

June 8, 2012

**VIA FEDERAL EXPRESS**

Towanda David  
California Department of Insurance  
300 South Spring Street 11<sup>th</sup> Floor  
Los Angeles, CA 90013

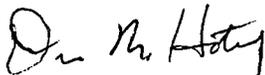
Re: Field Claims Examination Report, Adopted May 22, 2012  
Stonebridge Life Insurance Company  
Western Reserve Life Assurance Co. of Ohio

Dear Ms. David:

Thank you for the opportunity to provide a response to the above-captioned report of examination by the California Department of Insurance (the Department).

The Department in its examination report alleges the Company in a single instance failed to provide a reference to the Department in its claims denial. The citation for this violation is to CIC 790.03 (h)(3), alleging that the Company failed to adopt and implement reasonable standards for prompt investigation of a claim. The Company neither “knowingly committed on a single occasion, nor performed with such frequency as to indicate a general business practice” an unfair claims settlement practice. The Company had adopted and implemented reasonable standards for the prompt investigation and processing of claims. This claim was investigated and processed promptly. Therefore, the Company does not agree that one letter omitting the reference to the California Department warrants an allegation of or citation to Unfair Claims Settlement Practices.

Very truly yours,



Diane M. Hoteling  
Compliance Manager