FILED
AUG 18 2025
INSURANCE REGULATION
Docketed by:

OFFICE OF INSURANCE REGULATION

MICHAEL YAWORSKY
COMMISSIONER

Index: OIR 2025-142

IN THE MATTER OF: CASE NO.: 401794-25-CO

AMERICAN COASTAL INSURANCE COMPANY
_____/

CONSENT ORDER

THIS CAUSE came for consideration as the result of a market conduct examination of AMERICAN COASTAL INSURANCE COMPANY ("AMERICAN COASTAL") conducted by the FLORIDA OFFICE OF INSURANCE REGULATION ("OFFICE"). The OFFICE having considered the records in this case and being otherwise fully advised in the premises, finds as follows:

JURISDICTION AND PARTIES

1. The OFFICE has jurisdiction over AMERICAN COASTAL and the subject matter of this proceeding.

2. AMERICAN COASTAL is a Florida domiciled property and casualty insurer that became authorized to transact business in Florida on June 21, 2007. The OFFICE issued a certificate of authority to AMERICAN COASTAL, in accordance with chapter 624, Part III, Florida Statutes. AMERICAN COASTAL is authorized to write the Fire, Allied Lines, Homeowners Multi-Peril, Commercial Multi-Peril, and various other lines of business in the State of Florida.

BACKGROUND

3. On or about April 23, 2025, the OFFICE completed a targeted Market Conduct Examination of AMERICAN COASTAL ("Exam"). The OFFICE completed the Exam in accordance with section 624.3161(7)(b), Florida Statutes (2025). As part of the Exam, the OFFICE reviewed AMERICAN COASTAL'S Hurricane Ian claims-handling operations, and issued a report with the OFFICE's findings.

4. The OFFICE documented the following violations of the Florida Insurance Code by AMERICAN COASTAL:

a. Failure to utilize properly appointed adjusters (section 626.112(1)(a), Florida Statutes (2025));

b. Failure to acknowledge claims communications within fourteen calendar days (section 627.70131(1)(a), Florida Statues (2022))[1];

c. Failure to include the license number of the adjuster communicating about the claim in a subsequent communication with the policyholder (section 627.70131(3)(c), Florida Statutes (2025)); and

d. Failure to pay or deny a claim or portion of a claim within ninety days after notice of an initial, reopened, or supplemental property insurance claim (section 627.70131(7)(a), Florida Statutes (2022)).

VIOLATIONS OF THE FLORIDA INSURANCE CODE

AMERICAN COASTAL violated section 626.112(1)(a) because it utilized insurance adjusters who were not properly appointed.

[1] Section 627.70131, Florida Statutes (2023), has reduced the 14-day timeframe to 7 days, the 45-day timeframe to 30 days and the 90-day timeframe to 60 days. Other revisions were also made to the law.

5. Section 626.112(1)(a) provides that no person may be, act as, or advertise or hold himself or herself out to be an insurance agent, insurance adjuster, or customer representative unless he or she is currently licensed by the department and appointed by an appropriate appointing entity or person.

6. In thirty-six instances, the OFFICE documented that AMERICAN COASTAL utilized adjusters who were not properly appointed.

AMERICAN COASTAL violated section 627.70131(1)(a), Florida Statutes (2022), because it failed to acknowledge claims communications within fourteen calendar days.

7. Section 627.70131(1)(a), Florida Statutes (2022), provides that upon an insurer's receiving a communication with respect to a claim, the insurer shall, within fourteen calendar days, review and acknowledge receipt of such communication unless payment is made within that period of time or unless the failure to acknowledge is caused by factors beyond the control of the insurer.

8. In twenty-two instances, the OFFICE documented that AMERICAN COASTAL did not acknowledge receipt of a claim communication within fourteen calendar days.

AMERICAN COASTAL violated section 627.70131(3)(c) because it failed to include the name and license number of the adjuster communicating about the claim in a subsequent communication with the policyholder.

