

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

IN THE MATTER OF:)
)
FIRST ACCEPTANCE INSURANCE COMPANY)
OF TENNESSEE, INC.) **TID No.: 17-043**
)

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 First Acceptance Insurance Company of Tennessee, Inc. (“Company”), an insurance company domiciled in the State of Tennessee. As a result of an examination conducted as of December 31, 2015, the examiner-in-charge filed with the Division, on June 6, 2017, a verified, written report on the examination, and a copy of that report has been sent to the Company. (The Report on Examination of First Acceptance Insurance Company of Tennessee, Inc. is attached hereto and marked as Exhibit A.) The Division received a response regarding the report from the Company on June 8, 2017. (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 June 6, 2017, is hereby **ADOPTED** as filed with the following **DIRECTIVES**:

1. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-8-104(11) by developing complaint procedures for the maintenance of complete records on all complaints to include the tracking of the time it took to process each complaint.

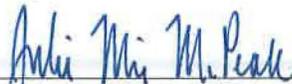
2. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-6-115 by developing procedures to ensure proper appointment of all producers and or agents utilized by the Company.
3. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-8-104(19) and Tenn. Comp. R. and Regs. 0780-01-72 by amending its customer privacy notice to delete the reference to the Company's non-responsibility for unauthorized access to a customer's personal information.

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

The adoption of this examination report shall not preclude the Division 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.

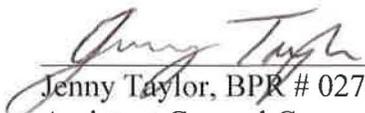
It is so **ORDERED**.

ENTERED this the 21 day of June, 2017.



Julie Mix McPeak, Commissioner
Department of Commerce and Insurance
State of Tennessee

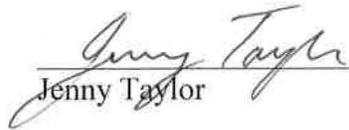
PREPARED FOR ENTRY:



Jenny Taylor, BPR # 027264
Assistant General Counsel for Insurance
Tennessee Department of Commerce and Insurance
500 James Robertson Parkway
Davy Crockett Tower, 8th Floor
Nashville, Tennessee 37243
Order Adopting Examination Report
In the Matter of First Acceptance Insurance Company of Tennessee, Inc.
Page 2 of 3

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Order Adopting Examination Report has been messenger mailed to: Lorrie K. Brouse, Deputy Commissioner and General Counsel, Department of Commerce and Insurance; Joy Little, Insurance Examinations Director/Chief Examiner, Department of Commerce and Insurance; Mark Jaquish, Insurance Analysis Director, Department of Commerce and Insurance; and mailed first class, postage prepaid, to First Acceptance Insurance Company of Tennessee, Inc., 3813 Green Hills Village Drive, Nashville, Tennessee 37215, on this the 22nd day of June 2017.



Jenny Taylor