

NOV 30 2016

DEPT OF INSURANCE
BY nls

STATE OF ARIZONA
DEPARTMENT OF INSURANCE

In the Matter of:

REYES, ANDREA
(Arizona License No. 1118116)
(National Producer No. 17673314)

No. 16A-029-INS

ORDER

Respondent.

On November 22, 2016, the Office of Administrative Hearings, through Administrative Law Judge Velva Moses-Thompson, issued an Administrative Law Judge Decision ("Recommended Decision"), received by the Director of the Department of Insurance ("Director") on November 23, 2016, a copy of which is attached and incorporated by this reference. The Interim Director of the Department of Insurance has reviewed the Recommended Decision and enters the following Order:

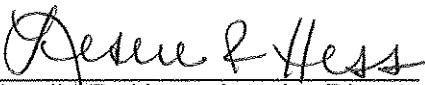
1. The Interim Director adopts the Recommended Findings of Fact and Conclusions of Law.
2. The Interim Director revokes the Arizona resident insurance producer license, No. 1118116, of **Andrea Reyes** effective immediately.

NOTIFICATION OF RIGHTS

Pursuant to Arizona Revised Statutes ("A.R.S.") § 41-1092.09, Respondent may request a rehearing with respect to this order by filing a written motion with the Interim Director of the Department of Insurance within 30 days of the date of this Order, setting forth the basis for relief under A.A.C. R20-6-114(B). Pursuant to A.R.S. § 41-1092.09, it is not necessary to request a rehearing before filing an appeal to Superior Court.

1 Respondent may appeal the final decision of the Interim Director to the Superior
2 Court of Maricopa County for judicial review pursuant to A.R.S. § 20-166. A party filing an
3 appeal must notify the Office of Administrative Hearings of the appeal within ten days after
4 filing the complaint commencing the appeal, pursuant to A.R.S. § 12-904(B).

5 DATED this 28th day of November, 2016.

6
7 
8 Leslie R. Hess, Interim Director
Arizona Department of Insurance

9
10 COPY of the foregoing mailed this
30th day of November, 2016 to:

11 Andrea Reyes
12 c/o Humana Inc.
13 2231 E. Camelback Rd.
Phoenix, AZ 85016
Respondent

14 Andrea Reyes
15 3224 W. Pierson St.
16 Phoenix, AZ 85017
Respondent

17 Mary Kosinski, Regulatory Legal Affairs Officer
18 Catherine O'Neil, Consumer Legal Affairs Officer
19 Steven Fromholtz, Assistant Director – Consumer Protection Division
Arizona Department of Insurance
20 2910 North 44th Street, Suite 210
Phoenix, Arizona 85018

21 Liane Kido
22 Assistant Attorney General
1275 West Washington Street
Phoenix, Arizona 85007-2926

23 Office of Administrative Hearings
24 1400 West Washington, Suite 101
Phoenix, Arizona 85007

25 
26 Maidene Scheiner

NOV 23 2016

DEPT. OF INSURANCE
BY: MEK

IN THE OFFICE OF ADMINISTRATIVE HEARINGS

In the Matter of:

No. 16A-029-INS

Andrea Reyes
(Arizona License # 1118116,
(National Producer # 17673314),

ADMINISTRATIVE LAW JUDGE

DECISION

Respondent.

HEARING: November 3, 2016

APPEARANCES: Liane C. Kido, Esq. appeared on behalf of the Arizona Department of Insurance. Respondent did not appear.

ADMINISTRATIVE LAW JUDGE: Velva Moses-Thompson

FINDINGS OF FACT

1. On September 23, 2016, the Arizona Department of Insurance ("Department") issued a Notice of Hearing setting the above-captioned matter for hearing at 1:00 p.m. on November 3, 2016.
2. No representative for Respondent Andrea Reyes appeared at the scheduled time and the matter was convened in her absence at about 1:20 p.m.
3. On July 28, 2015, Respondent submitted to the Department an application for a resident accident/health insurance producer's license. With the application, Respondent included a copy of her fingerprints.
4. The Department issued to Respondent License No. 1118116, which is scheduled to expire on November 30, 2018.
5. The Department forwarded Respondent's fingerprints the Arizona Department of Public Safety ("DPS") for a criminal records background check. Respondent's fingerprints were not of sufficient quality for use in conducting the background check.
6. An applicant who submits illegible fingerprints is considered by the Department to have submitted an incomplete application.

1 7. In a letter dated November 10, 2015, the Department informed Respondent that
2 on or before December 9, 2015, she was required to submit to the Department a
3 replacement set of fingerprints.

4 8. The Department did not receive from Respondent any response to its November
5 10, 2015 letter.

6 9. In a letter dated March 31, 2016, the Department informed Respondent that it
7 was preparing to initiate an administrative action against her license because she had
8 failed to submit a full set of fingerprints.

9 10. The Department's March 31, 2016 letter also informed Respondent that on or
10 before April 30, 2016, she was required to submit the replacement set of fingerprints, or
11 in the alternative, she could surrender her license.

12 11. Respondent did not submit a replacement set of fingerprints and she did not
13 surrendered her license.

14 12. The Department requested that Respondent's license be revoked.

15 CONCLUSIONS OF LAW

16 1. The Department bears the burden of persuasion. ARIZ. REV. STAT. § 41-
17 1092.07(G)(2).

18 2. The standard of proof on all issues is that of a preponderance of the evidence.
19 Ariz. Admin. Code § R2-19-119.

20 3. A preponderance of the evidence is:

21 The greater weight of the evidence, not necessarily established
22 by the greater number of witnesses testifying to a fact but by
23 evidence that has the most convincing force; superior
24 evidentiary weight that, though not sufficient to free the mind
25 wholly from all reasonable doubt, is still sufficient to incline a fair
26 and impartial mind to one side of the issue rather than the other.
27 BLACK'S LAW DICTIONARY 1373 (10th ed. 2014).

28 4. With her application, Respondent was required to submit to the Department a
29 complete set of fingerprints. Respondent's submission of fingerprints did not satisfy the
30 requirement because the quality was not sufficient for DPS's use in conducting the
required background check. See ARIZ. REV. STAT. § 20-285(E)(2).

5. Because Respondent did not submit fingerprints of sufficient quality, her
application is incomplete, which is a violation of ARIZ. REV. STAT. section 20-295(A)(1).

1 6. Respondent's conduct constitutes a violation of ARIZ. REV. STAT., Title 20, which
2 provides grounds for the Director of the Department to revoke Respondent's license.
3 ARIZ. REV. STAT. § 20-295(A)(2).

4 **RECOMMENDED ORDER**

5 **IT IS ORDERED** that Respondent Andrea Reyes's License No. 1118116 is
6 revoked.

7 Done this day, November 22, 2016.

8
9 /s/ Velva Moses-Thompson
10 Administrative Law Judge

11
12 Transmitted electronically to:

13 Leslie R. Hess, Interim Director
14 Arizona Department of Insurance
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30