until it is detected, so long as the loss is reported no later than 30 days after it is detected or should have been detected.

The exclusions, similar to those contained in Texas standard homeowners policies, mean that TWIA policies will not cover the cost to treat, contain, remove or dispose of mold beyond that which is reasonably necessary to repair or replace the covered property; testing or decontamination of the residence; any increase in loss of use or debris removal coverage; or diminution in value.

Publication: 28TexReg1394, February 14, 2003
Effective date: February 17, 2003
Further information: 512 463-6327

APA Proposal

Underserved Areas for

Residential Property Insurance

■ The Department has proposed new 28 TAC § 5.3701 designating all 254 counties of Texas as "underserved areas" for residential property insurance coverage. The designation is necessary to qualify the entire state for the FAIR (Fair Access to Insurance Requirements) plan that began operations on December 31, 2002. An emergency rule to that effect was issued October 8, 2002. For the designation to remain in force, however, a permanent rule is necessary.

The proposed rule includes a finding that "residential property insurance is not reasonably available to a substantial number of owners of insurable property" throughout the state of Texas.

The preamble to the rule notes that two companies with a combined market share of 50 percent are not writing new homeowners business in Texas and "many other insurers have continued to maintain restrictions or limitations on writing homeowners insurance." The preamble cites statistics from the Surplus Lines Stamping Office of Texas that homeowners premiums written by surplus lines carriers increased by 105.3 percent from December 31, 2001, to December 31, 2002.

Publication: 28TexReg1365, February 14, 2003
Earliest possible adoption: March 17, 2003
Further information: 512 463-6327

TITLE

APA Proposal

Anti-Rebating Rules

■ The Department has proposed new 28 TAC § 9.20, concerning the adoption by reference of a new procedural rule, P-53, for inclusion in the *Basic Manual of Rules, Rates and Forms for the Writing of Title Insurance in the State of Texas*.

The proposed rule provides definitions and details concerning rebating as prohibited by *Texas Insurance Code* Article 9.30. These details include a fine of up to \$10,000 per day for each day of violation in addition to the other sanctions available to the Commissioner. In addition, title underwriters, title agents, escrow officers and their affiliates would be required to maintain auditable records documenting compliance.

Definitions

The proposed rule contains three key definitions:

- An *authorized person* is a person doing the business of title insurance under the authority of the Texas Title Insurance Act. These include title underwriters, title agents and escrow officers.
- A *producer* is a real estate broker or agent, lender, mortgage company, mortgage broker, builder, developer, attorney or architect or any affiliate of such a producer.
- An *affiliate of a producer or authorized person* is an officer, director, agent or employee of such a person, a member of their immediate family, or an entity that owns, is owned by or is under common ownership with a producer or authorized person.

General Prohibition

The proposed rule prohibits authorized persons and their affiliates from directly or indirectly paying for or subsidizing advertising, promotional materials or activities of producers and their affiliates who are in a position to make referrals of title insurance business.

Specific Prohibitions

An authorized person could not—individually or jointly with a producer or with a group that includes a producer—advertise a particular real property or group of properties. Prohibited activities would include those having the effect of subsidizing the business or

Continued on Page 6

RuleMaking

advertising or promotional activities of a producer or of an affiliate of a producer. These prohibited activities would include providing, sponsoring, paying for or subsidizing the cost of various kinds of real estate advertising, and promotional events such as open houses, holiday parties, seminars, receptions, etc. Authorized persons could not provide or furnish prizes, food, beverages, gifts, decorations, entertainment or professional services for such events.

Authorized persons could not provide or pay for an advertising medium that subsidizes the business, products, services or promotional activities of a producer or an affiliate of a producer.

In addition, an authorized person would be prohibited from providing or paying for furnishings, postage, office, supplies, electronic or had copy documents or media, computer hardware or software, telephones, telephone systems, copiers, fax machines, office equipment, vehicles, administrative management, staff services, rental space or office facilities for the use of a producer or an affiliate of a producer.

