DEPARTMENT OF INSURANCE, FINANCIAL INSTITUTIONS AND PROFESSIONAL REGISTRATION

P.O. Box 690, Jefferson City, Mo. 65102-0690

VOLUNTARY FORFEITURE

IN RE: UNITED GENERAL TITLE INSURNCE COMPANY
999 18TH STREET, SUITE 3400
DENVER COLORADO 80202

FILE: #07A000251 – BILLIE JEAN (WILLOUGHBY) MCDANIEL

DATE: June 25, 2007

It is hereby agreed by United General Title Insurance Company (hereinafter, United General) and the Consumer Affairs Division of the Department of Insurance, Financial Institutions and Professional Registration, as follows:

WHEREAS, Douglas M. Ommen is the duly appointed Director of the Department of Insurance, Financial Institutions and Professional Registration, state of Missouri (hereinafter, Director) whose duties, pursuant to Chapters 374, 375, and 381, RSMo, include the supervision and regulation of the business of insurance;

WHEREAS, the Consumer Affairs Division of the Department of Insurance, Financial Institutions, and Professional Registration is charged with investigating producers and companies engaged in the business of insurance pursuant to Sections 374.085 and 375.190, RSMo 2000 and is authorized by the Director to recommend enforcement action under the laws relating to insurance.

WHEREAS, United General holds a certificate of authority as an insurance company by the Department of Insurance, Financial Institutions and Professional Registration, pursuant to Chapters 374, 375, and 381 RSMo;

WHEREAS, the investigation by the Consumer Affairs Division revealed United General violated Missouri's Unfair Claims Practices and is subject to enforcement action by the Director for the following;

1. United General failed to acknowledge receipt of the claim within ten (10) working days, which violates §375.1007(2) RSMo, and 20 CSR 100-1.030(1),
2. United General failed to acknowledge communications from the claimant within ten (10) working days, which violates §375.1007(2) and 20 CSR 100-1.030(2);
3. United General failed to complete an investigation of a claim within thirty (30) days after notification of the claim, which violates §375.1007(3) RSMo, and 20 CSR 100-1.040;
4. United General failed to provide a coverage decision within fifteen (15) working days after receiving all necessary information, which violates §375.1007.(4) and 20 CSR 100-1.050; and

5. United General failed to follow up with the claimant on the investigation every forty-five (45) days thereafter, setting forth the reasons additional time was needed for the investigation, which violates §375.1007(4) RSMo, and 20 CSR 100-1.050(1)(C);

WHEREAS, United General has been informed of the nature of their violations, of their right to counsel, and of their right to contest any attempt by the Department of Insurance, Financial Institutions, and Professional Registration, to discipline their certificate of authority, or to recover whatever penalties or other monetary relief as may be provided for by statute, and states that they understand their rights to contest any such actions;

NOW, THEREFORE, in lieu of the institution by the Department of Insurance, Financial Institutions and Professional Registration of any action to revoke or suspend the certificate of authority of United General or to impose any other penalties provided for by statute for the above-described violations, after being afforded the opportunity to consult legal counsel, United General does hereby voluntarily and knowingly surrender and forfeit the sum of $2,500.00, such sum to be paid into the Missouri State School Fund pursuant to Sections 374.046 and 374.280, RSMo.

United General shall submit this sum to the Department of Insurance, Financial Institutions, and Professional Registration, by company check, cashier's check or money order made payable to the Missouri State School Fund no later than July 18, 2007.

DATED: 7/23/07

Authorized Representative
United General Title Insurance Company

DATED: 7/25/07

KATHYRN L.R. TURNER
Counsel, Consumer Affairs Division

DATED: August 6, 2007

DOUGLAS M. OMMEN
Director

Please submit this form along with payment to:
Missouri Department of Insurance
Attention: Rita Heimericks-Ash, Investigator
P O Box 4001
Jefferson City, MO 65102-0690
(573) 526-4252