

INSURANCE DEPARTMENT
2015 JAN 23 PM 2:04
ADMIN HEARINGS OFFICE

BEFORE THE INSURANCE COMMISSIONER
OF THE
COMMONWEALTH OF PENNSYLVANIA

IN RE: : VIOLATIONS:
: :
MARY E. KINDREW : 40 P.S. §§310.11 (5), (7), (9), (17)
516 Stark Street : and (20)
Moosic, PA 18507 :
: Respondent. : Docket No. CO15-01-005

CONSENT ORDER

AND NOW, this 23rd day of January, 2015, this Order is hereby issued by the Insurance Department of the Commonwealth of Pennsylvania pursuant to the statutes cited above and in disposition of the matter captioned above.

1. Respondent hereby admits and acknowledges that she has received proper notice of her rights to a formal administrative hearing pursuant to the Administrative Agency Law, 2 Pa. C.S. §101, et seq., or other applicable law.

2. Respondent hereby waives all rights to a formal administrative hearing in this matter, and agrees that this Consent Order, and the Findings of Fact and Conclusions of Law contained herein, shall have the full force and effect of an Order duly entered in accordance with the adjudicatory procedures set forth in the Administrative Agency Law, supra, or other applicable law.

FINDINGS OF FACT

3. The Insurance Department finds true and correct each of the following

Findings of Fact:

- (a) Respondent is Mary E. Kindrew and maintains her address at 516 Stark Street, Moosic, PA 18507.
- (b) Respondent is, and at all times relevant hereto has been, a licensed resident insurance producer.
- (c) In March, 2014, Western and Southern Life Insurance Company prepared an audit report of policies written by Respondent during the period July 1, 2013 through December 31, 2013, finding that 108 of 149 policies written, representing eighty percent, (80%), were invalid in that policyholder identifying information was invalid or unverifiable.
- (d) Respondent made multiple false statements to an internal auditor from Western and Southern Life Insurance Company in a recorded interview regarding several insurance policy applications submitted by Respondent with respect to personal information, personal identifying data, locations where policy applications were completed and premium payment collection locations and histories.

- (e) Respondent made multiple false statements to the Pennsylvania Insurance Department similar to the false statements made to the aforementioned auditor of Western and Southern Life Insurance Company regarding the aforementioned insurance policy applications.
- (f) Respondent acknowledged to the Department that the aforementioned 108 policies were fictitious upon learning that some data characteristics listed on insurance policy applications for the fictitious individuals belonged to actual individuals.
- (g) Respondent acknowledged to the Department that Respondent paid the premium for the aforementioned invalid insurance policies in cash from her own funds.
- (h) Respondent acknowledged to the Department that she signed the name of the purported fictitious policyholders on the 108 insurance policy applications.
- (i) Respondent received a net gain of \$1,641 in commissions after chargebacks and premium collected was deducted from commissions received.

CONCLUSIONS OF LAW

4. In accord with the above Findings of Fact and applicable provisions of law, the Insurance Department concludes and finds the following Conclusions of Law:

- (a) Respondent is subject to the jurisdiction of the Pennsylvania Insurance Department.
- (b) 40 P.S. §310.11(5) prohibits a licensee or an applicant from intentionally misrepresenting the terms of an actual or proposed insurance contract or application for insurance.
- (c) Respondent's activities described above in paragraphs 3(c) through 3(h) violate 40 P.S. §310.11(5).
- (d) 40 P.S. §310.11(7) prohibits a licensee or an applicant from using fraudulent, coercive or dishonest practices or demonstrating incompetence, untrustworthiness or financial irresponsibility in the conduct of doing business.
- (e) Respondent's activities described above in paragraphs 3(c) through 3(i) violate 40 P.S. §310.11(7).

- (f) 40 P.S. §310.11(9) prohibits a licensee or an applicant from forging another person's name on an insurance application or any document related to an insurance or financial service transaction.
- (g) Respondent's activities described above in paragraph 3(h) violate 40 P.S. §310.11(9).
- (h) 40 P.S. §310.11(17) prohibits a licensee or an applicant from committing fraud, forgery, dishonest acts or an act involving a breach of fiduciary duty.
- (i) Respondent's activities described above in paragraphs 3(c) through 3(i) violate 40 P.S. §310.11(17).
- (j) 40 P.S. §310.11(20) prohibits a licensee or an applicant from demonstrating a lack of general fitness, competence or reliability sufficient to satisfy the department that the licensee is worthy of licensure.
- (k) Respondent's activities described above in paragraphs 3(c) through 3(i) violate 40 P.S. §310.11(20).
- (l) Respondent's violations of Sections 310.11(5), (7), (9), (17) and (20) are punishable by the following, under 40 P.S. §310.91:

- (i) suspension, revocation or refusal to issue the license;
- (ii) imposition of a civil penalty not to exceed five thousand dollars (\$5,000.00) for every violation of the Act;
- (iii) an order to cease and desist; and
- (iv) any other conditions as the Commissioner deems appropriate.

