

BEFORE THE DIVISION OF INSURANCE
DEPARTMENT OF LABOR AND REGULATION
STATE OF SOUTH DAKOTA

IN THE MATTER OF)	CONSENT ORDER
TRANSAMERICA LIFE)	
INSURANCE COMPANY)	

In resolution of the above matter and in lieu of issuance of a Notice of Hearing and a formal hearing, the undersigned parties do hereby agree to the following:

TRANSAMERICA LIFE INSURANCE ACOMPANY, ("TRANSAMERICA") whose mailing address of record is 4333 Edgewood Rd. NE, Cedar Rapids, IA 52499 is an insurer licensed in the State of South Dakota;

TRANSAMERICA is aware the South Dakota Division of Insurance ("Division") has conducted an investigation;

The South Dakota Division of Insurance alleges the following with regard to TRANSAMERICA:

- 1) TRANSAMERICA denied five claimants based upon policy language which required care from a licensed Home Health Care Agency;
- 2) South Dakota does not license Home Health Care Agencies;
- 3) TRANSAMERICA violated SDCL § 58-33-67 by failing to provide a reasonable explanation for denial of a claim in relation to the facts or applicable law;
- 4) The above-cited conduct provides grounds for the revocation or suspension of TRANSAMERICA's certificate of authority in South Dakota pursuant to SDCL § 58-6-46.

TRANSAMERICA is aware of and understands the nature of the allegations and has been informed that it has the right to a Notice of Hearing, counsel and appeal and that by agreeing to sign this Consent Order, waives these rights;

TRANSAMERICA voluntarily reconsidered and paid the five claims which it identified were denied pursuant to the terms of the Division approved policy language;

TRANSAMERICA denies any wrongdoing and has cooperated with the Division in its investigation;

In return for TRANSAMERICA agreeing to and complying with the provisions of this Consent Order, the Division agrees not to proceed to administrative hearing and agrees that this Consent Order will constitute an informal disposition of this matter pursuant to SDCL § 1-26-20;

By the execution of this Consent Order and the payment of a penalty pursuant to this Consent Order, TRANSAMERICA waives its right to contest the allegations contained in this Consent Order in any future actions or licensing procedures with the Division;

TRANSAMERICA agrees to pay \$15,000 pursuant to SDCL § 58-4-28.1, in lieu of an administrative hearing and Final Decision;

TRANSAMERICA further agrees to conduct itself in accordance with the insurance laws and regulations of the State of South Dakota;

TRANSAMERICA further agrees this Consent Order may be considered for the purpose of determining the appropriate sanction in any future actions with the Division for any violations of the laws or regulations of the State of South Dakota or for failing to abide by any order of the Director;

TRANSAMERICA waives its right to contest the allegations contained in this Consent Order in any future actions or licensing procedures;

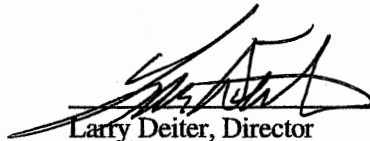
Wherefore, good cause appearing from the foregoing, it is hereby ORDERED that TRANSAMERICA pay a monetary penalty in the amount of \$15,000 payable to "South Dakota Division of Insurance" for deposit in the general fund of the State of South Dakota; and it is further

ORDERED that TRANSAMERICA abide by the agreements made by it in this Consent Order; and it is further

ORDERED that the use of this Consent Order for competitive purposes by an insurance agent or third-party administrator holding a license in the State of South Dakota, or by any company holding a Certificate of Authority, or by anyone on their behalf, may be deemed unfair competition and be grounds for suspension or revocation of said license or authority; and it is further

ORDERED that the provisions of this Consent Order shall be effective from the date the Director signs this Order.

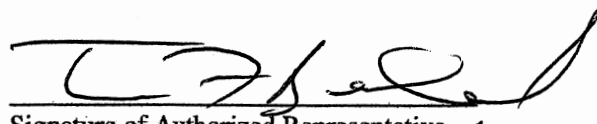
Dated at Pierre, South Dakota this 18th day of February, 2016.



Larry Deiter, Director
South Dakota Division of Insurance

The undersigned, on behalf of TRANSAMERICA represents it understands the terms of this Consent Order and the waiver of its due process rights and voluntarily enters into this Consent Order.

Dated this 5th day of February, 2016.



Signature of Authorized Representative
Tim F. Kneeland Sr. VP.
Timothy F. Kneeland
Senior Vice President