

STATE OF ARIZONA  
Department of Insurance and Financial Institutions  
FILED <sup>November 12</sup> \_\_\_\_\_, 2024 by MK

**STATE OF ARIZONA**

**DEPARTMENT OF INSURANCE AND FINANCIAL INSTITUTIONS**

In the Matter of:

**No. 24A-080-INS**

**VONDA ANN ADAMS  
AKA VONDA CHISHOLM**

**CONSENT ORDER**

(National Producer Number 20208392)

Respondent.

The Arizona Department of Insurance and Financial Institutions (“Department”) has received evidence that Vonda Ann Adams aka Vonda Chisholm (“Respondent”), violated provisions of Arizona Revised Statutes (“A.R.S.”) Title 20. Respondent wishes to resolve this matter without the commencement of formal proceedings, and admits the following Findings of Fact are true, and consents to the entry of the following Conclusions of Law and Order.

**FINDINGS OF FACT**

1. Respondent was at all material times licensed as an Arizona resident insurance producer, National Producer Number 20208392, with lines of authority in accident and health or sickness and life insurance. The Department first licensed Respondent on January 21, 2022. Respondent’s license is scheduled to expire on December 31, 2025.

2. Respondent’s addresses of record with the Department are 1205 Sandretto Dr., Apt. A105, Prescott, Arizona 86305-3708 (mailing and business) and [Vondaannadams@outlook.com](mailto:Vondaannadams@outlook.com) (e-mail).

1           3.     On or about July 9, 2024, the Department received a complaint from E.Q.  
2 alleging that Respondent, along with September Seward (“Ms. Seward”), filed a fraudulent  
3 life insurance application on her behalf.

4           4.     The Department commenced an investigation into this matter.     The  
5 investigation revealed the following:

6           a)     At times relevant to this investigation Respondent maintained a personal  
7 relationship with Ms. Seward who lived in Rochester, New York.

- 8                     •     Ms. Seward held power of attorney over E.Q.
- 9                     •     A review of the Power of Attorney (“POA”) revealed that E.Q.  
10                     executed the POA on January 2, 2018. E.Q. appointed Ms. Seward as  
11                     her agent. Section 7 of the POA specifically states “[u]nless my agent  
12                     was already a beneficiary of any policy before the signing of this  
13                     document, my agent cannot name himself or herself as a beneficiary of  
14                     such policy.”

15           b)     During the summer of 2023, Ms. Seward visited Respondent in Arizona.

16           c)     On or about August 1, 2023, during Ms. Seward’s visit, Respondent submitted  
17 E.Q.’s life insurance application with Great Western Insurance Company  
18 (“GWIC”), the effective issue date of the policy was August 4, 2024. The  
19 policy was issued in Arizona.

20           d)     The application for the policy identified E.Q. as the insured and Ms. Seward  
21 as the owner and the sole beneficiary of the policy. The application listed  
22 2059 Willow Lake Rd., Unit 310, Prescott, AZ 86301 Ms. Seward’s and

1 E.Q.'s address.

2 e) At the time the application was submitted, E.Q. resided in Rochester, New  
3 York.

4 f) On or about August 11, 2023, Respondent along with Ms. Seward contacted  
5 GWIC to cancel E.Q.'s policy but was unable to do so because Ms. Seward's  
6 POA over E.Q. was not on file with GWIC. GWIC's representative, however,  
7 suggested that the policy could be changed to a "direct bill" and the policy  
8 would be automatically cancelled for non-payment of premium.

9 g) GWIC sent a "Lapse Notice," dated September 5, 2023, stating, in part, [t]his  
10 notification has been sent to inform you the premium payment that was due  
11 08/04/2023, has not been received. As a result, your coverage has lapsed,  
12 effective the date shown above."

13 h) On or about August 6, 2024, the Department's investigator conducted an on-  
14 the-record interview with Respondent. During the interview, Respondent  
15 stated that she read in full E.Q.'s POA, but when asked about the beneficiary  
16 provision that excluded Ms. Seward as a beneficiary, Respondent stated that  
17 she did not recall the provision in question during the application process.  
18 Respondent offered that she was going through difficult personal matters and  
19 that she is an "inexperienced agent ... unaware of a lot of nuances to a very  
20 complicated line of work".