ORDER

5. In accord with the above Findings of Fact and Conclusions of Law, the Insurance Department orders and Respondent consents to the following:

- (a) Respondent shall cease and desist from engaging in the activities described herein in the Findings of Fact and Conclusions of Law.
- (b) All licenses of Respondent to do the business of insurance are hereby revoked.
- (c) Respondent shall make restitution to Western and Southern Life Insurance Company in the amount of \$1,641 on or before 30 days after the execution of this Consent Order. Proof of restitution payment shall be provided to the Insurance Department by Respondent.

- (d) Respondent shall make restitution to such persons the Deputy Commissioner identifies and determines that restitution is owed to them by Respondent. Proof of restitution payment shall be provided to the Insurance Department by Respondent. Nothing in this Consent Order shall be construed as impacting upon the responsibilities of other parties to make restitution, or in any way impair or prevent the Department from seeking the payment of restitution from such other parties who may be liable therefor.
- (e) If Respondent should ever become licensed in the future, her licenses may be immediately suspended by the Department following its investigation and determination that (i) any terms of this Order have not been complied with, or (ii) any complaint against Respondent is accurate and a statute or regulation has been violated. The Department's right to act under this section is limited to a period of five (5) years from the date of issuance of such licenses.
- (f) Respondent specifically waives her right to prior notice of said suspension, but will be entitled to a hearing upon written request received by the Department no later than thirty (30) days after the date the Department mailed to Respondent by certified mail, return receipt requested, notification of said suspension, which hearing shall be scheduled for a date within sixty (60) days of the Department's receipt of Respondent's written request.

(g) At the hearing referred to in paragraph 5(f) of this Order, Respondent shall have the burden of demonstrating that she is worthy of an insurance license.

(h) In the event Respondent's licenses are suspended pursuant to paragraph 5(e) above, and Respondent either fails to request a hearing within thirty (30) days or at the hearing fails to demonstrate that she is worthy of a license, Respondent's suspended licenses shall be revoked.

6. In the event the Insurance Department finds that there has been a breach of any of the provisions of this Order, based upon the Findings of Fact and Conclusions of Law contained herein, the Department may pursue any and all legal remedies available, including but not limited to the following: The Department may enforce the provisions of this Order in an administrative action pursuant to the Administrative Agency Law, supra, or other relevant provision of law; or, if applicable, the Department may enforce the provisions of this Order in any other court of law or equity having jurisdiction.

7. Alternatively, in the event the Insurance Department finds that there has been a breach of any of the provisions of this Order, the Department may declare this Order to be null and void and, thereupon, reopen the entire matter for appropriate action pursuant to the Administrative Agency Law, supra, or other relevant provision of law.

8. In any such enforcement proceeding, Respondent may contest whether a breach of the provisions of this Order has occurred but may not contest the Findings of Fact and Conclusions of Law contained herein.

9. Respondent hereby expressly waives any relevant statute of limitations and application of the doctrine of laches for purposes of any enforcement of this Order.

10. This Order constitutes the entire agreement of the parties with respect to the matters referred to herein, and it may not be amended or modified except by an amended order signed by all the parties hereto.

11. This Order shall be final upon execution by the Insurance Department. Only the Insurance Commissioner or a duly authorized delegee is authorized to bind the Insurance Department with respect to the settlement of the alleged violations of law contained herein, and this Consent Order is not effective until executed by the Insurance Commissioner or a duly authorized delegee.

BY: 

MARY E. KINDREW, Respondent



COMMONWEALTH OF PENNSYLVANIA
By: ARTHUR F. MCNULTY
Deputy Insurance Commissioner

BEFORE THE INSURANCE COMMISSIONER
OF THE
COMMONWEALTH OF PENNSYLVANIA

IN RE: The Act of April 9, 1929, P.L. 177, No. 175, known as The
Administrative Code of 1929

AND NOW, this 21st day of Jan, 2015, Arthur F. McNulty,

Deputy Insurance Commissioner, is hereby designated as the Commissioner's duly
authorized representative for purposes of entering in and executing Consent Orders. This
delegation of authority shall continue in effect until otherwise terminated by a later Order
of the Insurance Commissioner.



Teresa D. Miller
Acting Insurance Commissioner