Permitted Activities

Authorized persons or their affiliates could produce and distribute promotional and educational materials about title insurance, loans, mortgages, laws, legislation and related matters if the materials prominently display the name and business symbol of the authorized person or affiliate and do not depict or include the name or business symbol of a producer or its affiliate.

Authorized persons or their affiliates could provide advertising and promotional event items to producers in return for a fee that at least covers their actual cost and is not conditioned upon the referral of business. All written or visual materials related to such goods or services would have to include a disclaimer saying: "The *Texas Insurance Code* prohibits the giving or receiving of a thing of value for soliciting or referring title insurance business. The goods or services provided or offered herein are not contingent upon the referral of title business."

Projected publication date: February 21, 2003
Earliest possible adoption: March 24, 2003
Further information: 512 463-6327 ★

LegalNotes

Open Records Requests for Information That Companies Deem Confidential

By Norma Garcia, Deputy Commissioner, Legal and Compliance Division.

(Editor's note: This is the second installment of a two-part article on the Public Information Act and TDI's procedures for handling open records requests. The first installment was in the January 2003 issue of **TIN**.)

WHEN AN INSURANCE COMPANY or other regulated entity ("company") submits information to TDI that the company claims is confidential, the information should be labeled as confidential. If TDI receives a request for information that a company claims is confidential, TDI will normally request an Attorney General's opinion.

TDI, however, does not usually submit arguments in support of keeping such documents confidential. *Texas Government Code* §552.305. TDI will notify the company that TDI requested an Attorney General's opinion so that the company has an opportunity to submit its confidentiality arguments. If the company does not submit arguments or submits inadequate arguments, the Attorney General likely will decide that TDI must release the information. The company will receive a copy of the Attorney General's opinion. After receiving the Attorney General's opinion, TDI normally will notify the company and the requestor before releasing the information.

Some individuals or entities have a special right of access to information that is otherwise confidential. For example, a member, committee or agency of the Texas Legislature may obtain otherwise confidential information for legislative purposes. *Texas Government Code* §§552.008, 552.264. If TDI maintains private information about an individual, the individual will normally have a special right of access to that information. *Texas Government Code* §552.023. Also, confidential information can usually be shared between state governmental bodies. Op. Tex. Att'y Gen. Nos. H-917 (1976), H-242 (1974).

Information Charges

The Texas Building and Procurement Commission sets the charge for obtaining public information. *Texas Government Code* §552.262. Standard-size paper copies are 10 cents per page. Copies made by a vendor are the amount the vendor bills TDI. The charge for providing information may include personnel, programming and computer time. If the total cost is less than \$10, there usually will be no charge. *Texas Government Code* §552.267(b). If the estimated charge is more

than \$100, TDI usually requires a prepaid deposit or bond before providing the information. *Texas Government Code* §552.263. A prepaid deposit or bond will be required if you have an unpaid balance of more than \$100 for previous requests. You will not be asked to pay in advance for open records requests unless a deposit is required. *Texas Government Code* §552.263(c).

TDI will send you an itemized estimate of the charges if TDI estimates the charge for the information you requested to be more than \$40. The estimate will include information about less costly alternatives and will specify when the requested information will be available. *Texas Government Code* §552.2615(a), 1 *Texas Administrative Code* §111.67. Included will be a form you can return to TDI to indicate that you either agree to the estimated charges, wish to modify your request or wish to withdraw your request. The estimate also will include a date by which TDI will provide the requested information if you approve the estimate. You will be asked to respond to the estimate within 10 business days. If you do not respond to the estimate within 10 business days, TDI will assume that you wish to withdraw your request. *Texas Government Code* §552.2615(b).

After you approve the estimate, TDI will send you the requested information by the date stated in the estimate. You will be sent a separate bill. If the actual charge exceeds the estimate by 20 percent or more, you will be sent a new estimate. *Texas Government Code* §552.2615(c).

