

SEP 25 2019

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STATE OF ARIZONA
DEPARTMENT OF INSURANCE

DEPT OF INSURANCE
BY MEK 9/25/19

In the Matter of:

YAP, NORMAN SEE LOON
(National Producer Number 8594687)

Respondent.

No. 19A- 141 -INS

CONSENT ORDER

The State of Arizona Department of Insurance ("Department") has received evidence that **Norman See Loon Yap** ("Yap" or "Respondent") violated provisions of Title 20, Arizona Revised Statutes ("A.R.S."). Respondent wishes to resolve this matter without the commencement of formal proceedings, admits the following Findings of Fact are true and consents to entry of the following Conclusions of Law and Order.

FINDINGS OF FACT

1. Yap was, at all material times, licensed as an Arizona life, accident and health or sickness insurance, property, and casualty insurance producer. The Department issued lines of authority for property and casualty insurance to license number 8594687 on September 16, 2005. The Department issued lines of authority for accident and health or sickness and life insurance to license number 8594687 on October 27, 2005. Yap last renewed the license on August 2, 2016 and it is scheduled to expire on October 31, 2020.

2. Yap's addresses of record are: 292 West Rosemary Drive, Chandler, Arizona 85248-4018 (business and mailing); and yapsterexcel@gmail.com (business email).

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1 **Allstate Insurance Company Complaint**

2 3. On or about July 25, 2019, the Department received a Termination for Cause
3 letter for Yap from the Allstate Insurance Company ("Allstate").

4 4. Allstate's notice, dated May 30, 2019, stated that Yap was terminated for
5 misrepresentation and falsification of Landlord Package Policies ("Landlord Policies").

6 5. Allstate stated they allow only four Landlord Policies per customer and Landlord
7 Policies issued to a Limited Liability Corporation ("LLC") are limited to an individual or individual
8 and spouse ("Landlord Policies Cap").

9 6. Allstate alleges that, during their investigation, they discovered that a consumer
10 had Landlord Policy properties in her name which were owned by a multiple members of an
11 LLC. In order to get around the Landlord Policy Cap, Yap had written the policies under a
12 consumer's name and the consumer's mother's name and manipulated the data to allow these
13 properties to go through the Allstate system exceeding the Landlord Policy Cap.

14 7. During an Examination Under Oath ("EUO") conducted on or about September
15 4, 2019, Yap confirmed he bound the Landlord Policies for this particular consumer through
16 the Allstate computer program and was aware of the Landlord Policy Cap.

17 **CONCLUSIONS OF LAW**

18 1. The Director has jurisdiction over this matter.

19 2. Respondent's conduct, as described above, constitutes a violation of Title 20,
20 within the meaning of A.R.S. § 20-295(A)(2).

21 3. Respondent's conduct, as described above, constitutes presenting, causing to be
22 presented or prepared with the knowledge or belief it will be presented an oral or written
23 statement, including computer generated documents, to or by an insurer, reinsurer, purported
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1 insurer, or reinsurer, insurance producer or agent of a reinsurer that contains untrue statements
2 of material fact or that fails to state any material fact with respect to any application for the
3 issuance or renewal of an insurance policy, within the meaning of A.R.S. § 20-463(A)(1)(a).

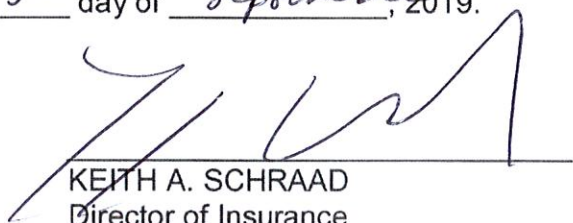
4 4. Grounds exist for the Director to deny, suspend for not more than twelve months,
5 revoke or refuse to renew and insurance producer's license, within the meaning of A.R.S. § 20-
6 295(A).

7 **ORDER**

8 IT IS HEREBY ORDERED THAT:

9 The insurance producer license of **Norman See Loon Yap**, National Producer Number
10 8594687, is suspended for 10 calendar days, effective October 1, 2019.

11 DATED AND EFFECTIVE this 25th day of September, 2019.

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14 KEITH A. SCHRAAD
Director of Insurance

15 **CONSENT TO ORDER**

16 1. Respondent has reviewed the foregoing Findings of Fact, Conclusions of Law and
17 Order.

18 2. Respondent admits the jurisdiction of the Director of Insurance, State of Arizona,
19 and admits the foregoing Findings of Fact and consents to the entry of the foregoing
20 Conclusions of Law and Order.

21 3. Respondent is aware of his right to notice and to a hearing, at which he may be
22 represented by counsel, present evidence and examine witnesses. Respondent irrevocably
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1 waives his right to such notice and hearing and to any court appeals relating to this Consent
2 Order.

3 4. Respondent states that no promise of any kind or nature whatsoever, except as
4 expressly contained in this Consent Order, was made to him to induce him to enter into this
5 Consent Order and that he has entered into this Consent Order voluntarily.

6 5. Respondent acknowledges that the acceptance of this Consent Order by the
7 Director is solely to settle this matter against him and does not preclude any other agency,
8 officer, or subdivision of this state including the Department from instituting civil or criminal
9 proceedings as may be appropriate now or in the future.

10 6. Respondent acknowledges that this Consent Order is an administrative action
11 that the Department will report to the National Association of Insurance Commissioners (NAIC)
12 and that he may have to report this administrative action on any future licensing applications
13 either to the Department or other states' Departments of Insurance.

14 9/27/19

15 Date


15 Norman See Loon Yap (NPN License No. 8594687)

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20 **COPY** of the foregoing mailed this
21 26th day of September, 2019, to:

22 Norman Yap
23 292 W Rosemary Drive
24 Chandler, AZ 85248-4018
Respondent

1 **COPY** of the foregoing delivered, same date, to:

2 Mary Kosinski, Regulatory Legal Affairs Officer
3 Ana Starcevic, Paralegal Project Specialist
4 Catherine M. O'Neil, Consumer Legal Affairs Officer
5 Steven Fromholtz, Assistant Director, Consumer Protection Division
6 Sharyn Kerr, Administrative Assistant, Consumer Protection Division
7 Jeff Eavenson, Investigator
8 Aqueelah Currie, Licensing Supervisor
9 Arizona Department of Insurance
10 100 North 15th Avenue, Ste.102
11 Phoenix, Arizona 85007-2624

12 **COPY** sent same date via electronic mail to:

13 Norman Yap
14 yapsterexcel@gmail.com
15 Respondent

16 *Francine Martinez*
17 Francine Martinez

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