



TDI Assists Victims of Hurricanes

DRAWING ON EXTENSIVE EXPERIENCE in assisting with major disaster relief efforts in Texas and other states in recent years, the Texas Department of Insurance (TDI), working closely with emergency responders at all levels of government, has taken a pro-active role in coordinating Texas' response in the wake of hurricanes Katrina and Rita.

Texas Relief Effort

Beginning even before the presidential disaster declarations for both storms, the insurance department adopted a deliberate strategy of "top to bottom" agency participation in the Texas relief effort from the around-the-clock presence of senior staff at the State Operations Center to extending the operations of the TDI Consumer Help Line to full weekend hours. Insurance Commissioner, Mike Geeslin credits Senior Associate Commissioner for Consumer Protection, Audrey Selden for coordinating TDI's response. "She pulled together a diverse group of people to assemble the best response team in the nation." Additionally, the agency dispatched dozens of consumer assistance teams to evacuee centers throughout the state and directly to those communities most impacted by the storms—often, in the case of hurricane Rita, many days before the restoration of water, power and other city services. The explicit goal of this approach was to establish rapid and reliable lines of communication between those most in need and the office of the Commissioner of Insurance.

TDI On the Ground As Soon as Possible

"TDI has learned from experience the importance of placing qualified personnel on the scene of a disaster as soon as it is possible to safely do so," said Commissioner Geeslin, who was himself a member of the first TDI field team to arrive in the heavily impacted Beaumont-Port Arthur region after Rita. "The people who have lost everything often need immediate assistance locating their insurance company and navigating the claims process as a first step toward rebuilding their lives. And, as the state regulator of the insurance industry, it is equally important that TDI gains an accurate

understanding of the situation on the ground as soon as possible."

Touching Lives

Where possible, the field teams operated out of Federal Emergency Management Agency (FEMA) coordinated Disaster Recovery Centers (DRCs) to assist storm victims, alongside other such public and private relief organizations as the Small Business Association, Red Cross, Salvation Army, local government and law and, often, the mobile response units of homeowners insurers. The centers served as one-stop shopping locations for the immediate needs of those affected by a disaster. In many areas where DRCs were not in place, the agency instead established temporary Insurance Assistance Centers (IACs), frequently in conjunction with insurer mobile response units, to assist with claims processing.



Field Teams Assist Consumers

Within the first two weeks after the storms, the primary role of the field teams was assisting consumers in contacting their insurers, scheduling loss appraisals and understanding policy terms. However, in recent days the disaster recovery has entered a second phase, according to Selden, and agency resources are shifting toward working to expedite claims in process and settling disputes.

"This work is special," Selden said. "It involves people who have undergone tremendous hardship, and every interaction is an opportunity to make a difference in people's lives. However, the hard work of our field

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Agents Corner

Licensing Fees Waived for Katrina Victims

Governor Rick Perry issued a proclamation on September 1, 2005 declaring a disaster due to the effects of Hurricane Katrina. As provided in the Texas Government Code, the proclamation provides that “all rules and regulations that may inhibit or prevent prompt response to this threat are suspended for the duration of the incident.”

As a result, the Texas Department of Insurance (TDI) will waive the licensing fee for an individual, applying for a Texas license, who previously held a similar license in their home state of Louisiana, Mississippi or Alabama who has been displaced because of Hurricane Katrina. In addition, TDI will waive the renewal fee for any individual requesting renewal of a nonresident Texas license that holds a similar license in their home state of Louisiana, Mississippi or Alabama and who has been displaced because of Hurricane Katrina.

Affected applicants should submit applications for licensure and renewal applications without fee with a notation on the form: “Requesting waiver of fee due to displacement from my home state due to Hurricane Katrina”. Affected applicants are not required to submit a letter of good standing or other proof of licensure.

If you need additional information, please call Licensing’s Customer Assistance staff at 512-322-3503 or email to License@tdi.state.tx.us.

Servicing Evacuee Insurance Policies

TDI will not require Louisiana, Mississippi or Alabama licensed agents who are solely providing activities related to the servicing of policies issued in those respective states to residents of those states, to be licensed in the State of Texas even though the insureds and/or agents are temporarily located in Texas.