21 i) Investigation further revealed that Respondent failed to keep her personal and  
22 contact information on record with the Department current and accurate as

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follows:

- Respondent applied for an Arizona resident insurance producer on January 21, 2022. In the application, Respondent used her married name, Vonda A. Chisholm. However, three (3) days prior to submitting the application, the Yavapai County Superior Court issued an order reinstating her maiden name, Vonda Ann Adams. Respondent submitted a “Form L-CHG” to change her name on record with the Department on May 13, 2023.
- Further, Respondent’s records reflected an incorrect mailing address and an incorrect e-mail address
- Respondent updated her information on records with the Department following the interview.

**CONCLUSIONS OF LAW**

5. The Director has jurisdiction over this matter.

6. Respondent’s conduct, as described above, constitutes a violation of Title 20 or any rule, subpoena or order of the Director. A.R.S. § 20-295(A)(2).

7. Respondent’s conduct, as described above, constitutes using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness or financial irresponsibility in the conduct of business in this state or elsewhere. A.R.S. § 20-295(A)(8).

8. Respondent’s conduct, as described above, constitutes failing to notify the Director in writing within thirty days of any changes in her residential, business or e-mail

1 address. A.R.S. § 20-286(C)(1).

2 9. Grounds exist, for the Director to deny, suspend for not more than twelve  
3 months, revoke or refuse to renew Respondents' insurance producer licenses. A.R.S. § 20-  
4 295(A).

5 **ORDER**

6 **IT IS HEREBY ORDERED THAT:**

7 Vonda Ann Adams' Arizona resident insurance producer license, National Producer  
8 License Number 20208392, is revoked effective immediately.

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10 Effective this 12<sup>th</sup> day of November, 2024.

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*Barbara D. Richardson*

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Barbara D. Richardson, Director  
Arizona Department of Insurance and Financial Institutions

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**CONSENT TO ORDER**

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1. Respondent acknowledges that they have been served with a copy of the foregoing Consent Order in the above-referenced matter, have read it, are aware of their right to an administrative hearing in this matter and have knowingly and voluntarily waived that right.

2. Respondent accepts the personal and subject matter jurisdiction of the Department over them in this matter.

3. Respondent acknowledges that no promise of any kind or nature has been made to induce them to sign the Consent to Order and they have done so knowingly and voluntarily.

4. Respondent acknowledges and agrees that the acceptance of this Consent to Order by the Director is solely to settle this matter and does not preclude the Department from instituting other proceedings as may be appropriate now or in the future. Furthermore, and notwithstanding any language in this Consent Order, this Consent Order does not preclude in any way any other state agency or officer or political subdivision of this state from instituting proceedings, investigating claims, or taking legal action as may be appropriate now or in the future relating to this matter or other matters concerning Respondent, including but not limited to violations of Arizona’s Consumer Fraud Act. Respondent acknowledges that, other than with respect to the Department, this Consent Order makes no representations, implied or otherwise, about the views or intended actions of any other state agency or officer or political subdivision of the state relating to this matter or other matters concerning Respondent.

1           6.       Respondent waives all rights to seek an administrative or judicial review or  
2 otherwise to challenge or contest the validity of this Consent Order and its accompanying  
3 parts before any court of competent jurisdiction.

4           7.       Respondent acknowledges that this Consent Order is an administrative action  
5 that the Department will report to the National Association of Insurance Commissioners  
6 (NAIC). Respondent further acknowledges that they must report this administrative action  
7 to any and all states in which Respondent holds an insurance license and must disclose this  
8 administrative action on any license application.

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11/12/2024  
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DATE

*Vonda Adams*  
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VONDA ANN ADAMS  
(NATIONAL PRODUCER NO. 20208392)

1 **COPY** of the foregoing delivered via email  
this 12<sup>th</sup> day of November, 2024, to:

2 Vonda Ann Adams  
3 1205 Sandretto Dr., Apt. A105  
4 Prescott, AZ 86305-3708  
5 [vondann65@gmail.com](mailto:vondann65@gmail.com)  
[vondaannadams@outlook.com](mailto:vondaannadams@outlook.com)  
6 Respondent

6 **COPY** of the foregoing delivered/mailed same date, to:

7 Deian Ousounov, Chief Financial Deputy Director  
8 Alena Caravetta, Regulatory Legal Affairs Officer  
9 Ana Starcevic, Project Specialist  
10 Wendy Greenwood, Chief Investigator  
11 Catherine O'Neil, Consumer Regulatory Affairs Officer  
12 Steven Fromholtz, Division Manager, Licensing  
13 Aqueelah Currie, Licensing Supervisor  
14 Linda Lutz, Legal Assistant, Licensing  
15 Arizona Department of Insurance and Financial Institutions  
16 100 North 15th Avenue, Suite 261  
17 Phoenix, Arizona 85007-2630

13 *Mayra Kariem*  
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