You may read about public information at the Open Records Page on TDI's Web site:

www.tdi.state.tx.us/commish/lcoprc1i.html

You may also visit the Attorney General's Open Records Handbook:

www.oag.state.tx.us/newspubs/publications.html

Questions about public information requests to TDI may be directed to the Agency Counsel Section of the Legal and Compliance Division at **512 475-1757**. ★

Fraud... *from page 1*

Sometimes paying attention to the economy and the non-insurance marketplace can help insurers detect fraudulent claims. One auto manufacturer offered a "pay nothing for one year" deal on its new cars. An insurance company noticed an upswing in theft claims for that make of automobile in the 13th month after some customers added such cars to their policies.

Mold Claims

In all too many cases, companies have paid mold-related water claims without looking for possible overcharges or phantom expenses. Even when there is a legitimate claim, fraud can occur in such elements as additional living expenses. Claimants have been known to move in with relatives—or not move at all—during repairs, then submit claims based on rent they never paid. Insurers have the right to ask for cancelled checks made out to landlords or motels. We've also seen cases where people submitted fraudulent receipts for work they did themselves. It never hurts to call the contractor named on a receipt to verify performance of the repairs.

Insurers and adjusters reviewing mold claims need to look for relationships between public adjusters hired by homeowners and the mold remediators they retained or recommended. In a scam, the public adjuster and the mold remediator may be connected or may be one and the same. Sometimes a general contractor hired to do

repairs just happens to own the house the claimant rents during repairs. There should either be no relationships among these various entities or the relationships should be transparent.

Because a few claimants have "cooked" their houses to encourage mold growth that ups the ante on their claims, adjusters investigating water claims would be wise to inspect and photograph the damage within 24 hours to create a visual record of the damage as initially reported.

Fraudulent Disability Claims

A growing area of claim fraud is disability insurance, including certain credit coverages. The dollar amount of disability claim fraud can be substantial—some policies on professionals provide benefits of \$10,000 to \$15,000 per month. Yet some companies almost invite fraudulent claims. We've seen insurers fail to notify claimants of their obligation to report when they return to work. Some companies have accepted medical forms directly from policyholders rather than require physicians themselves to submit the information. This trusting attitude invites policyholders bent on fraud to forge doctors' signatures in order to collect benefits.

Too many companies don't do enough to verify that a person collecting disability benefits still needs them. It's a fairly simple matter to telephone a claimant's employer to verify that the policyholder has not yet returned to work.

Fraudulent Health Plans

TDI is seeing a marked rise in unauthorized health insurance plans that compete unfairly with legitimate companies and burden consumers with unpaid claims. Agents sometimes run across these scams when the fraudulent insurers steal their customers or attempt to recruit the agents themselves as marketers. In several cases, agents provided the first tips that led to the shutdown of fraudulent health plans by TDI. One dead giveaway that a plan may be fraudulent is a claim to be an "ERISA plan," exempt from state insurance licensing requirements. They seldom are. An agent who is approached to sell an unfamiliar health plan should ask questions such as, "Who is funding this plan?"

We urge agents to continue letting us know when they suspect unauthorized insurance. All it takes is a call to our Report Fraud hotline, **1-888-327-8818**.

It's worth noting that companies, agents, adjusters and consumers who report insurance fraud have legal protections from lawsuits by the people they report. *Texas Insurance Code* Article 1.10D, Section 6, provides immunity from civil suits when a person, acting without malice, fraudulent intent or bad faith, provides TDI with information about suspected, anticipated or completed fraudulent insurance acts. ★

Enforcement Actions

Unlicensed Insurer Ordered to Pay \$1 Million

AN AUSTIN JUDGE has ordered a London- and Canada-based organization to stop marketing boat and other watercraft insurance in Texas without a license and to pay a \$1 million fine imposed last year by Commissioner Jose Montemayor.