TDI’s Licensing Division Wins Award

The TDI Licensing Division was the recipient of a new Securities & Insurance Licensing Association (SILA) award for the best Regulatory Division or Department of 2005.

SILA is a national organization of insurance company licensing administration personnel that provides training and information for insurance company employees involved in recruiting and licensing insurance agents and adjusters throughout the

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The staff that prepares this newsletter has no role in proposing, drafting, editing, or approving TDI rules or policies or interpreting statutes. **TDInSight** should not be construed to represent the policy, endorsement or opinion of the Commissioner of Insurance or the Texas Department of Insurance.

By necessity, summaries of proposed and adopted rules cannot explain their full complexity. Readers interested in complete information about administrative rules should consult the versions published in the Texas Register.

To the best of the staff’s ability, information presented in this newsletter is correct as of the publication date, but scheduled dates and proposed rules and amendments may change as the adoption process goes forward.

DWC Sets Rulemaking Priorities

IMPLEMENTATION OF HOUSE BILL 7 requires the Texas Department of Insurance Division of Workers' Compensation to develop rules and new initiatives outlined in House Bill 7. In order to minimize confusion and to allow stakeholders an opportunity to carefully review and comment on proposed draft rules, the Division has established a prioritization for focusing on the rule-making projects.

The Division identified the following high-priority rules to meet the statutory requirements of House Bill 7 and in response to stakeholder input. For more information on Division rule development, www.tdi.state.tx.us/wc/rules/planning/ruleschart.html.

DWC Rulemaking Priorities

- Benefit Review Conference (BRC) – Interlocutory Order Process
- Designated Doctor/RME Changes (includes training requirements for designated doctors)
- Disability Management
- Electronic Medical Billing
- Examinations to Define Compensable Injury/Diagnosis
- Medical Billing Timeframes
- Peer Review Doctor Requirements
- Preauthorization - addition of PT, OT, treatment for injuries/diagnoses not by insurance carrier
- Return-to-Work Guideline
- Return-to-Work (RTW) Pilot Program
- Treatment Guideline/Protocol(s)

TDI Hosts Small Business Health Insurance Fairs

SMALL EMPLOYERS across the state had a unique opportunity this summer to attend health insurance fairs hosted by TDI.

As part of the U.S. Health Resources and Services Administration (HRSA) State Planning Grant (SPG) study of uninsured Texans, TDI's Special Project Director for Life, Health and Licensing Dianne Longley and her staff hosted seven health insurance fairs over a three week period in August. Events were held in Amarillo, Brownsville, Corpus Christi, Dallas/Fort Worth, El Paso, Houston and Laredo.

Small business owners ask TDI to simplify the process of finding affordable coverage.

The concept behind the fairs was to provide small employers a "one-stop shopping opportunity" for health insurance information. Insurance enrollment data submitted annually to TDI indicates that less than one-third of Texas' small business owners offer health insurance.

As part of the SPG research, TDI surveyed small employers to find out why they do not offer insurance. Many of the respondents reported they find the process of shopping for insurance to be confusing and time-consuming, and asked TDI to simplify the process of finding affordable coverage. In response, TDI devel-

oped a new small employer shopping guide that includes rate information from all small employer carriers in the state.

As the SPG research activities continued, staff began making plans to hold focus groups with uninsured business owners and individuals to collect more detailed information. It was determined that the focus group participation would be enhanced by hosting insurance fairs for small employers.

The format was informal, registration was not required, and notices about the fairs stressed to employers that this was a "no hassle" opportunity to get information.

Employers who attended the fairs were able to obtain information on a variety of health plan options, meet with insurance agents and carrier representatives, and talk to TDI staff.

The small business health insurance fairs should help some employers to take the next step and find the right insurance plan for them and their staff.

Though the research phase of TDI's State Planning Grant project has been completed, TDI was recently awarded a new HRSA Pilot Project Planning Grant. Longley and her staff will be working with the Houston mayor's office and the Greater Houston Partnership to develop a new plan specifically for uninsured small business workers. Work on the new project will be completed next September.

