

**BEFORE THE DEPARTMENT OF COMMERCE AND INSURANCE
FOR THE STATE OF TENNESSEE**

IN THE MATTER OF:)
)
MOUNTAIN LIFE INSURANCE COMPANY) **TID No.: 20-120**
)

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 Mountain Life Insurance Company (“Company”), an insurance company domiciled in the State of Kentucky. As a result of an examination conducted as of December 31, 2018, the examiner-in-charge filed a verified, written report on the examination with the Division on June 1, 2020. A copy of that report was sent to the Company. (The Report on Examination of the Company is attached hereto and marked as Exhibit A).

The Division received a response regarding the report from the Company dated June 23, 2020. (The written responses submitted by the Company are 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 1, 2020, is hereby **ADOPTED** as filed with the following

DIRECTIVES:

1. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-8-105 by:
 - a. Requiring all documents to be date-stamped upon receipt;
 - b. Requiring all communications regarding claims be acknowledged in a timely manner and documentation of such communications be retained;

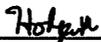
- c. Adopting procedures to affirm or deny coverage within a reasonable time after proof of loss has been received; and
 - d. Maintaining claim files so that reconstruction of the insurer's activities relative to each claim may be readily discerned.
2. The Company is **DIRECTED** to comply with Tenn. Comp. R. & Regs. § 0780-01-04-.08 by adopting procedures to determine the actual return to work date and to pay disability claims to that date in accordance with the terms of its insurance policy language.
 3. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-7-3404 by beginning to perform on a semi-annual basis a comparison of its in-force policies against a death master file to identify potential death master file matches, as required.
 4. The Company is **DIRECTED** to comply with Tenn. Comp. R. & Regs. § 0780-01-46 by providing a custodial agreement with its custodian, PNC Capital Markets, LLC.

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

The adoption of this examination report shall not preclude the Department 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 AND EXECUTED July 1 , 2020.


Hodgen Mainda (Jul 1, 2020 14:49 CDT)

Hodgen Mainda, Commissioner
Department of Commerce and Insurance
State of Tennessee

PREPARED FOR ENTRY:

Jenny Taylor

Jenny Taylor [Jul 1, 2020 09:49 CDT]

Jenny Taylor, BPR #027264
Associate General Counsel and Supervising Attorney
Department of Commerce and Insurance
Davy Crockett Tower
500 James Robertson Parkway
Nashville, Tennessee 37243
(615) 741-2325
Jenny.Taylor@tn.gov

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Order Adopting Examination Report as filed has been emailed to: Rachel Jade-Rice, Assistant Commissioner for Insurance, Department of Commerce and Insurance at rachel.jrade-rice@tn.gov; and mailed first class, postage prepaid, to Mountain Life Insurance Company, 2416 Sir Barton Way, Lexington, Kentucky 40509, on July 2, 2020.

Jenny Taylor
Jenny Taylor (Jul 1, 2020 09:48 CDT)

Jenny Taylor
Associate General Counsel and
Supervising Attorney