FILED

NOV 16 2026

INSURANCE REGULATION
Docketed by

OFFICE OF INSURANCE REGULATION

MICHAEL YAWORSKY
COMMISSIONER

Index: OIR 2026-98

IN THE MATTER OF:

CASE NO.: 403452-26

LIBERTY MUTUAL PERSONAL INSURANCE COMPANY
Private Passenger Automobile Excessive Profits
/

FINAL ORDER ON WAIVER

This matter arises from the FLORIDA OFFICE OF INSURANCE REGULATION'S ("OFFICE") intended decision to require LIBERTY MUTUAL PERSONAL INSURANCE COMPANY ("LIBERTY") to refund excess profits to policyholders in accordance with section 627.066, Florida Statutes[1]. Based upon a thorough review of the record and applicable law, the OFFICE issues this Final Order and in support thereof declares as follows:

1. On or before July 1, 2026, LIBERTY provided data via their Excess Profit Report to the OFFICE pursuant to section 627.915(1)..

2. After the OFFICE's review of LIBERTY's Excess Profit report, it is determined that LIBERTY has realized, and therefore owes to applicable policyholders, excessive profits in the amount of $73,139,740 for the calendar/accident years 2023, 2024, and 2025, valued at March 31, 2026, pursuant to section 627.066.

3. On or about October 5, 2026, the OFFICE provided a Notice to LIBERTY that, pursuant to section 627.066, the data submitted by LIBERTY to the OFFICE indicates that

[1] All statutory references contained herein refer to Florida Statutes (2026), unless otherwise noted.

excessive profits are realized in the amount of $73,139,740 for the statutory period covering calendar/accident years 2023, 2024, and 2025, valued on March 31, 2026. The OFFICE also notified LIBERTY of the requirement to refund said excessive profits to policyholders in accordance with section 627.066, and the right to request a hearing by filing a petition pursuant to sections 120.569 and 120.57. The OFFICE informed LIBERTY that failure to timely respond to the Notice would result in the issuance of a Final Order. A true and correct copy of the Notice is attached hereto as Exhibit A.

4. LIBERTY received the Notice on October 13, 2026, as shown by tracking information provided by United States Postal Service. A true and correct copy of the tracking information is attached hereto as Exhibit B.

5. On October 30, 2026, the OFFICE received an email from LIBERTY notifying the OFFICE that LIBERTY expressly waived its right to any hearing available under chapter 120. A true and correct copy of the waiver is attached hereto as Exhibit C.

6. Section 120.569(1), Florida Statutes, requires that each notice inform the recipient "of any administrative hearing or judicial review that is available under [section 120.569], s.120.57, or s. 120.68; shall indicate the procedure which must be followed to obtain the hearing or judicial review; and shall state the time limits which apply."

7. Based on the above, the OFFICE provided LIBERTY sufficient notice regarding its opportunity to request an administrative hearing. *See* section 120.569(1).

[REMAINDER OF PAGE LEFT BLANK INTENTIONALLY]

Upon careful consideration of the record in this matter and being otherwise advised on the premises, it is ORDERED:

1. Within sixty (60) days of this Final Order, LIBERTY shall provide refunds or policy renewal credits in the amount of $73,139,740 for the calendar/accident years 2023, 2024, and 2025, valued on March 31, 2026, to policyholders as specified in section 627.066.

2. LIBERTY shall attempt to locate policyholders whose refund checks are returned. LIBERTY shall report and process any unclaimed excessive profit funds as unclaimed or abandoned property in accordance with the provisions of chapter 717.

3. Pursuant to section 627.066(11)(b), LIBERTY shall upon completion of the renewal credits or refund payments, immediately certify to the OFFICE that the refunds have been made. LIBERTY shall also certify that it has attempted to locate policyholders whose refund checks are returned and complied with the abandoned property provisions of chapter 717, if necessary.

DONE and ORDERED this 16TH day of November 2026.



