No. **2026-10063**

Official Order
of the
Texas Commissioner of Insurance

Date: 08/07/2026

Subjects Considered:

Scottsdale Indemnity Company
National Casualty Company
1 W. Nationwide Blvd.
1-14-301
FRAP Solutions
Columbus, OH 43215-2752

Consent Order
TDI Enforcement File Nos. 39095 and 39096

General remarks and official action taken:

This is a consent order with Scottsdale Indemnity Company (Scottsdale Indemnity) and National Casualty Company (National Casualty). Scottsdale Indemnity and National Casualty self-reported that certain commercial automobile policyholders were charged rates different than those on file with TDI. Scottsdale Indemnity and National Casualty have agreed to pay restitution, with interest, to the affected policyholders.

Waiver

Scottsdale Indemnity and National Casualty acknowledge that the Texas Insurance Code and other applicable law provide certain rights. Scottsdale Indemnity and National Casualty waive all of these rights, and any other applicable procedural rights, in consideration of the entry of this consent order.

Findings of Fact

1. Scottsdale Indemnity and National Casualty are foreign fire and casualty insurance companies holding certificates of authority to transact business in Texas.

2. In December 2025, Scottsdale Indemnity and National Casualty notified TDI that they discovered a rating error for certain commercial auto policies. The error was caused by a mismatch between a legacy policy issuance system and a necessary manual step to apply the correct ISO effective dates to a subset of policies, resulting in overcharges.

3. Scottsdale Indemnity and National Casualty represent that the overcharges affected 310 Texas policies.

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.

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. Scottsdale Indemnity and National Casualty have knowingly and voluntarily waived all procedural rights to which they 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. Scottsdale Indemnity and National Casualty violated TEX. INS. CODE § 2251.101 by charging rates different than those on file with TDI.

5. Pursuant to TEX. INS. CODE § 82.053, the commissioner is authorized to direct Scottsdale Indemnity and National Casualty to make complete restitution to each policyholder impacted by the violation.

Order

Scottsdale Indemnity Company and National Casualty Company are ordered to comply with the following:

a. Scottsdale Indemnity and National Casualty must identify all commercial automobile insurance policies it renewed in Texas with effective dates from August 1, 2018, through October 31, 2024 (the Review Period).

b. For each policy in the Review Period, Scottsdale Indemnity and National Casualty must calculate the corrected premium based on the rate filed with TDI. If the premium charged is more than the corrected premium, the difference constitutes the "Overcharge."

c. Scottsdale Indemnity and National Casualty 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. Scottsdale Indemnity and National Casualty must mail the restitution checks or issue the account credits to the Qualifying Policyholders on or before August 31, 2026.

e. Any restitution checks that are returned to Scottsdale Indemnity and National Casualty with an address correction must be promptly re-sent 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 December 18, 2026, Scottsdale Indemnity and National Casualty must report the restitution paid to the Qualifying Policyholders by submitting a complete and sortable electronic spreadsheet to TDI. The spreadsheet must contain the following information:

    i. policy number;
    ii. issuing company
    iii. policyholder name;
    iv. policyholder address;
    v. effective date of the policy;

vi. expiration date of the policy;
vii. amount of Overcharge;
viii. dollar amount of simple interest;
ix. amount of Overcharge and interest;
x. date(s) of mailing of restitution check or credits;
xi. the total sum of all Overcharges;
xii. the total sum of all simple interest; and
xiii. the total sum of all restitution paid (total Overcharges plus the total of the simple interest).

g. Scottsdale Indemnity and National Casualty 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, Deputy Commissioner
Fraud and Enforcement Division

Sarah White, Staff Attorney
Enforcement

Affidavit

STATE OF ARIZONA §
§
COUNTY OF MARICOPA §

Before me, the undersigned authority, personally appeared DAVID NELSON, who being by me duly sworn, deposed as follows:

"My name is DAVID NELSON. 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 SVP-Contract & Brokerage UW and am the authorized representative of Scottsdale Indemnity Company. I am duly authorized by said organization to execute this statement.

Scottsdale Indemnity Company 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."

Affiant

SWORN TO AND SUBSCRIBED before me on July 29, 2026.

(NOTARY SEAL)

SHARMIAN HOMAN
Notary Public - Arizona
Maricopa County
Commission # 693584
My Comm. Expires Apr 12, 2030

Sharmian Homan
Signature of Notary Public

SHARMIAN HOMAN
Printed Name of Notary Public

2026-10063

Affidavit

STATE OF ARIZONA §
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Before me, the undersigned authority, personally appeared DAVID NELSON, who being by me duly sworn, deposed as follows:

"My name is DAVID NELSON. 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 SVP-Contract & Brokerage UW and am the authorized representative of National Casualty Company. I am duly authorized by said organization to execute this statement.

National Casualty Company 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."

Affiant

SWORN TO AND SUBSCRIBED before me on July 29, 2026.

(NOTARY SEAL)

SHARMIAN HOMAN
Notary Public - Arizona
Maricopa County
Commission # 693584
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Signature of Notary Public

SHARMIAN HOMAN
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