



Division of Insurance
Tel: 605.773.3563
Fax: 605.773.5369
www.dlr.sd.gov/insurance

March 9, 2020

SENT VIA CERTIFIED MAIL

International Benefit Administrators, LLC
100 Garden City Plaza, Suite 110
Garden City, NY 11530

02TH 4TEC 0000 02TT 6T02

RE: Application Denial for TPA Registration

To whom it may concern,

This letter is to notify you that your company's application for registration as a Third Party Administrator ("TPA") in South Dakota has been denied. The reason for the denial is as follows:

International Benefit Administrators, LLC ("IBA") submitted a renewal application for a TPA registration to the South Dakota Division of Insurance ("Division") on June 26, 2019. After the application was received, IBA failed to timely respond to several Division inquiries dated August 21, 2019, September 30, 2019 and October 11, 2019. Prior to receiving the renewal application, IBA failed to respond to the Division's inquiries dated August 28, 2018, November 30, 2018, and January 9, 2019. In reviewing the application, the Division determined that IBA has at least 12 administrative actions on its record, and has been the subject of at least 60 complaints. Additionally, as the result of investigations into other entities, it has been determined that IBA routinely failed to maintain adequate records, and routinely failed to timely pay consumer claims.

Based on the above information, your company's TPA application is denied based upon SDCL §§ 58-29D-31(2) & (4), 58-30-167(2) & (8), 58-33-66(1), and 58-12-20, for using methods or practices in the conduct of its business which render its further transaction of business in this state hazardous or injurious to insured persons or the public; violating any lawful rule or order of the director or any provision of the insurance laws of this state; using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness, or financial irresponsibility in the conduct of business in this state or elsewhere; failing to respond to an inquiry from or failing to supply documents requested by the Division within twenty days of receipt of such inquiry or request; and for failing to timely settle/pay claims.

Please note that this denial is considered an administrative action which will be reported to the database maintained by the National Association of Insurance Commissioners. If an administrative action occurs, an insurance producer may be required to report the action to any and all states in

which an insurance license is held and in accordance with the timeframes and requirements of each state.

You may make a written request to the Division of Insurance within thirty (30) days of the date of this denial for a hearing to determine the reasonableness of this decision to deny your application for licensure.

Sincerely,

A handwritten signature in cursive script that reads "Maggie Dell".

Maggie Dell

Assistant Director

South Dakota Division of Insurance

Department of Labor and Regulation
