



State of Utah

GARY R. HERBERT
Governor

SPENCER J. COX
Lieutenant Governor

Insurance Department

TODD E. KISER
Insurance Commissioner

May 9, 2017

CONFIDENTIAL

AMERICAN FAMILY INS. CO.
6000 AMERICAN PKWY
MADISON, WI 57383-0001

Investigation File #68363

Transmitted via email: dspahos@amfam.com

Re: **PUBLIC LETTER OF ADMONITION**

Dear Mr. Spahos:

Based upon information contained in the Utah Insurance Department files, you are hereby issued this Public Letter of Admonition, involving policy number 175-045981. Your company failed to meet the requirements set forth in 31A-26-303, by failing to implement reasonable standards for a prompt investigation and pay a claim timely.

31A-26-303. Unfair claim settlement practices.

(3)(b) failing to adopt and implement reasonable standards for the prompt investigation and processing of claims under insurance policies;

This letter is public and will be posted to our website, www.insurance.utah.gov. It is not considered an administrative action and is not required to be reported to other regulatory agencies.

Evidence of any similar activities in the future may be just cause for commencement of an administrative proceeding that may result in the imposition of sanctions or penalties against you. Any questions regarding this action should be directed to Bill Stimpson, referencing Investigation No. 68363.

Sincerely,

A handwritten signature in cursive script that reads "Suzette D. Green-Wright". The signature is written in black ink and is positioned above the typed name and title.

TODD E. KISER
INSURANCE COMMISSIONER

By: Suzette D. Green-Wright