SFMO Leads Effort to Protect McDonald Observatory



Nearly two years ago the State Fire Marshal's Office warned University of Texas officials that more needed to be done to protect the McDonald Observatory complex, starting with a full fire safety evaluation. The effort that followed that initial call for action from the State Fire Marshal's Office has yielded an unprecedented level of cooperation between several fire protection agencies, a rare national "Firewise Community" designation and a model for future efforts to protect vulnerable rural areas from wildfire.

Vulnerability to fire

The Fort Davis area in far west Texas is home to the McDonald Observatory, a research unit of The University of Texas at Austin. Situated about 15 miles west of town in the Davis Mountains, the observatory includes a complex of support structures, lodging for visitors and staff, and the three large telescope dome facilities. The \$100 million McDonald Observatory is considered one of the premier facilities for astronomical research, teaching, and public education in the world. Its scientific value to the University System, as well as the scientific community at large, is impossible to calculate. And its vulnerability to wildfire in the rural and mountainous area of Jeff Davis County made many experts nervous. University of Texas Fire Marshal Garland Waldrop says between March and the early days of summer there are 10 to 15 lightning strikes in the area every year, many sparking fires that consume thousands of acres at a time.

Fire damage set back research projects

Effectively using any telescope, even one of the largest in the world, requires dark skies, free of the light pollution that conceals starry skies from urban areas. The facilities of the McDonald Observatory on Mount Locke and Mount Fowlkes in the Davis Mountains of West Texas, offer some of the darkest skies in the continental United States. But that remote location also contributes to its vulnerability to wildfires. And the danger is not merely theoretical; in January of 2003 the Mount

Stromlo Observatory in Australia was severely impacted by a wildfire that destroyed five telescopes, staff quarters and that observatory's main dome facility. The Australian bush fires caused an estimated \$20 million dollars in damage and set back several research projects by years. It also sounded an alarm at other observatories around the world that steps need to be taken to protect these valuable and often isolated facilities.

Working together

Working with the State Fire Marshal's Office and the Texas Forest Service, officials with the University of Texas and the College of Natural Science embarked on a massive three year effort to do all they could to protect not only the research facility but the entire community surrounding the McDonald Observatory. In the spring of 2004, the State Fire Marshal's Office conducted a comprehensive Fire Safety Evaluation of the McDonald Observatory and the surrounding area. A report highlighting potential problem areas and recommendations for improving fire safety was issued in May of 2004. Among the recommended action items were: finding a way to replace the local fire department's obsolete 40 year old fire fighting equipment, upgrading on site safety equipment, formalizing relationships between state and local authorities and creating a system of natural firebreaks based on the Texas Forest Service's Wildland/Urban Interface protocols.

Reducing vegetation primary objective

The last item on that list was considered the most critical by the State Fire Marshal's inspection team. Reducing the vegetation that

Continued on next page

could fuel a wildfire and direct it toward the observatory became a primary objective. Waldrop says work began almost immediately after the State Fire Marshal's report was issued. "Everyone involved recognized the threat was real and we really had very little resistance. Mary Ann Rankin, the Dean of the College of Natural Science, along with Assistant Dean Peter Riley and Dr. David Lambert, the Dean of the McDonald Observatory, were strong advocates of the project."

Fire prevention measures

With financial backing by the University of Texas and the Texas Forest Service, the recommendations from the State Fire Marshal's Office became a reality. Trees and brush around the Observatory were cut back or removed completely, grass was cut short, and firebreaks were installed around the facility to stop the spread of approaching fire. The Texas Forest Service additionally contributed to the project by building a new fire escape road to provide a secondary exit from the Observatory.

Grants provide equipment

The initial effort grew exponentially as others recognized the value of the project. The onsite McDonald Observatory Fire Department received a \$158 thousand grant for new equipment from the Forest Service's Rural Volunteer Fire Department Assistance Program, the University of Texas approved funding for two fulltime paid safety and security positions at the observatory, a new four-wheel drive fire fighting vehicle is on order, and the Observatory's Fire Department is working on a mutual aid agreement with the Fort Davis Volunteer Fire Department.

