

DEC 03 2019

STATE OF ARIZONA

DEPARTMENT OF INSURANCE

DEPT OF INSURANCE
BY HS 12/02/2019

In the Matter of:

CONTRERAS, ROBERT ARTHUR
(National Producer Number 10188501)

No. 19A-169-INS

CONSENT ORDER

Respondent.

The State of Arizona Department of Insurance ("Department") has received evidence that **Robert Arthur Contreras** ("Contreras" 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. Contreras was, at all material times, licensed as an Arizona resident property and casualty insurance producer. The Department issued Contreras license, number 10188501¹, on January 23, 2008. Contreras renewed the license on September 1, 2019 and it is scheduled to expire on July 31, 2023.

2. Contreras' addresses of record are: 2607 South 4th Avenue, Ste C3, Yuma, Arizona 85364-7371 (business); 340 West 32nd Street #235, Yuma, Arizona 85366 (mailing); and contrerasinsyuma@gmail.com (business email).

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¹ Arizona Legacy License ID number 910946.

1 **Legacy Insurance Services Complaint**

2 3. On or about August 21, 2019, Legacy Insurance Services, Inc. (“Legacy”)
3 submitted a complaint to the Department advising that Contreras’s appointment with them was
4 “Terminated for Cause” for misuse of policy funds.

5 4. Legacy alleged that between June 20, 2019 and July 11, 2019, Contreras
6 received cash premium payments from four separate consumers but did not apply the money
7 to their policies. Legacy provided cash receipts for each payment alleging that they originated
8 from Contreras.

9 5. Legacy advised that Contreras had since remitted all outstanding payments to
10 them and all affected policies remain in force.

11 6. On or about November 5, 2019, the Department conducted an Examination Under
12 Oath (“EUO”) with Contreras who confirmed he contracted policies for the four consumers
13 named in Legacy’s complaint.

14 7. During the EUO, Contreras confirmed the cash payment receipts provided from
15 Legacy originated from his office. Contreras was unable to explain why these payments were
16 not applied to the respective policies.

17 8. Contreras confirmed that he remitted payment to Legacy for all outstanding
18 premiums owed.

19 **CONCLUSIONS OF LAW**

20 1. The Director (“Director”) has jurisdiction over this matter.

21 2. Contreras’ conduct, as described above, constitutes improperly withholding,
22 misappropriating or converting any monies received in the course of doing insurance business,
23 within the meaning of A.R.S. § 20-295(A)(4).

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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 not related to this matter as may be appropriate now or in the future.

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

14 11-22-19
15 Date

14 Robert Arthur Contreras
15 Robert Arthur Contreras (NPN License No. 10188501)

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18 **COPY** of the foregoing mailed/delivered
this 3rd day of December, 2019, to:

19 Robert Arthur Contreras
20 2607 S 4th Ave, Suite C3
Yuma, AZ 85364-7371
Respondent

21 Robert Arthur Contreras
22 340 W 32nd Street #235
Yuma, AZ 85366
23 Respondent
24

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

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

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

13 Robert Arthur Contreras
14 contrerasinsyuma@gmail.com
15 bobasu88@gmail.com
16 Respondent

17 *Francine Martinez*
18 Francine Martinez

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