9. Section 627.70131(3)(c) provides that any subsequent communication with the policyholder regarding the claim must also include the name and license number of the adjuster communicating about the claim.

10. In thirty-seven instances, the OFFICE documented that AMERICAN COASTAL did not include the name and license number of the adjuster communicating about the claim in a subsequent communication with the policyholder.

AMERICAN COASTAL violated section 627.70131(7)(a), Florida Statutes (2022), because it failed to pay or deny initial, supplemental, or reopened claims within ninety days.

11. Section 627.70131(7)(a), Florida Statutes (2022), provides that within ninety days after an insurer receives notice of an initial, reopened, or supplemental property insurance claim from a policyholder, the insurer shall pay or deny such claim or a portion of the claim.

12. In thirty-four instances, the OFFICE documented that AMERICAN COASTAL did not, within ninety days, pay or deny initial, supplemental, or reopened claims.

CONCLUSION

13. Section 624.418 provides that the OFFICE may, in its discretion, suspend or revoke the certificate of authority of an insurer if it finds that the insurer has violated any provision of the Florida Insurance Code.

14. Section 624.4211 provides that if the OFFICE finds that one or more grounds exist for the discretionary revocation or suspension of a certificate of authority issued under chapter 624, it may, in lieu of such revocation or suspension, impose a fine upon the insurer.

15. The OFFICE finds that AMERICAN COASTAL has violated sections 627.70131(1)(a), (7)(a), Florida Statutes (2022), and sections 626.112(1)(a) and 627.70131(3)(c), Florida Statutes (2025).

16. AMERICAN COASTAL agrees to pay an administrative fine in the amount of $400,000 U.S. Dollars ("USD") and administrative costs in the amount of $2,000 USD to the OFFICE within ten days of the execution of this Consent Order. AMERICAN COASTAL shall not provide payment before the Commissioner executes this Consent Order. AMERICAN COASTAL shall send its payment to the address reflected on the invoice attached hereto as "Exhibit A."

17. Any deadlines, reporting requirements, other provisions, or requirements set forth in this Consent Order may be altered or terminated by written approval of the OFFICE. Such approval must be requested in writing prior to any proposed deviation from the terms of this Consent Order.

18. AMERICAN COASTAL agrees that, upon execution of this Consent Order, failure to adhere to one or more of the terms and conditions contained herein may result, without further proceedings, in the OFFICE suspending, revoking, or taking other administrative action as it deems appropriate upon AMERICAN COASTAL's certificate of authority in this state, in accordance with sections 120.569(2)(n) and 120.60(6), Florida Statutes.

19. AMERICAN COASTAL additionally agrees that, upon execution of this Consent Order, failure to adhere to one or more of the terms and conditions contained herein may be considered willful and subject AMERICAN COASTAL to appropriate penalties and fines, as specifically authorized by law.

20. AMERICAN COASTAL additionally agrees that any future violations of the statutes or rules named herein may be deemed willful, subjecting AMERICAN COASTAL to penalties as the OFFICE deems appropriate.

21. AMERICAN COASTAL expressly waives a hearing in this matter, the making of findings of fact and conclusions of law by the OFFICE, and all further and other proceedings herein to which it may be entitled by law or rules of the OFFICE. AMERICAN COASTAL hereby knowingly and voluntarily waives all rights to challenge or to contest this Consent Order in any forum available to it, now or in the future, including the right to any administrative proceeding, state or federal court action, or any appeal.

22. Except as noted above, each party to this action shall bear its own costs.

23. The parties agree that this Consent Order shall be deemed to be executed when the OFFICE has signed a copy of this Consent Order bearing the notarized signature of the authorized representative of AMERICAN COASTAL.

WHEREFORE, the agreement between AMERICAN COASTAL INSURANCE COMPANY and the FLORIDA OFFICE OF INSURANCE REGULATION, the terms and conditions of which are set forth above, is APPROVED.