Collaboration to protect

The combined efforts of all the agencies involved transformed the McDonald Observatory from an isolated facility with little protection from wildfires to a fortified, modern example of what can be achieved in a wildland/urban interface, ready to protect itself if need be, from one of nature's most powerful forces.

"It was simply unprecedented, fire safety experts from the highest levels of administration to the volunteers on the frontlines, worked with the University to reshape the area surrounding the observatory. What we've done is protect one of Texas' great scientific assets."

Paul Maldonado,
State Fire Marshal

National recognition

On July 30, the McDonald Observatory was honored by the National Forest Service as a Firewise Community for its efforts in making the observatory and its surrounding community more resistant to wildfires. The designation makes it one of only 11 communities in Texas to receive the honor. Being a Firewise Community means that all individuals at the facility are aware of fire safety issues, outdoor activities that could spark a fire are restricted and they keep close tabs on the potential for wildfire including daily monitoring of the weather and area vegetation.

Unprecedented cooperation

State Fire Marshal Paul Maldonado said that what was most gratifying about the McDonald Observatory project was the level of cooperation achieved among the various agencies and stakeholders involved: "It was simply unprecedented, fire safety experts from the highest levels of administration to the volunteers on the frontlines, worked with the University to reshape the area surrounding the observatory. I'm proud of the leadership role my staff played as well as of the efforts of everyone involved. What we've done is protect one of Texas' great scientific assets."

All those involved in the McDonald Observatory Project say it's important to remember that this is just the beginning. For the project to be a complete success, it will require ongoing vigilance and maintenance of the firebreaks. The importance of that continued vigilance was illustrated earlier this year when a wildfire threatened the observatory complex coming within four miles of the site.

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TDI field staff have directly assisted with the insurance concerns of more than 4,000 consumers, and informally advised thousands of others.

the public and industry outlining many of the positions of the agency in response to these hurricanes.”

Agency Response

As of October 30, TDI field staff have directly assisted more than 4,437 consumers, and informally advised many thousands more on how to effectively proceed with their claims, Selden said. The field teams have also referred more than 200 consumer grievances for processing as formal complaints.

Since the storms, the Commissioner of Insurance has also issued 18 official Bulletins clarifying the agency’s position on everything from health coverage of essential medical equipment after forced evacuations to rating and underwriting practices for hurricane victims.

teams has an important public policy impact as well. In many respects, they are the eyes and ears of TDI. Taken as a whole, their reports from the field have played a large part in shaping the Commissioner’s Bulletins to

“This work...is an opportunity to make a difference in people’s lives.”

Audrey Selden,
*Senior Associate Commissioner
for Consumer Protection*

At the agency’s request, the Office of the Texas Attorney General has also filed one high profile legal action against the Allstate Corporation disputing the company’s practice of denying payment of loss of use claims for homeowners who suffered no structural damage but were unable to live in their homes due to loss of power and water service. TDI’s position is that for homeowners policies where “hurricane” or “windstorm” is a covered peril, loss of use payments are appropriate because a hurricane resulted in the loss of services.

On October 21, a temporary injunction was issued against Allstate. The matter is currently before the 3rd Court of Appeals. The permanent injunction hearing is scheduled for December 12.

Commissioner’s bulletins and other public notices from TDI are available on the StormLink page of the agency website: <http://www.tdi.state.tx.us/commish/storms/>

Commissioner’s Order authorizes \$11 million payment to Facility Insurance shareholders

COMMISSIONER’S ORDER 05-0603 was issued on June 30, 2005, and approved Facility Insurance Corporation’s request to make the first distribution to Class A shareholders of the company’s parent holding company. The approval and distribution were pursuant to the historical privatization of the Texas Workers’ Compensation Facility in 1997.

Sections 1.01 to 1.05 of Acts 1997, 75th Legislature, ch. 594, provided for the privatization of the Texas Workers’ Compensation Facility and its conversion to a stock property and casualty company. Facility Insurance Corporation was organized as such pursuant to Commissioner’s Order No. 97-0821. Prior to the conversion, the Texas Workers’ Compensation Facility was the insurer of last resort for workers’ compensation insurance in

Texas, and it assessed workers’ compensation companies to fund the involuntary workers’ compensation market. As part of the conversion, a final assessment was made against the member companies. In exchange for this assessment, the companies received Class A stock in Facility Insurance Holding Corporation, the parent company to Facility Insurance Corporation.

