

# **2023 CONSUMER ASSISTANCE, ENFORCEMENT ACTION & FRAUD REPORT**



Insurance.ND.gov | (701) 328-2440

## TABLE OF CONTENTS

Message from Commissioner Godfread	3
Summary of Total Relief	4
2023 Agent and Company Complaints	5
2009-2023 Agent and Company Complaints	5
State Health Insurance Assistance Program (NDSHIP)	6
Prescription Connection	6
Agent and Companies Actions and Fines	7
Fraud Actions	8

## GREETING



Throughout 2023, we've dedicated every day to upholding our mission: **safeguarding the promises made to North Dakotans and fostering a fair, thriving marketplace that meets the needs of our consumers and the evolving insurance industry.**

Our agency, comprising seven divisions and over 45 team members, oversees the insurance industry in North Dakota. My role is to ensure a fair and competitive marketplace for North Dakotans to purchase insurance, guaranteeing that your policy will support you when the unexpected happens.

This report highlights our efforts throughout 2023 to support North Dakota insurance consumers, including the substantial funds our staff has retrieved for individuals from their insurance policies—money owed by their insurance companies but not received until we intervened. It also details the enforcement actions we've taken to administer state insurance laws, targeting agents, companies, and perpetrators of insurance fraud.

I want to emphasize that the Insurance Department is here as a resource for you. If you have any insurance questions or issues, no matter the size, please reach out to us. We welcome the opportunity to assist you and provide the answers you need.

Truly yours,

A handwritten signature in black ink, appearing to read "JG", written in a cursive style.

Jon Godfread  
North Dakota Insurance Commissioner

## SUMMARY OF TOTAL RELIEF

	2023	2022
Source	Relief Amount	Relief Amount
Company Complaints	\$196,251	\$188,067
Agent Complaints	\$0	\$0
SHIP & Prescription Connection	\$2,453,991.72	\$804,713
Consumer Assistance Inquiry	\$637,870	\$3,084,872
<b>Total</b>	<b>\$3,288,112.72</b>	<b>\$4,077,652</b>
<b>Combined Total</b>	<b>\$7,365,764.72</b>	

## 2023 COMPANY COMPLAINTS

Type	Company Complaints	
	# Closed	Relief
Auto	34	\$33,012.91
Fire, Allied/CMP	7	\$0
Homeowners	43	\$140,763
Life/Annuity	6	\$8,739.43
Accident/Health	16	\$13,736.27
Liability	2	\$0
Miscellaneous	2	\$0
<b>Total</b>	<b>110</b>	<b>\$196,251.61</b>

## HISTORY OF AGENT COMPLAINTS

Year	Complaints Closed	Relief
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
2023	13	\$0
<b>Total</b>	<b>351</b>	<b>\$1,478,996.99</b>

## HISTORY OF COMPANY COMPLAINTS

Year	Complaints Closed	Relief
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
2023	110	\$196,251.61
<b>Total</b>	<b>351</b>	<b>\$12,465,700.14</b>

## STATE HEALTH INSURANCE ASSISTANCE PROGRAM (NDSHIP)

Year	Number of Contacts	Relief
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
2023	4,678	\$2,445,105.68

## PRESCRIPTION CONNECTION

*Relief is based on national averages for prescription costs*

	2023	2022
Persons Assisted	18	4
Total Estimated Relief	\$8,886.04	\$3,669

## AGENT ENFORCEMENT ACTIONS

	2023	2022	2021	2020	2019
Cease & Desist	0	0	0	0	1
Fines	3	10	0	5	10
Probations	5	0	0	0	16
Revocations	2	0	7	4	13
Suspensions	0	0	0	0	0
Other	1	9	11	15	15
<b>Total Actions*</b>	<b>11</b>	<b>19</b>	<b>18</b>	<b>24</b>	<b>55</b>
<b>Total Fines</b>	<b>\$0</b>	<b>\$7,400</b>	<b>\$0</b>	<b>\$1,350</b>	<b>\$4,800</b>

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

	2023	2022	2021	2020	2019
Cease & Desist	0	0	0	0	0
Fines	4	3	1	0	7
Probations	0	0	0	0	0
Revocations	1	2	1	0	0
Suspensions	0	0	0	1	1
Other	0	0	0	10	0
<b>Total Actions*</b>	<b>5</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>5</b>
<b>Total Fines</b>	<b>\$196,251.61</b>	<b>\$13,000</b>	<b>\$13,392</b>	<b>\$147,970</b>	<b>\$13,600</b>

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

## FRAUD ACTIONS

	2023	2022	2021	2020	2019	2018
Insurance Fraud Cases	306	269	272	302	339	265
Investigative Criteria Not Met	16	13	44	135	135	86
Jurisdiction	49	59	40	40	29	44
No Evidence of a Crime	61	75	61	42	78	33
Declined by Prosecutor	1	0	2	0	1	0
Prosecuted	9	6	9	9	8	18
For Information Only	79	41	44	43	46	36
Prosecution Not Appropriate	8	2	1	5	4	20
Statute of Limitations	3	1	4	4	5	6
Unable to Prove Beyond a Reasonable Doubt	63	31	46	21	32	22
Open	17	41	3	1	0	0

## AMOUNT OF ACTUAL FRAUD LOSS

<b>2023</b>	\$5,897,551.44
<b>2022</b>	\$384,671.17
<b>2021</b>	\$1,084,722.70
<b>2020</b>	\$626,792.64
<b>2019</b>	\$1,189,788.05
<b>2018</b>	\$140,473.66





Insurance.ND.gov | (701)328-2440 | [insurance@nd.gov](mailto:insurance@nd.gov)  
600 E Boulevard Ave, Bismarck, ND 58505