State District Court Judge Patrick O. Keel issued a permanent injunction against International Marine Safety Foundation, also known as International Water Marine Safety Foundation or International Water Safety Foundation. The injunction was requested by TDI and the Office of the Attorney General.

In addition to the foundation, the injunction names its top officers, Gerard Beaudoin, Gregory Quail and Andrew Evans. The foundation's Web site lists addresses in Quebec and London. Beaudoin is believed to live in Quebec while Quail and Evans are believed to reside in London.

The insurance carrier for International Water Marine Safety Foundation is an unlicensed Panamanian company, North American Marine General Insurance Co.

International Water Marine Safety Foundation advertises on the Internet and has sent faxes offering Texas insurance agents inducements to market watercraft insurance coverage on its behalf.

TDI has reason to believe that as many as 130 Texans have bought insurance through the foundation.

TDI took its case against the foundation to court after the foundation disregarded cease-and-desist orders and failed to pay a \$1 million fine ordered by Montemayor on March 26, 2002, for violating Texas' law against unauthorized insurance.

Judge Keel entered a default judgment against International Water Marine Safety Foundation after it failed to respond to the state's lawsuit. ★

TWIA Reinsurance Renewal Approved

COMMISSIONER JOSE MONTEMAYOR has approved the Texas Windstorm Insurance Association's petition for approval of excess per risk reinsurance coverage for its policyholders during 2003.

Montemayor approved Wellington Re, Montpelier Re Holdings Ltd. and 10 Lloyd's of London syndicates as the reinsurers for this year, as requested by TWIA.

Texas Insurance Code Article 21.49, Section 8E, authorizes TWIA to issue a wind and hail policy that includes coverage for amounts in excess of the maximum limit of liability approved by the Commissioner of Insurance. This coverage must be purchased from reinsurers approved by the Commissioner.

The previous reinsurance program expired December 31, 2002. The new program is effective as of January 1, 2003. ★

Montemayor Blames Claim Costs for Med Mal Rate Hikes

COMMISSIONER JOSE MONTEMAYOR told two U. S. Senate committees in February that loss trends are the primary cause of escalating medical professional liability rates in Texas and elsewhere. "All other causes are a distant second," he said.

Montemayor appeared before the Committee on the Judiciary and the Committee on Health, Education Labor and Pensions on February 11, 2003. He presented similar testimony before the Texas House Civil Practices Committee the following day. Like Congress, the Texas Legislature is considering measures designed to curb medical malpractice losses and reduce premiums.

The Commissioner based his testimony largely on a report prepared by TDI staff on the availability and affordability of medical professional liability insurance in Texas. The report includes data on the frequency and severity of medical malpractice claims, statewide and by region.

Excerpts from Montemayor's testimony follow.

"There are a number of theories regarding the current situation in medical malpractice coverage; however, the sum of the report clearly indicates that loss trends—increasing amounts

paid for claims—are the primary cause of rising costs in medical malpractice insurance. All other causes are a distant second.

"Many states, especially Texas, are writing at significant losses. Texas has \$1.60 in losses for every dollar in premium. This trend has affected net worth, with Texas carriers realizing a negative return of 3.3 percent for 2000, and a negative 2 percent return for the ten year period.

"Over a four-year period, the claims costs per doctor have increased 50 percent. This is driven by claim frequency as well as claim severity. In my own state, we have an increasing number of claims per physician in the lower Rio Grande Valley. The reverse holds true in the other parts of the state where the amount per claim is higher though the frequency is lower.

"These loss trends indicate the presence of liabilities which, due to their unpredictability, result in pricing increases of 80 percent to 140 percent for the major writers in Texas. With the stock market losses of the last few years, investment income and hard markets seem like reasonable culprits; however, a review of how insurance carriers invest their funds indicates that a pre-

ponderance of investments is in bonds. This investment allocation is natural for the industry as it attempts to stabilize cash flow.