Commissioner’s Order No. 97-0821 permits the Facility to pay certain dividends for the benefit of its holding company’s Class A shareholders, with the prior written approval of the Commissioner of Insurance. Commissioner’s Order No. 05-0603 approved the payment of \$11,180,067 in dividends to the Class A shareholders of Facility Insurance Holding Corporation.

TDI Orders Second Round of Fines for Unauthorized Title Work

A RECENT CONSENT ORDER issued by the Texas Department of Insurance outlined a settlement with Title Texas, Inc. of Dallas and Stewart B. Hoge of Dallas, a title insurance escrow officer, resulting in an administrative penalty of \$250,000.

The violation stems from an arrangement between Title Texas, a licensed title company, and Stewart B. Hoge, a licensed fee attorney, in which Hoge contracted out various title services to Ameristar Title Management, Ltd., which was not licensed to perform title insurance business. Employees of Ameristar performed services such as closing transactions, signing commitments and escrow checks. As such Ameristar engaged in the unauthorized practice of insur-

ance, a violation of the Texas Insurance Code. Ameristar was previously fined \$150,000 in May 2005 for its part in the violation.

In addition, Title Texas and Hoge entered into a virtually identical arrangement with Imperial Management Corporation. Title insurance is subject to strict regulation in Texas. Title agents and escrow officers must be licensed and are subject to strict reporting requirements. The \$250,000 fine represents the fourth largest penalty levied by TDI for title violations.

TDI Business Development Notes

Governor Perry Highlights TDI Effort at Small Business Summit

TEXAS GOVERNOR RICK PERRY hosted a small business summit in San Antonio aimed at providing area small business with the tools for future success and opportunities for immediate growth. Other summits are scheduled around the state in the coming months.

During the San Antonio event, Perry noted that the Texas Department of Insurance had launched a new comprehensive website, www.TexasHealthOptions.com aimed at helping small business owners find health coverage for their employees. The website gives small business owners information and a number of tools to help compare products and find the right coverage for their company's budget.

"Affordable healthcare is not just a financial issue for small businesses, it's an important part of attracting and maintaining a quality workforce and essential to the quality of life for Texas families," Perry said. "In Texas we have taken significant steps to lower insurance costs for Texas employers, including passing a law that removes some mandates on health plans for small businesses and making it easier for small businesses to pool together so they can get better deals with greater leverage in the marketplace."

The Governor also noted that Health Savings Accounts represent a key part of the long-term solution to rising healthcare costs because they introduce market forces into the healthcare system.

"Health Savings Accounts give individual Texans better control of their healthcare decisions, they make patients more responsible consumers and they can help lower costs across the system for employer and employee alike," Perry said. "I encourage each of you to take the opportunity to learn more about how Health Savings Accounts can help many small businesses afford employee insurance."

Noting that 98 percent of Texas businesses are in fact small businesses, the Governor said when small business prospers, the entire state prospers. "In the future, if Texas is to remain a place where jobs and opportunity are abundant, where the American dream is within reach and where government priorities are funded by a growing economy instead of a growing tax burden, then we must help small employers succeed today."

