



**North Dakota
Insurance
Department**

Safeguarding Promises. Fostering Fairness.
Jon Godfread, Commissioner

Annual Consumer Assistance, Enforcement Action & Fraud Report

2022

| insurance.nd.gov
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Message from Commissioner Godfread



Welcome to the 2022 Consumer Assistance, Enforcement and Fraud Actions Report.

Throughout 2022, we've worked every single day to support our mission:

Safeguarding the promises made to North Dakotans and fostering a fair and thriving marketplace to meet the needs of our consumers and evolving insurance industry.

Our agency of seven divisions with over 35 team members oversees the insurance industry in North Dakota. My role is to safeguard a fair and competitive marketplace for North Dakotans to purchase insurance from and ensure that your policy will be there when the unexpected happens.

This report outlines 2022 and our efforts to support North Dakota insurance consumers, including how much money our staff has been able to retrieve for folks from their insurance policies. This is money that has been owed by their insurance company but was never given to them. They reached out to us, and we helped resolve their issues. We also outline enforcement actions we have taken to administer state insurance laws, including actions against agents, companies, and insurance fraud perpetrators.

I want to stress that the Insurance Department is here as a resource for you. If you have an insurance question or issue, no matter the size, reach out to us. I'd love a chance to have our team look into it or provide you with answers.

Truly yours,

A handwritten signature in black ink, appearing to read 'JGfread', written in a cursive style.

Jon Godfread

Summary of Total Relief

	2022	2021
Source	Relief Amount	Relief Amount
Company Complaints	\$127,037	\$188,067
Agent Complaints	\$0	\$0
SHIC & Prescription Connection		\$804,713
Consumer Assistance Inquiry	\$637,870	\$3,084,872
Total	\$4,066,843	\$2,742,779
Combined Total	\$6,809,622	

2022 Company and Agent Complaints

Type	Company Complaints		Agent Complaints	
	# Closed	Relief	# Closed	Relief
Auto	53	\$59,121	5	\$0
Fire, Allied/CMP	8	\$0	1	\$0
Homeowners	26	\$62,116	3	\$13,000
Life/Annuity	1	\$0	2	\$0
Accident/Health	0	\$0	0	\$0
Liability	5	\$2,800	1	\$0
Miscellaneous	2	\$3,000	1	\$0
	95	\$188,067	13	\$13,000

History of Agent Complaints

Year	Complaints Closed	Relief
2008	34	\$44,778.30
2009	28	\$34,294.31
2010	24	\$0
2011	17	\$104,783.00
2012	25	\$224,381.98
2013	26	\$7,282.91
2014	31	\$31,042.29
2015	32	\$77,402.29
2016	12	\$666,322.46
2017	31	\$267,556.64
2018	19	\$30,536
2019	14	\$22,395
2020	15	\$0
2021	11	\$0
2022	13	\$13,000
Total	351	\$1,523,775.29

History of Company Complaints

Year	Complaints Closed	Relief
2008	241	\$521,251.11
2009	236	\$656,361.44
2010	211	\$565,938.69
2011	197	\$1,150,882.61
2012	180	\$626,162.86
2013	169	\$2,560,183.84
2014	141	\$757,964.28
2015	118	\$815,135.27
2016	117	\$2,492,692.86
2017	115	\$1,363,812.68
2018	144	\$188,318
2019	128	\$498,134
2020	68	\$278,758
2021	59	\$188,067
2022	95	\$127,037
Total	351	\$1,247,794.42

State Health Insurance Counseling (SHIC)

SHIC was rebranded to ND SHIP as of Jan. 1, 2023

Year	Number of Contacts	Relief
2008	15,907	\$4,034,031
2009	18,529	\$4,541,977
2010	13,194	\$3,068,776
2011	12,270	\$3,006,150
2012	11,372	\$2,739,387
2013	9,758	\$2,336,943
2014	9,694	\$2,275,030
2015	8,716	\$1,433,024
2016	9,359	\$1,619,720
2017	5,198	\$416,250.47
2018	5,521	\$1,324,357
2019	6,513	\$1,766,582
2020	4,649	\$1,298,907
2021	4,944	\$796,355
2022	4,148	\$744,811

Prescription Connection

Relief is based on national averages for prescription costs

	2022	2021
Persons Assisted	4	10
Total Estimated Relief	\$3,669	\$8,358

Agent Enforcement Actions

	2022	2021	2020	2019	2018
Cease & Desist	0	0	0	1	0
Fines	10	0	5	10	26
Probations	0	0	0	16	34
Revocations	0	7	4	13	6
Suspensions	0	0	0	0	0
Other	9	11	15	15	22
Total Actions*	19	18	24	55	88
Total Fines	\$7,400	\$0	\$1,350	\$4,800	\$13,600

Note: these administrative actions do not reflect the suspensions and revocations for noncompliance with continuing education requirements in the State of North Dakota.

Company Enforcement Actions

	2022	2021	2020	2019	2018
Cease & Desist	0	0	0	0	0
Fines	3	1	0	7	4
Probations	0	0	0	0	0
Revocations	2	1	0	0	0
Suspensions	0	0	1	1	0
Other	0	0	10	0	5
Total Actions*	5	11	8	5	23
Total Fines	\$13,000	\$13,392	\$147,970	\$13,600	\$72,602

*The total number of actions may reflect multiple penalties of an individual action.

Fraud Actions

	2022	2021	2020	2019	2018	2017
Insurance Fraud Cases	269	272	302	339	265	235
Investigative Criteria Not Met	13	44	135	135	86	105
Jurisdiction	59	40	40	29	44	22
No Evidence of a Crime	75	61	42	78	33	22
Declined by Prosecutor	0	2	0	1	0	1
Prosecuted	6	9	9	8	18	8
For Information Only	41	44	43	46	36	31
Prosecution Not Appropriate	2	1	5	4	20	17
Statute of Limitations	1	4	4	5	6	6
Unable to Prove Beyond a Reasonable Doubt	31	46	21	32	22	24
Open	41	3	1	0	0	0

Amount of Actual Fraud Loss

2022	\$384,671.17
2021	\$1,084,722.70
2020	\$626,792.64
2019	\$1,189,788.05
2018	\$140,473.66
2017	\$148,616.86
2016	\$545,728.96



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