"What can never be fully conveyed in the statistics, though, are the accounts from people who suffer from lack of access to patient care. There are stories from the Rio Grande Valley to the Texas Panhandle of how people do not have access to care, not for lack of means, but for lack of willing providers. It has reached the point where good providers can no longer afford to practice medicine, or limit their accessibility, because of rising premiums. In Texas, doctors have only four carriers to choose from, down from seventeen a few years ago. This trend stifles the advancement of medicine and undermines the human infrastructure of our communities."

Montemayor concluded that "balanced and reasonable limits on losses will stabilize the medical liability insurance market and will go a long way to alleviate the looming crisis of access to health care."

The Commissioner is chair of the NAIC's Property and Casualty Committee and a separate NAIC working group on medical malpractice insurance. ★

Fraud Unit Prosecutions

Indictments

Allen, Vernon, was indicted in Dallas on charges of insurance fraud, a state jail felony.

Bristow, John, was indicted in Austin on charges of theft and securing the execution of a document by deception, both second-degree felonies.

Meacham, Randy, was indicted in Richmond on charges of theft, a state jail felony.

Webb, Muhammad Farhan, was indicted in Dallas on charges of insurance fraud, a state jail felony.

Case Dispositions

Acerra, Stephen, was sentenced in Edinburg to one year's confinement and ordered to pay \$3,648.58 in restitution for theft, a state jail felony.

Dixon, Terry, was sentenced in Fort Worth to five years' deferred adjudication and a fine of \$500 for insurance fraud, a state jail felony.

Leake, Kathy, was sentenced in Austin to 36 months' deferred adjudication and 240 hours of community service and was ordered to pay

\$109,422.94 in restitution for misapplication of fiduciary property, a second-degree felony.

Meek, Vicki, was sentenced in Austin to 120 months' deferred adjudication and 160 hours of community service, was fined \$1,000, was ordered to pay \$49,741 in restitution, was barred from accepting employment in the insurance industry and was ordered to write a letter of apology to the victims for theft, a third-degree felony.

Ramcharan, Ramnath, was sentenced in U.S. District Court in Houston to 135 months' confinement, a \$1,500 fine and \$1,606,239.79 in restitution for four counts of mail fraud, aiding and abetting; 10 counts of money laundering, aiding and abetting; and one count of conspiracy.

Singleton, Richard, was sentenced in Fort Worth to five years' deferred adjudication, a \$1,000 fine and \$5,557.75 in restitution for insurance fraud, a state jail felony.

Staples, Billy Bob, was sentenced in U.S. District Court in Houston to 37 months' confinement, a \$100 fine and restitution of \$744,671.50 for aiding and abetting in the commission of mail fraud.

Staples, Janell, (*aka Martha Reece*) was sentenced in U.S. District Court in Houston to 37 months' confinement, a \$100 fine and restitution of \$64,342.13 for mail fraud, aiding and abetting.

Staples, Johnny, was sentenced in U.S. District Court in Houston to 135 months' confinement, a \$3,000 fine and restitution of \$5,175,774.43 for one count of conspiracy to commit money laundering; seven counts of mail fraud, aiding and abetting; 17 counts of money laundering, aiding and abetting; and five counts of money laundering for promotion, aiding and abetting.

Staples, Theresa, was sentenced in U.S. District Court in Houston to three years' probation, a \$100 fine and \$130,105.94 in restitution for mail fraud.

Terry, Jesse, was sentenced in Austin to 24 months' deferred adjudication and 160 hours of community service for making a false statement in a written instrument, a state jail felony.