NAME	CITY	VIOLATION	ACTION TAKEN	ORDER	DATE
Advanced Financial Services, Inc.	Fort Worth	Engaged in fraudulent or dishonest acts or practices; Failed to maintain qualifications necessary to obtain a license	General Life, Accident and Health License revoked	050695	08/09/05
Ahmed, Rafat	Houston	Failed to comply with continuing education requirements	\$700 fine; 15 hours continuing education	050643	07/22/05
American National Insurance Company	Galveston	Engaged in claims practices which limited benefits for reconstructive breast surgery	\$30,000 fine subject to a dollar-for-dollar reduction by restitution to \$9,325	050624	07/13/05
Avemco Insurance Company	Frederick, MD	Utilized a commission structure regarding small employer health insurance business which calculated commissions based upon a percentage of standardized premium rates rather than actual premiums charged	\$5,000 fine	050644	07/22/05
Bankers Fidelity Life Insurance Company	Atlanta, GA	Failed to timely amend Medicare Supplement policy forms in compliance with federal and state laws	\$15,000 fine	050621	07/13/05
Bladt, David Michael	League City	Failed to comply with Commissioner's order	General Life, Accident and Health License revoked	050650	07/22/05
Boyd, Thelan Craig	Allen	Engaged in fraudulent or dishonest acts or practices; Felony conviction	General Life, Accident, and Health License application denied	050745	08/30/05
Caridi, Richard	Houston	Engaged in fraudulent or dishonest acts or practices	Probated suspension of General Life Accident and Health License; Prohibited from soliciting or selling to individuals over the age of 60	050673	7/28/2005
Cervantes, Holly Danielle	Brownsville	Acted as an escrow officer without holding an Escrow Officer's License; Acted as an escrow officer without maintaining a surety bond or deposit	\$1,000 fine	050686	08/09/05
Corless, Thomas Gregory	Carrollton	Unauthorized insurance	\$100,000 fine; Restitution of unpaid claims; Cease and Desist Order; Managing General Agent License revoked	050690	08/09/05
Crane, Thomas Edward	Jasper	Felony conviction	Life Insurance, Not Exceeding \$15,000 License application denied	050671	07/28/05
Current, Samuel Corey	Porter	Engaged in fraudulent or dishonest acts or practices; Misappropriated or converted money belonging to an insurer or insured	General Life, Accident and Health License revoked	050647	07/22/05
Dourgarian, Albert Gene	Argyle	Failed to comply with continuing education requirements	\$750 fine; 15 hours continuing education	050632	07/15/05
Elliott & Waldron Abstract Company	Columbus	Failed to timely file required reports; Failed to timely respond to requests for information from TDI; Failed to maintain required records and accounting records	\$25,000 fine	050625	07/13/05

NAME	CITY	VIOLATION	ACTION TAKEN	ORDER	DATE
Files, Walter Randall	Houston	Failed to comply with continuing education requirements	\$1,500 fine	050619	07/13/05
Fullerton's Roofing, Inc.	Tulsa, OK	Acted as a public insurance adjuster without holding a license or certificate	\$7,500 fine	050626	07/13/05
Gardner, Sheena Marie	Dallas	Engaged in fraudulent or dishonest acts or practices; Engaged in criminal conduct involving dishonesty directly related to licensed occupation	General Property and Casualty license denied	050641	07/19/05
Hanna, James W.	Pipe Creek	Acted as an agent for unauthorized entities	\$140,000 fine subject to a dollar-for-dollar reduction by restitution to \$25,000	050667	07/28/05
Hendrix, Luke	Houston	Failed to comply with Commissioner's Order	General Property and Casualty License revoked	050720	08/22/05
Hulsey, Frank S.	Colleyville	Unlawfully engaged in the business of insurance; Acted as an agent for unauthorized entities; Engaged in fraudulent or dishonest acts or practices	General Life, Accident, Health and HMO License revoked	050646	07/22/05
Jones, Melissa Renay	Houston	Engaged in fraudulent or dishonest acts or practices; Felony offense involving moral turpitude	General Life, Accident and Health License denied	050721	08/22/05
Jones, Michelle Marie	Arlington	Engaged in fraudulent or dishonest acts or practices; Misappropriated or converted money belonging to an insurer or insured	\$80,561 restitution; Limited Lines License revoked	050633	07/15/05
Landtitleusa, Inc.	Edinburg	Employed an individual as an escrow officer without a license or surety bond	\$4,000 fine	050687	08/09/05
Lara, Thomas	El Paso	Engaged in fraudulent or dishonest acts or practices	General Life, Accident, and Health License revoked; Restitution	050672	07/28/05
McCrary, Sherrie Marie	Houston	Failed to comply with continuing education requirements	\$3,000 fine, General Life, Accident and Health License revoked	050692	08/09/05
Moreno, Ana Laura	Laredo	Engaged in fraudulent or dishonest acts or practices; Misappropriated or converted money belonging to an insurer or insured	General Life, Accident and Health License and General Property and Casualty License revoked	050691	08/09/05
Munson, William Benjamin, IV	Denison	Conducted business as a title insurance agent without being licensed as an escrow officer	\$15,000 fine	050743	08/30/05
Nationwide Appraisal and Title Services, Inc.	Dallas	Failed to timely remit title insurance policy guaranty fees	\$1,000 fine	050675	07/29/05
New Land National Title, Inc.	Pantego	Engaged in fraudulent or dishonest acts or practices; Misappropriated or converted money belonging to an insurer or insured; Materially misrepresented terms and conditions of an insurance policy	Title Insurance Agent License revoked	050611	07/06/05