All terms and conditions contained herein are hereby ORDERED.

DONE AND ORDERED this 18 day of August, 2025.

Michael Yaworsky, Commissioner
Office of Insurance Regulation

By execution hereof, AMERICAN COASTAL INSURANCE COMPANY consents to entry of this Consent Order, agrees without reservation to all the above terms and conditions, and shall be bound by all provisions herein. The undersigned represents that they have the authority to bind AMERICAN COASTAL INSURANCE COMPANY, to the terms and conditions of this Consent Order.

AMERICAN COASTAL INSURANCE COMPANY

By: _____

[Corporate Seal]

Print Name: Chris Griffith

Title: President

Date: 8/11/25

STATE OF FLORIDA

COUNTY OF PINELLAS

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online notarization, this 11th day of AUGUST 2025, by Chris Griffith (name of person) as President (type of authority; e.g., officer, trustee, attorney-in-fact) for American Coastal Insurance Company (company name).

AMBER HENDERSON
Notary Public - State of Florida
Commission # HH 657936
My Comm. Expires Mar 27, 2029
Bonded through National Notary Assn.

(Signature of the Notary)

AMBER HENDERSON
(Print, Type or Stamp Commissioned Name of Notary)

Personally Known __X___ OR Produced Identification _____

Type of Identification Produced _____

My Commission Expires March 27, 2029

COPIES FURNISHED TO:

CHRISTOPHER LEE GRIFFITH
PRESIDENT
American Coastal Insurance Company
570 Carillon Parkway, Suite 100
St. Petersburg, FL 33716
Email: Badler@amcoastal.com

CHRISTINA HUFF
DIRECTOR
Florida Office of Insurance Regulation
P&C Market Regulation
200 East Gaines Street
Tallahassee, FL 32399
Email: Christina.Huff@floir.com

CARSON GAINES
ASSISTANT GENERAL COUNSEL
Florida Office of Insurance Regulation
200 E. Gaines Street
Tallahassee, Florida 32399
Telephone: (850) 413-4139
Email: Carson.Gaines@floir.com

Exhibit A

FLORIDA OFFICE OF Insurance Regulation

MICHAEL YAWORSKY
COMMISSIONER

INVOICE

AMERICAN COASTAL INSURANCE COMPANY
570 CARILLON PARKWAY, SUITE 100
ST. PETERSBURG, FL 33716

INVOICE DATE: August 4, 2025

INVOICE #: OIR 25-041314

P&C Market Regulation/Requested by Carson Gaines/ Matter Number 401794-25-CO

Description	Units	Rate	Price
1105J: FINE	1.00	$400,000.00	$400,000.00
1249J: ADMINISTRATIVE COSTS	1.00	$2,000.00	$2,000.00

TOTAL: **$402,000.00**

PAYMENT DUE UPON RECEIPT: **$402,000.00**

Pay by Wire (ACH) Instructions:

1. Do not alter the amount due
2. Remember to include the OIR invoice number in the body of the wire payment
3. Include company name

Bank: WELLS FARGO, N.A.
1 INDEPENDENT DRIVE, JACKSONVILLE, FL 32202

Account Title: STATE OF FLORIDA DEPARTMENT OF FINANCIAL SERVICES DFS – **OFFICE OF INSURANCE REGULATION** – LOCATION 4300430

Account Number: 4834783854

ACH and Incoming Wire and ABA/Routing Number: 121000248

Pay by Check Instructions:

1. Do not alter the amount due
2. Make check payable to the Florida Office of Insurance Regulation
3. Include a copy of this invoice to ensure your payment is applied correctly

Mail check and a copy of this invoice to:
Florida Department of Financial Services
Revenue Processing Section
P.O. Box 6100
Tallahassee, FL 32314-6100

Please contact Lisa Stinson at (850) 413-2458 or Lisa.Stinson@floir.com if you have any questions regarding your invoice.