

BEFORE THE INSURANCE COMMISSIONER OF THE
STATE OF OKLAHOMA

FILED

NOV 08 2018

INSURANCE COMMISSIONER
OKLAHOMA

STATE OF OKLAHOMA, ex rel. JOHN D.)
DOAK, Insurance Commissioner,)
)
Petitioner,)
)
v.)
)
NTALife BUSINESS SERVICES)
GROUP, INC.)
a nonresident third party administrator,)
)
Respondent.)

Case No. 18-0382-DIS

CONDITIONAL ADMINISTRATIVE ORDER
AND NOTICE OF RIGHT TO BE HEARD

COMES NOW the State of Oklahoma, ex rel. John D. Doak, Insurance Commissioner, by and through his undersigned attorney, Sandra LaVenue, and alleges and states as follows:

JURISDICTION

1. John D. Doak is the Insurance Commissioner of the State of Oklahoma and is charged with the duty of administering and enforcing all provisions of the Oklahoma Insurance Code, 36 O.S. §§ 101 et seq.

2. NTALife Business Services Group, Inc. ("Respondent") maintained a license with the State of Oklahoma as a nonresident third-party administrator holding license number 44200533 until its expiration on May 31, 2016. Respondent's address of record is 4949 Keller Springs Road, Addison, Texas 75001.

3. Upon determining that a third-party administrator has violated any of the provisions of the Oklahoma Insurance Code or upon finding reasons for which the issuance or nonrenewal of such license could have been denied, the Commissioner may suspend or revoke a third-party administrator's license or assess a civil penalty of not more than \$5,000.00 for each occurrence.

ALLEGATIONS OF FACT

4. Respondent's Third Party Administrator's license expired on May 31, 2016, because the renewal application failed to comply with the requirements set forth in 36 O.S. §§ 1448 and 1450.

5. Based on information contained in Respondent's 2016 and 2017 Third Party Administrator Annual Report, Respondent has acted as a Third Party Administrator in the State of Oklahoma without a valid license from the date its license lapsed, May 31, 2016 through 2017.

ALLEGED VIOLATIONS OF LAW

6. Respondent has violated 36 O.S. § 1450(A) by acting or presenting itself as a third party administrator in the State of Oklahoma without a valid license from May 31, 2016 through 2017.

ORDER

IT IS THEREFORE ORDERED by the Insurance Commissioner that NTALife Business Services Group, Inc., is **FINED FIVE HUNDRED DOLLARS (\$500.00)** by acting as a third party administrator in the State of Oklahoma without a valid license from May 31, 2016 through 2017. **The \$500.00 fine is to be paid within thirty (30)**

days of receipt of this Conditional Order.

IT IS FURTHER ORDERED, ADJUDGED AND DECREED by the Insurance Commissioner that this Order is a Conditional Order. Unless the Respondent requests a hearing with respect to the Allegations of Fact set forth above within thirty (30) days of the date of receipt of this Order, this Order and the penalties set forth above shall become a Final Order on the thirty-first (31st) day following the date of receipt of this Order. A request for hearing should be in writing addressed to Sandra LaVenue, Oklahoma Insurance Department, Legal Division, 3625 NW 56th Street, Oklahoma City, Oklahoma 73112. The request for hearing must state the grounds for the request to set aside or modify the Order and shall be served on the Oklahoma Insurance Department within the thirty (30) days allotted. The proceedings on such requested hearing will be conducted in accordance with the Oklahoma Insurance Code, 36 O.S. §§ 101 *et seq.* and the Oklahoma Administrative Procedures Act, 75 O.S. §§ 250-323. If Respondent serves a timely request for hearing on the Oklahoma Insurance Department, this Conditional Order shall act as a notice of the matters to be reviewed at the hearing and the Allegations of Fact and Alleged Violations of Law, and penalties imposed in this Conditional Order shall be considered withdrawn, pending final resolution at the hearing.

WITNESS My Hand and Official Seal this 7th day of November, 2018.



JOHN D. DOAK
INSURANCE COMMISSIONER
STATE OF OKLAHOMA


Sandra LaVenue OBA# 13372

Senior Counsel
3625 NW 56th Street, Suite 100
Oklahoma City, Oklahoma, 73112
Tel. (405) 521-2746
Fax (405) 522-0125

CERTIFICATE OF MAILING

I, Sandra LaVenue, hereby certify that a true and correct copy of the above and foregoing Conditional Administrative Order and Notice of Right to be Heard was mailed by certified mail with postage prepaid and return receipt requested on this 8th day of November, 2018 to:

NTALife Business Services Group, Inc.
4949 Keller Springs Rd.
Addison, Texas 75001

CERTIFIED MAIL NO:

9214 8902 0982 7500 0142 10

and a copy was delivered to:

Jeanette Pierce



Sandra LaVenue
Senior Counsel



November 26, 2018

Dear Sherry Standerfer:

The following is in response to your request for proof of delivery on your item with the tracking number:
9214 8902 0982 7500 0142 10.

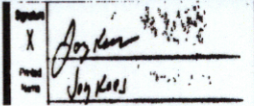
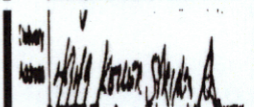
Item Details

Status: Delivered, Front Desk/Reception/Mail Room
Status Date / Time: November 13, 2018, 11:50 am
Location: ADDISON, TX 75001
Postal Product: First-Class Mail®
Extra Services: Certified Mail™
Return Receipt Electronic
Recipient Name: NTALIFE BUSINESS SERVICES GROUP INC

Shipment Details

Weight: 2.0oz

Recipient Signature

Signature of Recipient:	
Address of Recipient:	

Note: Scanned image may reflect a different destination address due to Intended Recipient's delivery instructions on file.

Thank you for selecting the United States Postal Service® for your mailing needs. If you require additional assistance, please contact your local Post Office™ or a Postal representative at 1-800-222-1811.

Sincerely,
United States Postal Service®
475 L'Enfant Plaza SW
Washington, D.C. 20260-0004