InDiscipline

NAME	CITY	VIOLATION	ACTION TAKEN	ORDER	DATE
Nguyen, James Quoc	Houston	Engaged in fraudulent or dishonest acts or practices; Felony conviction; Misappropriated or converted money belonging to an insurer or insured	Title Insurance Escrow Officer License revoked	050747	08/30/05
Nguyen, Thomas Quoc	Houston	Engaged in fraudulent or dishonest acts or practices; Felony conviction; Misappropriated or converted money belonging to an insurer or insured	Title Insurance Escrow Officer License Revoked	050748	08/30/05
Parent, Dawn Marie	White Settlement	Failed to comply with continuing education requirements	\$1,000 fine; One year suspension of County Mutual License	050668	07/28/05
Premier Resources	Angola, IN	Staff leasing company engaged in unauthorized insurance	\$5,000 fine; Ordered to pay valid claims; Cease and Desist	050674	07/28/05
Providential Surety; Taylor, James Chester, Jr.	British West Indies; Quartz Hill CA	Unauthorized insurance; Acted as an agent for unauthorized entities; Engaged in unfair and deceptive acts or practices	\$100,000 fine; Cease and Desist	050669	07/28/05
Robinson, Vincent Raynard	Fort Worth	Engaged in fraudulent or dishonest acts or practices; Misappropriated or converted money belonging to an insurer or insured	General Life, Accident and Health License and General Property and Casualty License revoked; Restitution	050649	07/22/05
Rogers, Charlotte Dawn	Austin	Failed to comply with continuing education requirements	\$600 fine; Complete 30 hours continuing education	050645	07/22/05
Ronquillo, Rene Augustine	Garland	Failed to comply with continuing education requirements	\$750 fine; One Year suspension; Complete 15 hours continuing education	050648	07/22/05
Security Title, Inc.	Sherman	Allowed employees to act as escrow officers without proper licensing	\$25,000 fine	050744	08/30/05
Serrette Betts, Genevieve	Ada, OK	Failed to comply with continuing education requirements	\$1,500 fine; 15 hours continuing education	050618	07/13/05
Shaw, Jerry R.	Duncanville	Engaged in fraudulent or dishonest acts or practices	10-year probated suspension of General Lines Property and Casualty License	050706	08/15/05
Silvestain, Dan	Houston	Failed to comply with continuing education requirements	\$500 fine; Complete 15 hours continuing education	050620	07/13/05
Tri-Continental Exchange LTD; Combine Services LTD; Lloyd Thompson; Nationwide Casualty Company; Globe Indemnity and Casualty; Progressive International Assurance LTD; Guardian Underwriters Reassurance LTD; United Guarantee Reassurance LTD; North Star Reinsurance Group; Matthew Schacter; Overland Underwriting Managers INC; Keith Morcroft; International Marine Association; American Transportation Insurance Company	Kingstown, St. Vincent and the Grenadines, West Indies; St. George, Barbados; Dallas; Fort Lauderdale, FL; Nassau, New Providence, Bahamas; Pago Pago, American Samoa	Unauthorized insurance	\$850,000 fine; Cease and Desist Order	050676	07/29/05

