



Kansas Department of Insurance

Commissioner Vicki Schmidt

In the Matter of

ROCK RIDGE INSURANCE COMPANY

NAIC # 11089

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Docket No. 112049

CONSENT AGREEMENT AND FINAL ORDER

Pursuant to K.S.A. 40-103, K.S.A. 40-951 *et seq.*, K.S.A. 40-2,125, and in accordance with K.S.A. 77-501 *et seq.*, the Commissioner of Insurance has the general supervision, control and regulation of corporations, companies, associations, societies, exchanges, partnerships, or persons authorized to transact the business of insurance, indemnity, or suretyship in this state and shall have the power to make all reasonable rules and regulations necessary to enforce the laws of this state relating thereto. If any person has engaged in or is engaging in any act or practice constituting a violation of any provision of Kansas insurance statutes or any rule and regulation or order thereunder, the Commissioner may, in the exercise of discretion, order such remedies as payment of monetary penalties, suspension or revocation of licenses or certificates, or issuing cease and desist orders or such other affirmative actions to carry out the purposes of the violated provision. Rock Ridge Insurance Company, named above, are currently licensed as an insurance company in the State of Kansas.

Now, to resolve this matter, the Commissioner and Rock Ridge Insurance Company hereby agrees to the following:

1. Rock Ridge Insurance Company ("Rock Ridge") has been advised that, pursuant to K.S.A. 77-537 and K.S.A. 77-542, the company has a right to a hearing before the Commissioner may impose any sanctions or penalties. At a hearing, the company would be entitled to appear in person, to be represented by an attorney or other representative who is permitted to practice before the agency, to present its position, arguments or contentions in writing, and to present evidence and examine witnesses appearing for and against it. Rock Ridge hereby waives all such rights.
2. Rock Ridge hereby waives any and all rights it may have under the Kansas Administrative Procedure Act, K.S.A. 77-501 *et seq.* and the Kansas Judicial Review Act, K.S.A. 77-601 *et seq.* to seek administrative or judicial review of this Consent Order.
3. Rock Ridge consents to the jurisdiction of the Commissioner and the Kansas Department of Insurance ("Department") to determine the issues set forth

herein. Rock Ridge expressly waives any prerequisites to jurisdiction that may exist.

4. Rock Ridge neither admits nor denies the following statements of fact but acknowledges the Commissioner has sufficient evidence to introduce at an administrative hearing that the following facts occurred or are occurring:
 - a. Rock Ridge is domiciled in Texas and has been authorized to do business in Kansas since October 12, 2007.
 - b. In 2019, Rock Ridge established an insurance program for homeowners' insurance with Openly, LLC ("Openly") as the managing general agent. Through a general agency agreement, Rock Ridge delegated underwriting, bonding, and policy servicing authority to Openly.
 - c. In June 2024, Openly notified Rock Ridge there was a coding issue with their mailing vendor, and non-renewals and cancellation notices were not mailed to certain policyholders.
 - d. In July 2024, Rock Ridge completed an audit of Openly and found the mailing error resulted in 251 Kansas policyholders being impacted.
 - e. On July 29, 2024, Rock Ridge self-reported the issue to the Department before the Department was aware any such issue had occurred.
 - f. Rock Ridge conducted an independent audit of Openly to assess the scope of the damage without any regulatory intervention.
 - g. Rock Ridge, on their own initiative, offered remedies to the impacted policyholders, the majority of which accepted.
 - h. Rock Ridge sent an offer of reinstatement to all the impacted policyholders with a 60-day window to accept the offer. The results are as follows:
 - i. 196 policyholders moved to a different provider.
 - ii. Of the remaining 55, 17 accepted the offer of reinstatement.
 - iii. The rest simply expired after the 60-day window.
 - i. Upon inquiry from the Department, Rock Ridge furnished records to show they maintained a list of impacted policyholders, and that notification of the error was sent to all the impacted policyholders in August of 2024.