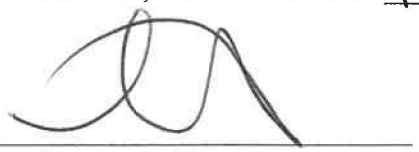
Michael Yaworsky, Commissioner
Office of Insurance Regulation

NOTICE OF RIGHTS

Any party to these proceedings adversely affected by this Order is entitled to seek review of this Order pursuant to section 120.68, Florida Statutes, and Rule 9.110, Fla. R. App. P. Review proceedings must be instituted by filing a petition or notice of appeal with the General Counsel of the Office of Insurance Regulation, acting as the Agency Clerk, at 612 Larson Building, Tallahassee, Florida 32399-4206, and a copy of the same with the appropriate district court of appeal, within thirty (30) days of rendition of this Order.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Final Order has been furnished by certified mail to LIBERTY MUTUAL PERSONAL INSURANCE COMPANY, Erica Gregory, 518 E. Broad St., Columbus, OH 43215 this 16th day of November 2026.



Shannon Seagraves, Esq.
Assistant General Counsel
Office of Insurance Regulation
612 Larson Building
200 East Gaines Street
Tallahassee, Florida 32399-4206
(850) 413-4213
Michelle.Seagraves@floir.gov

COPIES FURNISHED TO:

LIBERTY MUTUAL PERSONAL INSURANCE COMPANY
Erica Gregory
518 E. Broad St.,
Columbus, OH 43215
Erica.Gregory@libertymutual.com

JIE CHENG, Actuary
Property and Casualty Product Review
Office of Insurance Regulation
J. Edwin Larson Building
200 East Gaines Street
Tallahassee, Florida 32399-0329

SHANNON SEAGRAVES, ESQ., Assistant General Counsel
Office of Insurance Regulation
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Tallahassee, Florida 32399-0329
Phone: (850) 413-4213
Michelle.Seagraves@floir.gov

EXHIBIT A

FILED

OCT 05 2026

INSURANCE REGULATION
Docketed by:

OFFICE OF INSURANCE REGULATION

MICHAEL YAWORSKY
COMMISSIONER

INDEX: OIR 2026-81
CASE NO.: 403452-26

IN THE MATTER OF:

LIBERTY MUTUAL PERSONAL INSURANCE COMPANY
Private Passenger Automobile Excessive Profits
_____/

TO: LIBERTY MUTUAL PERSONAL INSURANCE COMPANY
Attn: Erica Gregory
Global Compliance & Ethics
518 E. Broad St.
Columbus, OH 43215

NOTICE

Notice is hereby given that the Office of Insurance Regulation (hereinafter the "Office") has processed the data filed by your company or company group prior to July 1, 2026, pursuant to section 627.066, Florida Statutes. Based upon a review of the data submitted, the Office finds on a preliminary basis that excessive profit has been realized in the amount of $73,139,740 for private passenger automobile business for the statutory review period covering calendar/accident years 2023, 2024, and 2025, valued at March 31, 2026.

WHEREFORE, you are hereby notified that in the absence of a request for a proceeding in accordance with the Notice of Rights, attached hereto, and in the absence of a demonstration by the insurer that the refund of excessive profits is not required pursuant to section 627.066, Florida Statutes, the Commissioner will issue an Order requiring the refund of excessive profit in the manner and within the time period prescribed by section 627.066, Florida Statutes. DATED AND SIGNED this 5 day of October 2026.



Michael Yaworsky, Commissioner
Office of Insurance Regulation

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing NOTICE has been furnished by U.S. Certified Mail to LIBERTY MUTUAL PERSONAL INSURANCE COMPANY, Erica Gregory, 518 E. Broad St., Columbus, OH 43215 this 5th day of October 2026.

