

No. **2021-7074**

Confidential Information Redacted
Texas Labor Code §§402.083 and 402.092

**Official Order
of the
Texas Commissioner of Workers' Compensation**

Date: 11/4/2021

Subject Considered:

Travelers Indemnity Company
P.O. Box 27364
Austin, Texas 78716-3201

Consent Order
DWC Enforcement File No. 27634

General remarks and official action taken:

This is a consent order with Travelers Indemnity Company (Travelers Indemnity). The commissioner of the Texas Department of Insurance, Division of Workers' Compensation (DWC) considers whether DWC should take disciplinary action against Travelers Indemnity.

Waiver

Travelers Indemnity acknowledges that the Texas Labor Code and other applicable laws provide certain rights. Travelers Indemnity waives all of these rights, and any other procedural rights that apply, in consideration of the entry of this consent order.

Findings of Fact

1. Travelers Indemnity holds a certificate of authority issued by the Texas Department of Insurance to transact the business of insurance pursuant to TEX. INS. CODE §§ 801.051-801.053 and is licensed to write multiple lines of insurance in Texas, including workers' compensation/employers' liability insurance.

- Travelers Indemnity was classified as "poor" tier in the 2007 Performance Based Oversight (PBO) assessment. Travelers Indemnity was classified as "average" tier in the 2009, 2010, 2012, 2014, 2016, 2018, and 2020 PBO assessments.

Failure to Pay Initial Supplemental Income Benefits

- On [REDACTED] Travelers Indemnity received a DWC Form-052, *Application for Supplemental Income Benefits* (SIBs) for the first quarter. The first quarter of SIBs began on [REDACTED]
- Travelers Indemnity's payment for the first month of the first quarter was due by the 10th day after Travelers Indemnity received DWC's determination of entitlement or the seventh day of the first quarter, whichever is later. In this case, the latest date was [REDACTED]
- Travelers Indemnity issued a payment for SIBs for the first month of the first quarter on [REDACTED] which was four days late.
- Travelers Indemnity issued a payment for SIBs for the second month of the first quarter on [REDACTED] which was eight days late.
- Travelers Indemnity issued a payment for SIBs for the third month of the first quarter on [REDACTED] which was six days late.

Assessment of Sanction

- Failure to provide income benefits in a timely and cost-effective manner is harmful to injured employees and the Texas workers' compensation system.
- In assessing the sanction for this case, DWC fully considered the following factors in TEX. LAB. CODE § 415.021(c) and 28 TEX. ADMIN. CODE § 180.26(e):
 - the seriousness of the violation, including the nature, circumstances, consequences, extent, and gravity of the prohibited act;
 - the history and extent of previous administrative violations;
 - the violator's demonstration of good faith, including actions it took to rectify the consequences of the prohibited act;
 - the penalty necessary to deter future violations;

- whether the administrative violation had a negative impact on the delivery of benefits to an injured employee;
 - the history of compliance with electronic data interchange requirements;
 - to the extent reasonable, the economic benefit resulting from the prohibited act; and
 - other matters that justice may require, including, but not limited to:
 - PBO assessments;
 - prompt and earnest actions to prevent future violations;
 - self-report of the violation;
 - the size of the company or practice;
 - the effect of a sanction on the availability of health care; and
 - evidence of heightened awareness of the legal duty to comply with the Texas Workers' Compensation Act and DWC rules.
3. DWC found the following factors in TEX. LAB. CODE § 415.021(c) and 28 TEX. ADMIN. CODE § 180.26(e) to be **aggravating**: the seriousness of the violation, including the nature, circumstances, consequences, extent, and gravity of the prohibited act; the penalty necessary to deter future violations; and whether the administrative violation had a negative impact on the delivery of benefits to an injured employee.
4. DWC found the following factors in TEX. LAB. CODE § 415.021(c) and 28 TEX. ADMIN. CODE § 180.26(e) to be **mitigating**: Travelers Indemnity's demonstration of good faith, including actions it took to rectify the consequences of the prohibited act; and other matters that justice may require, including, but not limited, to prompt and earnest actions to prevent future violations.
5. Travelers Indemnity acknowledges it communicated with DWC about the relevant statutes and rules it violated; the facts establish that the administrative violation occurred; and the proposed sanction is appropriate, including the factors DWC considered under TEX. LAB. CODE § 415.021(c) and 28 TEX. ADMIN. CODE § 180.26(e).
6. Travelers Indemnity acknowledges that, in assessing the sanction, DWC considered the factors in TEX. LAB. CODE § 415.021(c) and 28 TEX. ADMIN. CODE § 180.26(e).