5. Rock Ridge neither admits nor denies the following statutes were violated, but acknowledges the applicability of the same:

- K.S.A. 40-2,122 – An insurance company doing business in this state shall provide to an insured a written explanation specifically detailing the reasons why such company canceled or denied renewal of an existing policy of insurance.
- K.S.A. 40-2,125 – If the commissioner determines, after notice and opportunity for a hearing, that any person has engaged or is engaging in any act or practice constituting a violation of any provision of Kansas insurance statutes or any rule and regulation or order thereunder, the commissioner may, in the exercise of discretion, order any one or more of the following:
 - i. Payment of a monetary penalty of not more than \$1,000 for each and every act or violation...
 - ii. Suspension or revocation of the person's license or certificate if such person knew or reasonably should have known that such person was in violation of the Kansas insurance statutes or any rule and regulation or order thereunder; or
 - iii. That such person cease and desist from the unlawful act or practice and take such affirmative action as in the judgement of the commissioner will carry out the purposes of the violated or potentially violated provision.

6. Rock Ridge agrees to pay the monetary penalty listed below. Payment is due within thirty (30) days after the effective date of this Consent Order.

- Monetary Penalty: \$5,000

7. Rock Ridge has read and understands this Consent Order. Rock Ridge further understands it has the right to retain counsel of its choice and have counsel review this Consent Order. Rock Ridge agrees to the entry of this order as a final order without need for a hearing under the Kansas Administrative Procedures Act.

8. Rock Ridge agrees if the company fails to comply with the terms of this Consent Order, the Commissioner may take action to gain compliance with the

Consent Order including, but not limited to, issuing ancillary orders and suspending the company's license until it has complied.

9. Rock Ridge waives any and all causes of action, claims or rights, known and unknown, which each may have against the Department, and any employees, agents, consultants, contractors, or officials of the Department, in their individual and official capacities, as a result of any acts or omissions on the part of such persons or firms.
10. Rock Ridge agrees to be served a copy of this fully executed Consent Order electronically or by regular U.S. Mail.
11. Rock Ridge acknowledges this Consent Order may be published on the website of the Kansas Department of Insurance. Rock Ridge understands and acknowledges this Consent Order is a public document pursuant to the Kansas Open Records Act, K.S.A. 45-215 *et seq.*

The undersigned stipulates and agrees to the above findings, facts, and conclusions of law and waives their rights to an administrative hearing and judicial review of the Commissioner's Order. The undersigned also affirms they are authorized to enter into this consent agreement and final order on behalf of the below-named company.

Axel Galan

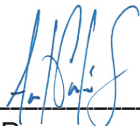
Company Representative Name (Print)

Chief Compliance Officer & VP

Title

B7 Tabonuco St. Ste. 912 Guaynabo, PR 00968

Street Address



Company Representative Name Signature

8/12/2025

Date

ORDER

IT IS THEREFORE ORDERED BY THE COMMISSIONER OF INSURANCE THAT:

1. Rock Ridge Insurance Company shall pay a monetary penalty of \$5,000.
2. The monetary penalty of \$5,000 shall be paid in full within 30 days of the effective date of this Order. Failure to pay will result in the issuance of such further action or orders as the Commissioner deems necessary.
3. This Order shall take effect when signed by all parties and the Commissioner or the Commissioner's designee and filed of record with the Kansas Department of Insurance.

**IT IS SO ORDERED THIS 12TH DAY OF AUGUST, 2025, IN THE CITY OF TOPEKA,
COUNTY OF SHAWNEE, STATE OF KANSAS.**



VICKI SCHMIDT
COMMISSIONER OF INSURANCE

BY: 
Ben Miller-Coleman
Chief Compliance Counsel

Certificate of Service

The undersigned hereby certifies that she served the above and foregoing Consent Agreement and Final Order on this 12th day of August, 2025, by causing the same to be deposited in the United States Mail, first class postage prepaid, addressed to the following:

Rock Ridge Insurance Company
2626 Cole Avenue, Suite 710
Dallas, TX 75204

and was provided via electronic mail to:

Christopher Soares, Corporate Counsel, csoares@cbinsgroup.com



Toni Garrard
Legal Assistant