

FILED

MAR 23 2020

**STATE OF OKLAHOMA, ex rel. GLEN
MULREADY, Insurance Commissioner,**

Petitioner,

V.

CASEY DOERFLER,
an applicant for renewal
of a nonresident adjuster license,

Respondent.

INSURANCE COMMISSIONER
OKLAHOMA

Case No. 20-0106-DIS

**CONDITIONAL ADMINISTRATIVE ORDER AND NOTICE OF RIGHT TO BE
HEARD**

COMES NOW the State of Oklahoma, ex rel. Glen Mulready, Insurance Commissioner, by and through his attorney, Kayla M. Rochelle, and alleges and states as follows:

JURISDICTION

1. Glen Mulready 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, including the Oklahoma Insurance Adjusters Licensing Act, 36 O.S. §§ 6201 et seq.

2. Respondent Casey M. Doerfler (“Respondent”) was a nonresident Oklahoma adjuster, formerly holding license #3000284906. Respondent’s address of record is 729 Mill Landing Rd., Chesapeake, VA 23322.

ALLEGATIONS OF FACT

3. On or about April 20, 2018, Respondent applied for her nonresident insurance adjuster license with the Oklahoma Insurance Department (“OID”). On the application form, the second question asks the following: “Have you ever been named or involved as a party in

an administrative proceeding...regarding any professional or occupational license or registration?" Respondent answered "no" to this question. The OID approved Respondent's initial application for licensure.

4. On or about January 16, 2020, Respondent applied for renewal of her nonresident insurance adjuster license with the OID. On the application form, the second question asks the following: "Have you ever been named or involved as a party in an administrative proceeding...regarding any professional or occupational license or registration?" Respondent answered "yes" to this question.

5. The application form defines being "involved" as having a license censured, suspended, revoked, canceled, terminated; or, being assessed a fine, a cease and desist order, a prohibition order, a compliance order, placed on probation, sanctioned or surrendering a license to resolve an administrative action. Applicants may only exclude "terminations due solely to noncompliance with continuing education requirements or failure to pay a renewal fee."

6. A background check conducted by the OID Licensing Division revealed that Respondent had the following administrative actions listed on her record: (1) an action taken by the Virginia Bureau of Insurance with a Settlement Order entered on February 27, 2015 for acting as an agent of an insurer without obtaining a license. Respondent resolved said action by paying a five hundred dollar (\$500.00) fine. Said action was not reported to the National Insurance Producer Registry ("NIPR") by the Virginia Bureau of Insurance until on or about October 23, 2019, therefore the OID did not have knowledge of the administrative action taken by the Virginia Bureau of Insurance; and (2) an action taken by the Louisiana Department of Insurance for failing to disclose the above-mentioned administrative action on her initial

license application submitted on or about September 4, 2019. Respondent resolved said action by paying a fine of two hundred fifty dollars (\$250.00) on or about January 6, 2020.

7. Accordingly, Respondent did not properly disclose the aforementioned administrative actions in her initial license application.

ALLEGED VIOLATIONS OF LAW

8. Respondent violated 36 O.S. § 6220(A)(1); providing a material misrepresentation in obtaining an adjuster's license by failing to disclose her administrative history.

9. The Insurance Commissioner may censure, suspend, revoke or refuse to issue or renew a license issued pursuant to the Oklahoma Insurance Adjusters Licensing Act and/or may levy a fine up to \$1,000.00 for each occurrence of a violation of the Oklahoma Insurance Adjusters Licensing Act. 36 O.S. § 6220(A) and (B).

ORDER

IT IS THEREFORE ORDERED by the Insurance Commissioner that Respondent is **FINED FIVE HUNDRED DOLLARS (\$500.00)** for violating 36 O.S. § 6220(A)(1). **The \$500.00 fine is to be paid within thirty (30) days of the date of this Order** and made payable to the Oklahoma Insurance Department. Respondent's application for renewal of her nonresident adjuster license may be granted upon receipt of payment of the above fine by the Oklahoma Insurance Department. Failure to pay the civil fine within **thirty (30) days of the date of this Order** will result in Respondent's application for renewal being withdrawn.

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 mailing 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 mailing this Order**. A request for hearing should be in writing addressed to Kayla M. Rochelle, Oklahoma Insurance Department, Legal Division, 400 NE 50th Street, Oklahoma City, Oklahoma 73105. The request for hearing must state the grounds for the request to set aside or modify the Order.

Any such hearing shall be conducted according to the procedures for contested cases under the Oklahoma Insurance Adjusters Licensing Act, 36 O.S. §§ 6201, et seq. and the Oklahoma Administrative Procedures Act, 75 O.S. § 250-323. If the Respondent serves a timely request for hearing on the Oklahoma Insurance Department, this Conditional Order shall act as notice of the matters to be reviewed at the hearing, and the Allegations of Fact, 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 **19th** day of **March**, 2020.



