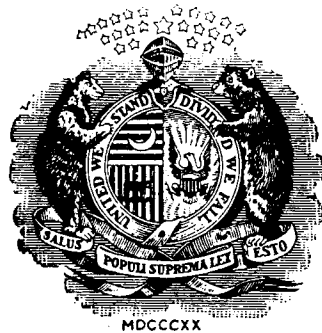


# STATE OF MISSOURI

DEPARTMENT OF



INSURANCE

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

## **ORDER OF DIRECTOR** **DEPARTMENT OF INSURANCE**

After consideration and review of the Missouri market conduct examination report of Protective Life Insurance Company (hereafter referred to as “the Company”), Missouri Market Conduct Examination report number 0501-04-LAH, I, W. Dale Finke, Director, Missouri Department of Insurance, pursuant to §374.205.3(3)(a), RSMo, do hereby adopt such report as filed.

After my consideration and review of such report, relevant workpapers, and any written submissions or rebuttals, the findings and conclusions of such report are deemed to be my findings and conclusions accompanying this order pursuant to §374.205.3(4), RSMo.

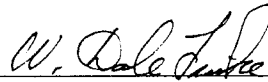
The Company is hereby ORDERED to CURE the violations of law, regulations or prior orders revealed in such report and to take remedial action bringing the Company into compliance with the statutes and regulations of the State of Missouri and to maintain those corrective actions at all times, including, but not limited to, taking the following actions:

1. The Company will establish procedures to send a notice of acceptance or denial within 60 calendar days of the date of application, as required by §379.691, RSMo, and Missouri Regulation 20 CSR 400-1.010(6).
2. The Company will take any necessary steps to assure that it only denies applications as allowed by the Company’s policy provisions and applicable Missouri law.
3. The Company will ensure that it properly follows all instructions and submits all required information as required by Schedule F of the annual statement.
4. The Company will take any necessary steps to assure that it promptly and accurately pays policyholders’ claims as required by the Company’s policy provisions and applicable Missouri law.

5. The Company will take any necessary steps to assure that its procedures for handling unclaimed property fully complies with §447.503, RSMo.

6. The Company will take any necessary steps to assure that it maintains its books, records, documents and other business records in a manner so that the claims handling and payment, complaint handling, termination, rating, underwriting and marketing practices of the insurer may be readily ascertainable during market conduct examinations, as required by §374.205.2, RSMo, and Missouri Regulation 20 CSR 300-2.200.

So adopted, found, concluded and ordered on this 10<sup>th</sup> of February, 2006.



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W. Dale Finke, Director  
Department of Insurance  
State of Missouri