Villegas, Arturo, was sentenced in Austin to one year's confinement for theft, a Class A misdemeanor. ★

TYPES and TOTALS

of Entities Holding a Certificate of Authority in Texas as of January 31, 2003

	JANUARY 31, 2003			DECEMBER 31, 2002			DECEMBER 31, 2001		
	TEXAS	FOREIGN	TOTAL	TEXAS	FOREIGN	TOTAL	TEXAS	FOREIGN	TOTAL
Stock Life Insurance Companies	132	527	659	132	527	659	135	547	682
Mutual Life Insurance Companies	3	43	46	3	43	46	3	43	46
Stipulated Premium Companies	39	0	39	40	0	40	41	0	41
Non-Profit Life Companies	0	1	1	0	1	1	0	1	1
Stock Fire Insurance Companies	1	6	7	1	6	7	1	4	5
Stock Fire & Casualty Companies	99	681	780	99	680	779	104	675	779
Mutual Fire & Casualty Companies	8	56	64	8	56	64	7	59	66
Stock Casualty Companies	7	120	127	7	120	127	7	119	126
Mexican Casualty Companies	0	9	9	0	9	9	0	9	9
Lloyds	71	0	71	71	0	71	68	0	68
Reciprocal Exchanges	11	14	25	11	14	25	11	15	26
Fraternal Benefit Societies	10	25	35	10	25	35	10	26	36
Title Insurance Companies	4	25	29	4	25	29	4	22	26
Non-Profit Legal Services Corporations	2	0	2	2	0	2	2	0	2
Health Maintenance Organizations	53	3	56	53	4	57	54	3	57
Risk Retention Groups	1	0	1	1	0	1	1	0	1
Third Party Administrators	291	432	723	292	433	725	295	434	729
Joint Underwriting Associations	0	3	3	0	3	3	0	6	6
Multiple Employer Welfare Arrangements	8	1	9	8	1	9	6	4	10
Continuing Care Retirement Communities	19	2	21	19	2	21	19	2	21
Total	759	1,948	2,707	761	1,949	2,710	768	1,969	2,737
Statewide Mutual Assessment Life, Accident and Health Companies	1	0	1	1	0	1	1	0	1
Local Mutual Aid Associations	4	0	4	4	0	4	5	0	5
Local Mutual Burials Associations	2	0	2	2	0	2	2	0	2
Exempt Associations	10	0	10	10	0	10	10	0	10
Non-Profit Hospital Service Corps.	5	0	5	5	0	5	5	0	5
County Mutual Fire Companies	24	0	24	24	0	24	24	0	24
Farm Mutual Fire Companies	17	0	17	17	0	17	17	0	17
Total	63	0	63	63	0	63	64	0	64
Grand Total	822	1,948	2,770	824	1,949	2,773	832	1,969	2,801

KEY TELEPHONE LIST

All numbers are in area code 512.