Shannon Seagraves, Esq.
Assistant General Counsel
Office of Insurance Regulation
612 Larson Building
200 East Gaines Street
Tallahassee, Florida 32399-4206
(850) 413-4213
Michelle.Seagraves@floir.gov

FLORIDA OFFICE OF INSURANCE REGULATION
NOTICE OF ADMINISTRATIVE RIGHTS

Pursuant to Sections 120.569 and 120.57, Florida Statutes, and Rule 28-106, Florida Administrative Code, you have the right to request a proceeding to contest this action by the Office of Insurance Regulation (Office) by filing a petition. Your petition must be in writing and directed to:

Agency Clerk
Office of Insurance Regulation
647 Larson Building
200 East Gaines Street
Tallahassee, Florida 32399-0300

The petition must be transmitted by U.S. Mail or private express mail service, or hand-delivered. Petitions transmitted by facsimile transmission or electronic mail will not be accepted for filing. Your petition challenging this action must be received by the Office at the above address not later than twenty-one (21) days from the date on which you receive this notice. Any document received by the Office before 5:00 p.m. shall be filed as of that day but any document received after 5:00 p.m. shall be filed as of 8:00 a.m. on the next regular business day. If you do not timely file a petition, your right to a proceeding shall be deemed waived and the Office's agency action will be final.

If you desire to challenge this agency action and do not dispute the material facts as found by the Office, you may request an informal proceeding by filing a petition pursuant to Sections 120.569 and 120.57(2), Florida Statutes. A petition for an informal administrative proceeding must comply with the content requirements of Section 120.569(1), Florida Statutes, and Rule 28-106.201, Florida Administrative Code.

If you desire to challenge this agency action and dispute the material facts as found by the Office, you may request a formal proceeding by filing a petition pursuant to Sections 120.569 and 120.57(1), Florida Statutes. A petition for a formal administrative proceeding must comply with the content requirements of Section 120.569(1), Florida Statutes, and Rule 28-106.201, Florida Administrative Code.

A petition that is not in substantial compliance with the applicable rules and statutes will be dismissed.

Any request for an administrative proceeding received prior to the date of this notice shall be deemed abandoned unless timely renewed in compliance with the guidelines as set out above.

Mediation under section 120.573, Florida Statutes, is not available for this agency action.

EXHIBIT B

USPS Tracking®

FAQs >

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Your item was picked up at the post office at 4:34 am on October 13, 2026 in COLUMBUS, OH 43216.

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Delivered

Delivered, Individual Picked Up at Post Office

COLUMBUS, OH 43216
October 13, 2026 4:34 AM

Available for Pickup

WEST CITY
850 TWIN RIVERS DR
COLUMBUS OH 43216-9532
Mon-Fri 8:00 AM-7:00 PM
Sat 8:00 AM-2:00 PM
October 9, 2026 6:07 PM

Arrived at USPS Facility

COLUMBUS OH DISTRIBUTION CENTER
October 8, 2026 1:25 PM

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Track Another Package

Enter tracking or barcode numbers

Need More Help?

Contact USPS Tracking support for further assistance.

FAQs

EXHIBIT C

From: Gregory, Erica
To: Stephens, Crystal
Cc: PIDataCallSubmissions; Huff, Christina
Subject: RE: Notice: Liberty Mutual Personal Insurance Company - 403452-26
Date: Friday, October 30, 2026 2:07:37 PM
Attachments: image001.png
image003.png
FW FLOIR RE FL Filing Number 26-032592.msg

Good afternoon, Ms. Stephens,

Per our conversation, Liberty Mutual waives its administrative right to request a proceeding to contest the refund of excessive profits.

Thank you once again for reaching out to us for clarification.

Sincerely,

Erica Gregory
She/Her/Hers
Compliance Specialist
USRM Regulatory Compliance Management Team
Global Compliance & Ethics
AR, FL, GA, IN, IA, KY, LA, MI, NV, OH, SC, TX, & WI

Liberty Mutual Insurance
Office: 614-948-0424
Erica.Gregory@libertymutual.com

From: Stephens, Crystal <Crystal.Stephens@floir.gov>
Sent: Friday, October 30, 2026 1:49 PM
To: Gregory, Erica <erica.gregory@libertymutual.com>
Subject: {EXTERNAL} RE: Notice: Liberty Mutual Personal Insurance Company - 403452-26

Good afternoon, Ms. Gregory,

I work at the legal division of the Florida Office of Insurance Regulation. I have a quick question for you about the attached Notice regarding excess profits for Liberty Mutual. Can you give me a call if you have time today? My number is in my signature block below.

Thank you,

Crystal