

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

**IN THE MATTER OF:**

**STATE VOLUNTEER MUTUAL  
INSURANCE COMPANY**

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**TID No.: 14-147**

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**ORDER ADOPTING EXAMINATION REPORT WITH DIRECTIVE**

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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 State Volunteer Mutual Insurance Company (“Company”), an insurance company domiciled in the State of Tennessee. As a result of an examination conducted as of December 31, 2012, the examiner-in-charge filed with the Division, on June 20, 2014, a verified, written report on the examination, and a copy of that report has been sent to the Company. (The Report on Examination of State Volunteer Mutual Insurance Company is attached hereto and marked as Exhibit A.) The Division received a response regarding the report from the Company on June 20, 2014. (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 State Volunteer Mutual Insurance Company filed with the Insurance Division of the State of Tennessee Department of Commerce and Insurance on the day of June 20, 2014, is hereby **ADOPTED** as filed with the following **DIRECTIVE**:

1. The Company is **DIRECTED** to comply with Tenn. Code Ann. § 56-8-104(11)

**RECEIVED**

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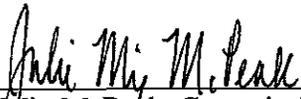
Dept. of Commerce & Insurance  
Company Examinations

by developing complaint procedures for maintaining complete records on all complaints.

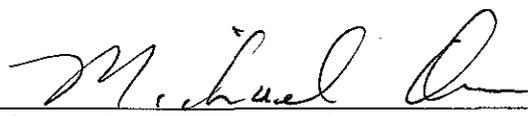
The adoption of this examination report shall not preclude the Department from imposing sanctions against State Volunteer Mutual Insurance Company for potential violations of the Tennessee Insurance Law which may be revealed in the examination report, it being the intent of this Order Adopting Examination Report merely to adopt the examination report filed by the examiner-in-charge.

It is so **ORDERED**.

**ENTERED** this the 30<sup>th</sup> day of June, 2014.

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

**PREPARED FOR ENTRY:**

  
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Michael Orr (BPR #020909)  
Assistant General Counsel for Insurance  
Tennessee Department of Commerce and Insurance  
500 James Robertson Parkway  
Davy Crockett Tower, 8<sup>th</sup> Floor  
Nashville, Tennessee 37243  
(615) 770-0439

**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: Chlora Lindley-Myers, Deputy Commissioner, 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 John Mize, President and Chief Executive Officer, State Volunteer Mutual Insurance Company, Dan Harrington, 101 Westpark Drive, Suite 300, Brentwood, TN 37027, on this the 30<sup>th</sup> day of June 2014.



Michael Orr