DIVISION	NAME	PHONE	MAIL CODE
Commissioner of Insurance	Jose Montemayor	463-6468	113-1C
Deputy Commissioner for Policy	Mike Geeslin	463-6464	113-1C
Acting General Counsel & Chief Clerk	Gene Jarmon	305-7351	113-2A
Office of Chief Clerk		463-6326	113-2A
Government Relations	David Durden	463-6651	113-3A
Public Information Office	Robert Black	463-6425	113-1A
Senior Associate Commissioner & Chief of Staff	Albert Betts Jr.	305-7249	113-1C
Information Services (Data Processing)–Director	Andy Robinson	463-0819	102-4S
Legal & Compliance –Senior Associate Commissioner	Sara Shiplet Waitt	463-6119	110-1A
Insurance Fraud Program –Acting Associate Commissioner	Dennis Pompa	305-8159	109-3A
Life, Health & Licensing –Senior Associate Commissioner	Kim Stokes	305-7342	107-2A
Licensing –Deputy Commissioner	Matt Ray	463-8917	107-1A
TPA/Premium Finance	Chuck Waits	322-3412	107-5A
Agents Licensing		322-3503	107-1A
Life/Health Division –Deputy Commissioner	Ana Smith-Daley	322-3401	106-1A
Accident & Health	Cindy Carpenter	322-3409	106-1D
Life, Annuity & Credit	Jackie Murphy-Robinson	322-3406	106-1E
HMO/URA Division –Deputy Commissioner	Margaret Lazaretti	322-4266	103-6A
Filings Intake –Deputy Commissioner	Angelia Johnson	322-3575	104-3B
Life/Health & HMO Intake	Belinda Reveles	322-4245	106-1E
Property & Casualty Intake	Cindy Grimm	322-3575	104-3B
Property & Casualty –Senior Associate Commissioner	C. H. Mah	322-3587	105-5G
Associate Commissioner	Marilyn Hamilton	322-2265	104-PC
Data Services	Clare Pramuk	475-1878	105-5D
Market Assistance Program	Kathy Graf	322-2290	105-5D
Property & Casualty Actuarial	Philip Presley	475-3017	105-5F
Personal and Commercial Lines –Director	David Nardecchia	305-7544	104-PC
Automobile/Homeowners –Manager	Grover Corum	322-3430	104-1A
Commercial Automobile	Leslie Hurley	305-7435	104-1C
Personal Automobile	Leslie Hurley	322-3471	104-1A
Homeowners	Gary Julian	322-2266	104-1F
Commercial Property/Casualty –Manager	Mark Worman	305-7544	104-PC
Bond, Crime & Glass	Irwin Thomas	322-3475	104-PC
General Liability	Melvin Smith	322-3460	104-PC
Commercial Property	Georgia Keysor	322-2243	104-PC
Professional Liability	Kenneth McDaniel	322-3445	104-PC
Workers' Compensation –Deputy Commissioner	Nancy Moore	322-3486	105-2A
Classification	Joel Isgrig	322-3493	105-2A
Oversight Group	Pat Brabham	322-3495	105-2A
Group Insurance/Deductible/Retrospective Rating	Vicki Martinka	322-3459	105-2A
Employee Leasing	Jerry Schwab	322-3495	105-2A
Inspections –Deputy Commissioner	Alexis Dick	322-2235	103-1A
Commercial Property Oversight	Richard Baker	322-2259	103-1D
Engineering	Billy Ray Guerin	322-2212	103-3A
Windstorm Inspection	Welch V. Watt	322-2203	103-1E
Loss Control	Richard Baker	322-3435	103-9A
Title Division –Deputy Commissioner	Robert Carter	322-3482	106-2T
Title Examinations	Robert York	322-5027	106-2T
Financial –Senior Associate Commissioner	Betty Patterson	322-5040	305-2A
Actuarial –Managing Actuary	Mike Boerner	322-5067	305-3A
Company Licensing and Registration –Director	Godwin Ohaechesi	322-3507	305-2C
Licensing–Admitted Companies & HMOs–Director	Jeff Hunt	322-4370	305-2C
Registration–Surplus Lines/Foreign RRGs/Purchasing Groups	Kathy Wilcox	322-3535	305-2C
Statutory Deposits	Tina Martinez-Saucedo	322-4124	305-2C
Early Warning Group	Scott Kyle	322-3467	305-2C
Contract Administration	Jim Helfrich	475-1867	305-2C
Financial Analysis/Examinations	Danny Saenz	322-5002	303-1A
Conservation	Neal Rockhold	322-4162	305-1C
Liquidation Oversight	Evelyn Jenkins	322-4352	305-1D
Consumer Protection –Senior Associate Commissioner	Audrey Selden	322-4309	111-1A
Complaints Resolution	Valerie Brown	305-8199	111-1A
Advertising Unit	Jack Evins	475-1949	111-2A
State Fire Marshal	G. Mike Davis	305-7900	112-FM

Disciplinary Actions

Editor's Note: Copies of individual orders may be obtained by calling TDI's Public Information Office, 512 463-6425.