Conclusions of Law

1. The commissioner has jurisdiction over this matter pursuant to TEX. LAB. CODE §§ 402.001, 402.00111, 402.00114, 402.00116, 402.00128, 414.002, and 414.003.
2. The commissioner has the authority to dispose of this case informally pursuant to TEX. GOV'T CODE § 2001.056, TEX. LAB. CODE §§ 401.021 and 402.00128(b)(6)-(7), and 28 TEX. ADMIN. CODE § 180.26(h) and (i).
3. Travelers Indemnity has knowingly and voluntarily waived all procedural rights to which it may have been entitled regarding the entry of this order, including, but not limited to, issuance and service of notice of intent to institute disciplinary action, notice of hearing, a public hearing, a proposal for decision, a rehearing by the commissioner, and judicial review.
4. Pursuant to TEX. LAB. CODE § 415.021, the commissioner may assess an administrative penalty against a person who commits an administrative violation.
5. Pursuant to TEX. LAB. CODE § 415.002(a)(20), an insurance carrier or its representative commits an administrative violation each time it violates a DWC rule.
6. Pursuant to TEX. LAB. CODE § 415.002(a)(22), an insurance carrier or its representative commits an administrative violation each time it fails to comply with a provision of the Texas Workers' Compensation Act.
7. Pursuant to TEX. LAB. CODE § 408.144, SIBs are calculated quarterly and paid monthly.
8. Pursuant to TEX. LAB. CODE § 408.145, an insurance carrier must pay SIBs no later than the seventh day after the employee's impairment income benefit period expires and must continue to pay the benefits in a timely manner.
9. Pursuant to TEX. LAB. CODE § 409.023, an insurance carrier must continue to pay benefits promptly as and when benefits accrue without a final decision, order, or other action from the commissioner, except as otherwise provided.

10. Pursuant to 28 TEX. ADMIN. CODE § 130.107, an insurance carrier must make the first payment of SIBs for the first quarter by the 10th day after receiving a DWC determination of entitlement or the seventh day of the quarter. An insurance carrier must make the second payment by the 37th day of the quarter and the third payment by the 67th day of the quarter.
11. Travelers Indemnity violated TEX. LAB. CODE §§ 408.144, 408.145, and 409.023 and 28 TEX. ADMIN. CODE § 130.107 when it issued payment for SIBs for the first month of the first quarter on January 26, 2021, which was four days late.
12. Travelers Indemnity violated TEX. LAB. CODE §§ 408.144, 408.145, and 409.023 and 28 TEX. ADMIN. CODE § 130.107 when it issued payment for SIBs for the second month of the first quarter on February 26, 2021, which was eight days late.
13. Travelers Indemnity violated TEX. LAB. CODE §§ 408.144, 408.145, and 409.023 and 28 TEX. ADMIN. CODE § 130.107 when it issued payment for SIBs for the third month of the first quarter on March 26, 2021, which was six days late.

Order

It is ordered that Travelers Indemnity Company must pay an administrative penalty of \$4,000 within 30 days from the date of this order. Travelers Indemnity Company must pay the administrative penalty by company check, cashier's check, or money order and make it payable to the "State of Texas." Mail the administrative penalty to the Texas Department of Insurance, Attn: DWC Enforcement Section, MC AO-9999, P.O. Box 12030, Austin, Texas 78711-2030.



Dan Paschal, J.D.
Deputy Commissioner
Policy & Customer Services
TDI, Division of Workers' Compensation

Approved Form and Content:



Mackenzie Arthur
Staff Attorney, Enforcement
Compliance and Investigations
TDI, Division of Workers' Compensation

Commissioner's Order
Travelers Indemnity Company
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Unsworn Declaration

STATE OF TEXAS

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COUNTY OF DALLAS

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Pursuant to the TEX. CIV. PRAC. AND REM. CODE § 132.001(a), (b), and (d), my name is
ALAN WITKMAN. I hold the position of VICE PRESIDENT and am the
authorized representative of Travelers Indemnity Company. My business address is:

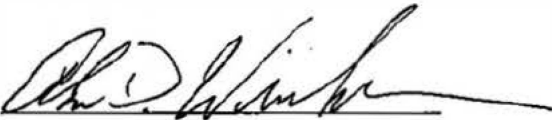
P.O. Box 660456, DALLAS, DALLAS TX, 75266.

(Street)

(City)

(County) (State) (ZIP Code)

I am executing this declaration as part of my assigned duties and responsibilities. I declare
under penalty of perjury that the facts stated in this document are true and correct.



Declarant

Executed on SEPT 15, 2021

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