NAME	CITY	VIOLATION	ACTION TAKEN	ORDER	DATE
Welch, David Harold	Mineola	Engaged in fraudulent or dishonest acts or practices; Misappropriated or converted money belonging to an insurer or insured	\$3,274 restitution; General Life, Accident and Health License revoked	050670	07/28/05
Williams, Ronnie Dees	Desoto	Engaged in fraudulent or dishonest acts or practices; Misappropriated or converted money belonging to an insurer or insured	\$10,014 restitution; General Property and Casualty License and General Life, Accident and Health License revoked	050609	07/05/05
Williams, Wallace Ray	San Augustine	Engaged in fraudulent or dishonest acts or practices; Misappropriated, converted to his own use or withheld money belonging to an insurer, HMO or insured	General Life, Accident, and Health License revoked	050746	08/30/05
Zurich American Insurance Company	Schaumbert, IL	Failed to timely respond to requests for information from TDI; Failed to provide experience rating data	\$10,000 fine	050639	07/19/05

InLicensing

New Companies

COMPANY NAME	LOCATION	LINE	DATE LICENSED
Selectcare Health Plans, Inc. - HMO	Houston TX	HMO	07/05/2005
Haulers Insurance Company, Inc.	Columbia TN	Property & Casualty	07/11/2005
Cornerstone National Insurance Company	Columbia MO	Property & Casualty	07/15/2005
American Dental Professional Services, LLC, DBA American Dental Advantage Services, LLC - TPA	Wilmington DE	Third Party Administrator	07/27/2005
Citicorp Insurance Services, Inc. - TPA	Wilmington DE	Third Party Administrator	07/27/2005
Employer Support Services, Inc. - TPA	Baton Rouge LA	Third Party Administrator	07/27/2005
SRI Administrators, Inc. - TPA	Indianapolis IN	Third Party Administrator	07/27/2005
Assuranceamerica Insurance Company	Greenville SC	Property & Casualty	08/03/2005
Amfirst Insurance Company	Oklahoma City OK	Property & Casualty	08/17/2005
California Indemnity Insurance Company	Los Angeles CA	Property & Casualty	08/23/2005
Consumers Life Insurance Company	Cleveland OH	Life & Health	08/30/2005
Doral Dental USA Insurance Company, Inc.	Austin TX	Life & Health	08/31/2005
Johnston & Associates, Inc. - TPA	Franklin TN	Third Party Administrator	08/31/2005
Physicians Insurance Company	Pompano Beach FL	Property & Casualty	08/31/2005

Name Changes

COMPANY NAME	LOCATION	LINE	DATE OF CHANGE
Orion Life Insurance Company	Wilmington DE	Magellan Life Insurance Company	07/01/2005
Prudential Select Life Insurance Company of America	Plymouth, MN	Wilton Reassurance Company, Minneapolis, Minnesota	07/26/2005
Fireman's Fund Insurance Company of Texas	Dallas, TX	Procentury Insurance Company	08/16/2005
Omaha Property and Casualty Insurance Company	Omaha, NE	Beazley Insurance Company, Inc.	08/17/2005



Agents Corner

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country. Increasing the understanding of licensing requirements and improving the efficiency of the process are goals of the organization.

SILA's Jean E. Cassiere said, "The individuals in the Licensing Unit at TDI are such a wonderful team that it is impossible to identify just one individual. The staff remains informed and current on changes in the Insurance Code, on new rules and the proper forms. They can direct you to the specific section of the Code, the rule or the form that applies to your issue."

Matt Ray, Deputy Commissioner of Licensing, agreed, saying the excellent work and customer service exhibited by the Licensing Division staff resulted in this award.

The TDI Licensing Division was announced as winner of the award at the SILA National Convention at Grapevine, Texas in October, 2005.

Your Insight into TDInsight

SUBSCRIBERS to the Texas Department of Insurance newsletter can see the latest issue of the TDInsight by logging on to: <https://wwwapps.tdi.state.tx.us/inter/perlroot/commish/tinlogin.cgi> and entering their subscription ID. That subscription ID is found on the mailing label as well as on renewal notices.

For the next few months, subscribers will also find a link on that page to a short online survey. That survey is meant to gauge overall satisfaction with the publication's content as well as how the newsletter is accessed and used by subscribers.

It should take less than a couple of minutes to complete the survey and will provide valuable insight that will help focus future issues of the TDI newsletter.



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