AGENTS & AGENCIES	NAME	CITY	ACTION TAKEN	VIOLATION	ORDER	DATE
	Basse, Donna Gayle	San Antonio	\$5,000 Fine, Subject to Dollar-for-Dollar Reduction by Restitution to a Minimum Fine of \$3,000	Acted as Agent for Unauthorized Insurer	03-0005	1/3/03
	Castelar, Angel Eduardo	Corpus Christi	Agent License Denied	Felony Conviction	02-1347	12/31/02
	McLeod, Ian Christian	Allen	Revocation of General Life, Accident, Health and HMO Agent's License	Consent Order; Alleged Misappropriation or Conversion and Fraudulent Acts	03-0046	1/17/03
	Technical Risks Inc.	Houston	\$8,000 Fine	Consent Order; Alleged Material Misrepresentation of the Terms and Conditions of an Insurance Policy	03-0032	1/14/03
	Wadsworth, Michelle Christine	Tacoma, WA	\$250 Fine	Failure to Comply with Continuing Education Requirements	03-0030	1/14/03

INSURANCE COMPANIES

	Allstate Insurance Co.	Northbrook, IL	\$15,000 Fine	Failure to Comply with Order Requiring Refunds of Workers' Compensation Maintenance Tax Surcharges	03-0031	1/14/03
	John Hancock Life Insurance Co.	Boston, MA	\$5,000 Fine	Failure to File Small Employer Health Plan Data	03-0029	1/14/03
	Texas Hospital Insurance Exchange	Austin	\$8,000 Fine	Failure to Comply with Commissioner's Prior Order Requiring Refunds of Workers' Compensation Maintenance Tax Surcharges	03-0047	1/17/03

PREMIUM FINANCE

	Tampa Budget Co. Inc.	Tampa, FL	\$5,000 Fine	Late Filing of Annual Operations Report and Late Payment of Assessment Fee	03-0004	1/3/03
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UNAUTHORIZED INSURANCE

	Local 16 National Health Fund	Newton, NJ	Cease-and-Desist Order and \$5 Million Fine	Unauthorized Insurance	02-1260	12/5/02
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Company Licensing

Applications Pending

For admission to do business in Texas

COMPANY NAME	LINE	HOME OFFICE
AmSoft Information Services Inc.	TPA	Wilmington, DE
EBRx Inc.	TPA	Pittsburgh, PA
Intrepid Insurance Co.	Fire and/or Casualty	Farmington, Hills, MI
Medical Benefits Administrators of MD Inc.	TPA	Abingdon, MD
TRISTAR Risk Management	TPA	Long Beach, CA
Western Continental Insurance Company of New York	Fire and/or Casualty	New York, NY

For incorporation

COMPANY NAME	LINE	HOME OFFICE
Insurance Company of Scott and White	Life, Accident and/or Health	Temple, TX

Continued on page 12

Company Licensing

Applications Pending

For name change in Texas

FROM	TO	LINE	LOCATION
Anchor National Life Insurance Co.	AIG SunAmerica Life Assurance Co.	Life, Accident and/or Health	Los Angeles, CA
CGU Life Insurance Company of America	Aviva Life Insurance Co.	Life, Accident and/or Health	Wilmington, DE
The Equitable Life Assurance Society of the United States	AXA Equitable Life Insurance Co.	Life, Accident and/or Health	New York, NY
Equitable of Colorado	AXA Life and Annuity Co.	Life, Accident and/or Health	New York, NY

Applications Approved

For admission to do business in Texas

COMPANY NAME	LINE	HOME OFFICE
The Gray Casualty Co.	Fire & Casualty	Metairie, LA

For incorporation

COMPANY NAME	LINE	HOME OFFICE
ECCA Managed Vision Care Inc. <i>dba</i> ECCA Managed Vision Care	TPA	San Antonio, TX

For name change in Texas

FROM	TO	LINE	LOCATION
American Continental Life Insurance Co.	CNA Group Life Assurance Co.	Life	Chicago, IL
PacifiCare Pharmacy Centers Inc. <i>dba</i> Prescription Solutions	RX Solutions Inc., <i>dba</i> Prescription Solutions	TPA	Costa Mesa, CA
Underwriters Insurance Co.	Platte River Insurance Co.	Fire & Casualty	Omaha, NE



Texas Department of Insurance

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Austin, Texas 78714-9104

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