

BEFORE THE INSURANCE COMMISSIONER
OF THE STATE OF OKLAHOMA

FILED

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

Petitioner,

v.

TONIA L JOHNSON,
A licensed resident producer,

Respondent.

INSURANCE COMMISSIONER
OKLAHOMA

Case No. 24-0819-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 counsel, Tyler P. Trammell, and alleges and states as follows:

JURISDICTION

1. The Insurance Commissioner of the State of Oklahoma, Glen Mulready, (herein referred to as "Commissioner"), is charged with the duty of administering and enforcing all provisions of the Oklahoma Insurance Code, 36 O.S. §§ 101 *et seq.*, including the Unfair Claims Settlement Practices Act, 36 O.S. §1250.1 *et seq.*

2. Tonia L. Johnson, ("Respondent"), is a resident producer, licensed in the state of Oklahoma, holding license number 151237 and SBS number 6069399. Respondent's mailing address of record is [REDACTED].

3. If the Respondent requests a hearing in writing pursuant to OAC 365:1-7-1, the Commissioner, pursuant to 36 O.S. § 319, will appoint an independent hearing examiner who shall sit as a quasi-judicial officer and preside over the hearing requested by Respondent.

FINDINGS OF FACT

4. On or about October 16, 2024, the Consumer Assistance Division of the Oklahoma Insurance Department (“OID”) emailed a letter to Respondent requesting the Respondent provide an adequate response for OID file number 124873 within twenty (20) days of receipt pursuant to 36 O.S. § 1250.4. The letter was emailed to Respondent’s email addresses of record: tjohnson6@farmersagent.com and [REDACTED]

5. On or about November 8, 2024, a second email was sent to the Respondent stating that the Respondent was in violation of 36 O.S. § 1250.4 for failure to furnish an adequate response within 20 calendar days.

6. On or about November 15, 2024, Respondent furnished an adequate response to the OID for file number 124873.

7. Pursuant to 36 O.S. §1250.4(B),

“Any person subject to the jurisdiction of the Commissioner, upon receipt of any inquiry from the Commissioner shall, within twenty (20) calendar days from the date of receipt of the inquiry, furnish the Commissioner with an adequate response to the inquiry. The Commissioner may, upon good cause shown and on a case-by-case basis, extend the time allowed for a response for up to seven (7) additional calendar days. Any inquiry or response subject to this subsection shall be delivered electronically.”

8. Pursuant to 36 O.S. §1250.4(D), the Commissioner may subject the insurer to discipline for any violation of 36 O.S. §1250.4, including a civil penalty of not less than One Hundred Dollars (\$100.00) nor more than Five Thousand Dollars (\$5,000.00).

CONCLUSIONS OF LAW

9. Respondent has violated 36 O.S. §1250.4(B) by failing to furnish an adequate response to two (2) inquiry letters from the Commissioner within twenty (20) calendar days from

the date of the inquiry.

ORDER

IT IS THEREFORE ORDERED that Respondent is FINED in the amount of ONE HUNDRED DOLLARS (\$100.00). The fine shall be paid within 30 days of the date of this Conditional Administrative Order. The fine amount may be paid online at the Department's Legal Division homepage found at <https://www.oid.ok.gov/about-oid/divisions-programs/legal-division/> or may be sent to the Oklahoma Insurance Department located at 400 NE 50th Street, Oklahoma City, Oklahoma 73105 by check or money order, made payable to the Oklahoma Insurance Department with the case number 24-0819-DIS in the Memo line. Failure to comply with a proper order of the Commissioner will result in further administrative action.


IT IS FURTHER ORDERED, ADJUDGED AND DECREED by the Insurance Commissioner that this Order is a Conditional Order. Unless Respondent requests a hearing with respect to the Findings of Fact set forth above within thirty (30) days of the date of this Conditional Order, the penalties set forth above will become a Final Order on the 31st day following the date of mailing this Order. A request for hearing should be in writing and addressed to Tyler P. Trammell, 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 and must 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 through 324. If Respondent serves a timely request for hearing on the Oklahoma Insurance Department, this Conditional Order will act as a notice of the matters

to be reviewed at the hearing and the Findings of Fact, Conclusions 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 22 day of November, 2024.



**GLEN MULREADY
INSURANCE COMMISSIONER
STATE OF OKLAHOMA**



Tyler P. Trammell, OBA No. 32885
Assistant General Counsel
Oklahoma Insurance Department
400 N.E. 50th St.
Oklahoma City, OK 73105
(405) 521-6695 (Office)
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CERTIFICATE OF MAILING

I hereby certify that a true and correct copy of the above and foregoing *Conditional Order* was mailed by regular mail and by certified mail, with postage prepaid and return receipt requested, on this 26th day of November, 2024, to:


Tonia L. Johnson
[REDACTED]

Tjohnson6@farmersagent.com
[REDACTED]

CERTIFIED MAIL NO. 9589 0710 5270 2178 8045 31

and a copy was delivered to:

Consumer Assistance Division


Tyler P. Trammell, OBA No. 32885
Assistant General Counsel
Oklahoma Insurance Department
400 N.E. 50th St.
Oklahoma City, OK 73105
(405) 521-6695 (Office)
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