GLEN MULREADY
INSURANCE COMMISSIONER
STATE OF OKLAHOMA

s/ Kayla M. Rochelle
Kayla M. Rochelle, OBA #34014
Assistant General Counsel
400 NE 50th Street
Oklahoma City, OK 73105
Telephone: 405-521-4036
Facsimile: 405-522-0125
Email: Kayla.Rochelle@oid.ok.gov

CERTIFICATE OF MAILING

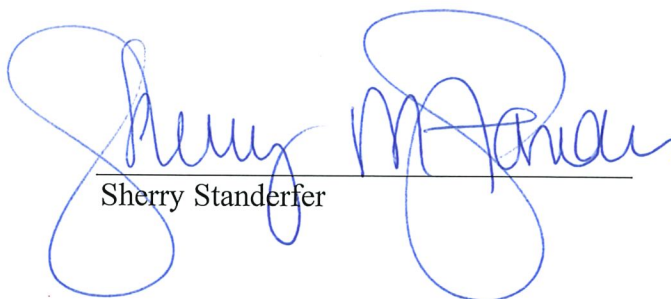
I hereby certify that a true and correct copy of the above and foregoing Conditional Administrative Order and Notice of Right to be Heard was mailed by certified mail, with postage prepaid and return receipt requested, on this 23rd day of March, 2020, to:

Casey M. Doerfler
729 Mill Landing Rd
Chesapeake, VA 23322

CERTIFIED MAIL NO. *9214 8902 0982 7500 0281 56*

and a copy was delivered to:

Brandon Brummett
Licensing Division



Sherry Standerfer

Date Produced: 03/30/2020

OKLAHOMA INSURANCE DEPARTMENT:

The following is the delivery information for Certified Mail™/RRE item number 9214 8902 0982 7500 0281 56. Our records indicate that this item was delivered on 03/27/2020 at 10:45 a.m. in CHESAPEAKE, VA 23322. The scanned image of the recipient information is provided below.

Signature of Recipient :

Casey Doerfler ✓
Casey Doerfler ✓

Address of Recipient :

2125 W

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,
United States Postal Service

The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use.

This USPS proof of delivery is linked to the customers mail piece information on file as shown below:

CASEY DOERFLER
729 MILL LANDING RD
CHESAPEAKE VA 23322-8305

Customer Reference Number: C1996362.11383262

Return Reference Number: SMS/20-0106-DIS (KMR)/Cond Ord

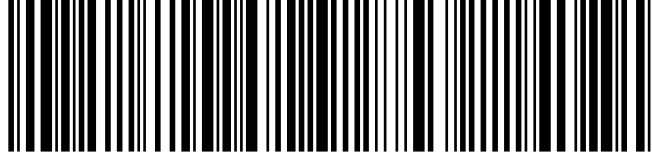
**Return address:**

OKLAHOMA INSURANCE DEPARTMENT
5 CORPORATE PLAZA
OKLAHOMA CITY, OK 73112

Recipient address:

CASEY DOERFLER
729 MILL LANDING RD
CHESAPEAKE VA 23322-8305

MAILING DATE: 03/23/2020
DELIVERY DATE: 03/27/2020

USPS CERTIFIED MAIL

9214 8902 0982 7500 0281 56

USPS Tracking Label Number: 9214 8902 0982 7500 0281 56

USPS Tracking History	Location	Date / Time
PRE-SHIPMENT INFO SENT USPS AWAITS ITEM	OKLAHOMA CITY,OK 73105	03/23/2020 15:21
SHIPMENT RECEIVED ACCEPTANCE PENDING	OKLAHOMA CITY,OK 73118	03/23/2020 15:53
ORIGIN ACCEPTANCE	OKLAHOMA CITY,OK 73105	03/23/2020 20:21
PROCESSED THROUGH USPS FACILITY	OKLAHOMA CITY,OK 73107	03/23/2020 21:36
PROCESSED THROUGH USPS FACILITY	OKLAHOMA CITY,OK 73107	03/24/2020 00:35
DEPART USPS FACILITY	OKLAHOMA CITY,OK 73107	03/24/2020 07:53
PROCESSED THROUGH USPS FACILITY	NORFOLK,VA 23501	03/25/2020 10:39
PROCESSED THROUGH USPS FACILITY	NORFOLK,VA 23501	03/26/2020 03:16
ARRIVAL AT UNIT	CHESAPEAKE,VA 23322	03/26/2020 08:36
OUT FOR DELIVERY	CHESAPEAKE,VA 23322	03/26/2020 08:47
NO AUTHORIZED RECIPIENT AVAILABLE	CHESAPEAKE,VA 23322	03/26/2020 15:44
DELIVERED LEFT WITH INDIVIDUAL	CHESAPEAKE,VA 23322	03/27/2020 10:45

CASE NUMBER: 20-0106-DIS

DEPARTMENT: LEGAL/KMR

SENDER: SMS

CUSTOM 4: CONDITIONAL ADMINISTRATIVE ORDER & NOTICE OF RIGHT TO BE HEARD