

State of Rhode Island and Providence Plantations
DEPARTMENT OF BUSINESS REGULATION
Insurance Division
1511 Pontiac Avenue, Bldg. 69-2
Cranston, Rhode Island 02920

IN THE MATTER OF:

**PROVIDENCE MUTUAL FIRE
INSURANCE CO**

RESPONDENT.

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CONSENT AGREEMENT

It is hereby agreed between the Department of Business Regulation ("Department") and Providence Mutual Fire Insurance Co. ("Respondent") as follows:

1. Respondent is a domestic insurer licensed in the State of Rhode Island to issue property & casualty insurance policies including automobile insurance policies.

2. R.I. Gen. Laws § 31-47-12.1 is applicable to all automobile insurance policies issued in RI. R.I. Gen. Laws § 31-47-12.1 provides that the following language appear in bold face print on all automobile insurance ID cards issued with Rhode Island automobile insurance policies:

"PURSUANT TO RHODE ISLAND LAW, THE CONSUMER HAS THE RIGHT TO CHOOSE THE REPAIR FACILITY TO COMPLETE REPAIRS TO A MOTOR VEHICLE. AN INSURANCE COMPANY MAY NOT INTERFERE WITH THE CONSUMER'S CHOICE OF REPAIRER."

3. The Department issued Insurance Bulletin 2008-4 applicable to all automobile insurance policies issued in Rhode Island on April 28, 2008. Insurance Bulletin 2008-4 provides in relevant part "The above statement, which became effective January 1, 2008, must be included on the Rhode Island Automobile Insurance Identification Card in bold face print. Insurers that fail to

comply with the law will be subject to administrative action in accordance with applicable Rhode Island Laws and Regulations”.

4. The Department received a copy of an ID card issued by Respondent. The ID card did not contain the language mandated by R.I. Gen. Laws § 31-47-12.1.

5. Respondent responded to the Department indicating that the notice required by R.I. Gen. Laws § 31-47-12.1 was not included on the ID card itself but rather on the “card stock” that was sent to the insured. Once the insured detached the ID card from the “card stock” the warning was no longer on the ID card.

THEREFORE, based on the foregoing, Respondent and the Department have decided to resolve this matter without further administrative proceedings and hereby agree to the following resolution:

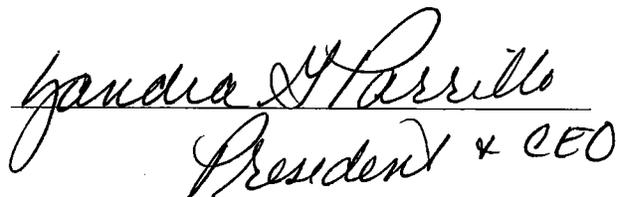
1. Respondent has updated their internal procedures to ensure compliance with R.I. Gen. Laws § 31-47-12.1.
2. Respondent has mailed a letter of explanation as well as new compliant ID cards to all their insureds.
3. Respondent will pay a fine of \$5,000.

Counsel for the Department and Respondent hereby consent and agree to the foregoing on behalf of their respective clients the 19th day of February 2014.

Department of Business Regulation
By its Legal Counsel,


Elizabeth Kelleher Dwyer

Providence Mutual Insurance


Sandra St. Pierre
President & CEO