No. **2026-10013**

Official Order
of the
Texas Commissioner of Insurance

Date: 07/08/2026

Subject Considered:

Occidental Fire & Casualty Company of North Carolina
4200 Six Forks Rd Ste 1400
Raleigh, NC 27609-2683

Consent Order
TDI Enforcement File No. 38049

General remarks and official action taken:

This is a consent order with Occidental Fire & Casualty Company of North Carolina (Occidental). Through review of a consumer complaint, the department discovered that a data loading error resulted in Occidental charging rates different than those on file. Occidental has agreed to pay an administrative penalty of $60,000 and restitution, with interest, to the affected policyholders.

Waiver

Occidental acknowledges that the Texas Insurance Code and other applicable law provide certain rights. Occidental waives all of these rights, and any other applicable procedural rights, in consideration of the entry of this consent order.

Findings of Fact

1. Occidental is a foreign fire and casualty insurance company holding a certificate of authority to transact business in Texas.

2. The department received a complaint in July 2025 related to Occidental's rating of a homeowners renewal policy. In response to the complaint, Occidental reported

to the department that a rating issue affected certain renewal policies. The affected policies renewed at an incorrect rate.

3. Occidental represents it completed a comprehensive review and determined that a data translation error for insurance scores caused certain renewal policies to be charged a rate different than that on file with the department.

4. The error affected certain homeowner policies renewed by Occidental between April 1, 2024, and January 22, 2026, and affected over 1,100 Texas policyholders. The error resulted in both overcharges and undercharges.

5. Occidental represents that upon discovering the data loading error through the complaint, it proactively initiated a broader internal investigation beyond the scope of the individual complaint to determine whether additional policyholders were affected by the error.

6. Occidental represents that it proactively initiated a restitution program to identify and refund policyholders who were overcharged as a result of the data loading error. This restitution program was undertaken voluntarily prior to this order.

7. Occidental has cooperated with the department throughout the investigation of this matter.

Conclusions of Law

1. The commissioner has jurisdiction over this matter under TEX. INS. CODE §§ 82.051–82.055, 84.021–84.044, 801.051-801.053, and 2251.101; and TEX. GOV'T. CODE §§ 2001.051–2001.178.

2. The commissioner has the authority to informally dispose of this matter as set forth in TEX. GOV'T CODE § 2001.056, and TEX. INS. CODE §§ 36.104 and 82.055.

3. Occidental 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 intention to institute disciplinary action, notice of hearing, a public hearing, a proposal for decision, rehearing by the commissioner, and judicial review.

4. Occidental violated TEX. INS. CODE § 2251.101 by charging rates different than those on file with the department.

5. Pursuant to TEX. INS. CODE § 82.053, the commissioner is authorized to direct Occidental to make complete restitution to each policyholder impacted by the violation.

Order

It is ordered that the Occidental pay an administrative penalty of $60,000 within 30 days from the date of this order. The administrative penalty must be paid as instructed in the invoice, which the department will send after entry of this order.

It is further ordered that Occidental comply with the following:

a. Occidental must identify all homeowners insurance policies that issued or renewed in Texas with effective dates April 1, 2024, and January 22, 2026 (the Review Period).

b. For each policy in the Review Period, Occidental must calculate the corrected premium using the correct insurance score inputs. If the premium charged is more than the corrected premium, the difference constitutes the "Overcharge."

c. Occidental must pay restitution in the form of a company check or account credit to each policyholder identified in the Review Period as having an Overcharge (the Qualifying Policyholders). The restitution check or account credit must include both the dollar amount of the overcharge plus simple interest due on the overcharge. The rate of interest is 5% per annum.

d. Occidental must mail the restitution checks or issue the account credits to the Qualifying Policyholders on or before August 1, 2026.

e. Any restitution checks that are returned to Occidental with an address correction must be promptly resent to the correct address. Funds from any restitution checks that are returned thereafter for incorrect addresses and from checks that are not negotiated must be reported and delivered to the comptroller pursuant to the procedures and deadlines set forth in TEX. PROP. CODE §§ 72.001 *et. seq.*, 73.001 *et. seq.*, and 74.001 *et. seq.*

f. On or before October 1, 2026, Occidental must report the restitution paid to the Qualifying Policyholders by submitting a complete and sortable electronic spreadsheet to the department. The spreadsheet must contain the following information:

   i. policy number;
   ii. policyholder name;
   iii. policyholder address;
   iv. effective date of the policy;
   v. expiration date of the policy;
   vi. amount of Overcharge;
   vii. dollar amount of simple interest;
   viii. amount of Overcharge and interest;
   ix. date(s) of mailing of restitution check or credits;
   x. the total sum of all Overcharges;
   xi. the total sum of all simple interest; and
   xii. the total sum of all restitution paid (total Overcharges plus the total of the simple interest).

g. Occidental must send all submissions required under the terms of this order by email to: EnforcementReports@tdi.texas.gov.

Signed by:
Amanda Crawford
FE10434BC41A470...

Amanda Crawford
Commissioner of Insurance

Recommended and reviewed by:

Leah Gillum

Leah Gillum, Deputy Commissioner
Fraud and Enforcement Division

Mandy Meesey

Mandy Meesey, Associate Commissioner
Enforcement

2026-10013

Affidavit

STATE OF North Carolina §
§
COUNTY OF Wake §

Before me, the undersigned authority, personally appeared Michael D. Blinson who being by me duly sworn, deposed as follows:

"My name is Michael D. Blinson. I am of sound mind, capable of making this statement, and have personal knowledge of these facts which are true and correct.

I hold the office of Corporate Secretary and am the authorized representative of Occidental Fire & Casualty Company of North Carolina. I am duly authorized by said organization to execute this statement.

Occidental Fire & Casualty Company of North Carolina has knowingly and voluntarily entered into the foregoing consent order and agrees with and consents to the issuance and service of the same by the commissioner of insurance of the State of Texas."

Michael D Blinson
Affiant

SWORN TO AND SUBSCRIBED before me on June 22, 2026.

(NOTARY SEAL)

SHERRIE L. MAJOR
My Comm. Expires
NOTARY PUBLIC
June 1, 2030
WAKE COUNTY, NC

Sherrie L. Major
Signature of Notary Public

Sherrie L. Major
Printed Name of Notary Public