STATE OF NEW YORK
DEPARTMENT OF STATE

In the Matter of the Alleged Violations of the
Do Not Call Registry

- by-

Choice Health Insurance, LLC, et al.

CONSENT ORDER

2024-C-032100

1. The New York State Department of State is an executive agency of the State of New York charged with the regulation of the "Do Not Call" law and the enforcement of § 399-z of the General Business Law.

2. This enforcement action against Choice Health Insurance, LLC, a subsidiary of Alight Solutions LLC, and all controlling persons as defined in General Business Law §§399-z(g) and (h), including but not limited to its parents, members, managers and principals (collectively referred to as "Respondents") was initiated based upon a review of complaints received by the Department alleging violations of New York State General Business Law §399-z and 19 New York Codes, Rules and Regulations (NYCRR), Part 220.

3. The Department alleges violations of New York General Business Law §399-z and 19 NYCRR Part 220.

4. The Department's staff conducted an investigation that resulted in the commencement of the above-captioned administrative action.

5. To resolve this matter, Choice Health Insurance, LLC does not contest the identified violations of New York General Business Law §399-z(5), to wit: being a company that utilizes telemarketing and having made or caused to be made unsolicited telemarketing sales calls to customers when said customer's telephone numbers were on the national do-not-call registry, established by the Federal Trade Commission, for a period of thirty-one (31) days prior to the date each call was made

6. By executing this Consent Order, Choice Health Insurance, LLC, on behalf of Respondents, affirmatively waives the right to a hearing in the manner provided by law, consents to the issuance and entry of this Order and agrees to be bound by the terms, provisions and conditions contained herein.

7. For the violations referenced in paragraph 6, the Department and Choice Health Insurance, LLC agree to a civil penalty of **$257,400.00**, subject to the conditions set forth below.

8. Respondents are aware that the Department found violations of New York General Business Law §399-z relating to telemarketing calls made in New York State by Choice Health Insurance, LLC. Respondents affirm that Choice Health Insurance, LLC is no longer conducting any telemarketing activity in New York State, and the Department therefore consents to close and discontinue the investigation into any violations occurring

prior to the date of this Consent Order, with prejudice, and seek neither prosecution nor penalty, provided that Respondents: 1) are not adjudicated to have violated any provision of New York General Business Law §399-z for a period of one year following the date on which this Order is executed; (2) do not provide operational support to any entity adjudicated to have violated any provisions of the New York General Business Law section 399-z for a period of one year following the date on which this Order is executed; and (3) satisfy the civil penalty referenced in paragraph seven (7) in accordance with the terms outline herein.

NOW, in consideration of the above premises, the parties consent to entry of an **ORDER** with the following terms and conditions:

TC1. Respondents shall return the fully executed and notarized Consent Order such that same is received by the Department **on or before October 4, 2024**. The mailing address to send the Consent Order is: NYS Department of State, Division of Consumer Protection, Attn: Katie Sherwin, Acting Division Director, One Commerce Plaza, 99 Washington Avenue, Suite 640, Albany, NY 12231.

TC2. Respondents shall pay the civil penalty in the amount of **two hundred and fifty-seven thousand, four hundred dollars ($257,400.00)** to **"NYS Department of State," within ten (10) business days after execution of this Consent Order**.

TC3. The Consent Order herein expressly depends upon representations made by Respondents both oral or written, formal or informal which relate to the subject matter of the Consent Order and that such representations have fully, accurately and truthfully disclosed all relevant facts to the Department. If any such representation is determined to be limited, inaccurate or untruthful, the Department shall not be bound by the terms herein and shall initiate any lawfully authorized action against Respondents.

TC4. The effective date of this Order shall be the date on which the Secretary of State or his designee signs the same. The Department will provide Respondents with a fully executed copy of this Order as soon as practicable after the Secretary of State, or his designee signs the same.

TC5. The failure of Respondents to comply fully and in timely fashion with any provision of this Order shall constitute a default and a failure to perform an obligation under this Order. Such default shall result in a referral to the Office of Attorney General for collection of the full civil penalty for each identified violation as identified in New York General Business Law §399-z(14)(a) and pursuant to New York Executive Law §63. Respondents hereby acknowledge the fine owed under this agreement, accept the same as valid and waive the right to contest the same. Specifically, the civil penalty is owed by reason of Respondents' violations of, *inter alia*, New York General Business Law §399-z and the regulations promulgated thereunder.

TC6. This Order constitutes the entire agreement of the parties and no provision of the agreement shall be deemed waived or otherwise modified except as is specifically set forth in a writing executed by the Secretary of State or his designee indicating an intent to modify this Order.

TC7. Nothing contained in this Order shall be construed as barring, diminishing, adjudicating or in any way affecting (1) any legal, administrative or equitable rights or claims, actions, suits, causes of action or demand whatsoever that the Department may have against anyone, other than Respondents, their parents, subsidiaries or affiliates; (2) any right of the Department to enforce administratively or at law or in equity, the terms, provisions and conditions of this Order; or (3) any right of the Department to bring any future action, either administrative or judicial, for any future violations of the applicable laws, the implementing regulations or conditions contained in orders if any, issued by the Department to Respondents.

The penalty set forth in this Consent Order is neither intended to be nor shall not be construed by Respondents as a benchmark for any penalty that may be imposed upon any determination against Respondents of future violations of New York General Business Law §399-z.

TC8. By entering into this Order, the Department expressly waives and releases Respondents from all claims or liability arising out of the allegations at issue in File # 2024-C-032100, and any and all complaints based on telephone calls that were made or allegedly made by Choice Health Insurance, LLC, or other facts that occurred or allegedly occurred, prior to the date of this Order, subject to the provisions contained herein and these terms and conditions.

Dated: October 16, 2024
Albany, New York

NEW YORK STATE
DEPARTMENT OF STATE

By: Katie Sherwin
Katie Sherwin, Acting Director
Division of Consumer Protection

Docusign Envelope ID: 21D18452-33F9-4C9A-8FD6-C91F36257617

CONSENT OF CHOICE HEALTH INSURANCE, LLC, a subsidiary of Alight Solutions LLC

Allison Bassiouni, on behalf of Choice Health Insurance, LLC, a subsidiary of Alight Solutions LLC, hereby consents to the issuing and entering of this Order, affirms that they are a partner/principal/manager/member of Choice Health, a subsidiary of Alight Solutions LLC and authorized to enter into this consent order on behalf of the Respondents, waives the right to a hearing and agrees to be bound by the terms and conditions herein.

DocuSigned by:
Allison Bassiouni
85F1CC8BC8BE4B0...
Allison Bassiouni

STATE OF Illinois
ss.:
COUNTY OF Cook)

On this 4th day of October in the year 2024 before me, the undersigned, personally appeared Allison Bassiouni, personally known to me or proved to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the within instrument and acknowledged to me that he executed the same in his capacity and that by his signature on the instrument, the individual or the person upon behalf of which the individual acted, executed the instrument.

Official Seal
Amy Plous Bornstein
Notary Public State of Illinois
My Commission Expires 5/24/2027

Amy Plous Bornstein
Notary Public