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By Admin Hearings, Ins Dept at 3:44 pm, Jan 25, 2024

BEFORE THE INSURANCE COMMISSIONER
OF THE
COMMONWEALTH OF PENNSYLVANIA

IN RE:	:	VIOLATIONS:
	:	
LACY ROBINSON	:	18 U.S.C. § 1033(e)(2)
1330 W. 11 th St.	:	
Erie, PA 16502	:	Pursuant to the Violent Crime
	:	Control and Law Enforcement Act of
Requesting Written Consent to	:	1994, 18 U.S.C. § 1033
Engage in the Business of Insurance	:	
	:	
	:	
	:	
Respondent.	:	Docket No. CW23-03-025

AMENDMENT TO CONSENT ORDER

AND NOW, this 25th day of January, 2024, the Insurance Department of the Commonwealth of Pennsylvania hereby issues this Amendment to the above-docketed Consent Order issued on March 31, 2023, as follows:

FINDINGS OF FACT

1. Respondent is Lacy Robinson and maintains a record of her address with the Pennsylvania Insurance Department as 2512 Reed Street, Erie, PA 16503.
2. Respondent entered into a Consent Order with the Pennsylvania Insurance Department ("Department"), docketed above, on March 31, 2023.
3. Pursuant to the terms of the above-mentioned Consent Order, the Department provided Respondent with written consent pursuant to 18 U.S.C. §

1033(e)(2) to engage in the business of insurance as a First Notice of Loss Representative with the job duties as set forth in Exhibit 1, which was attached to the Consent Order. (*In re: Lacy Robinson*, Docket No. CW23-03-025, ¶ 4(b)).

4. In addition, the Consent Order provided that Respondent shall be limited to performing the prescribed duties contained in the job description attached to the Consent Order as Exhibit 1. (*Id.*, ¶ 5).

5. The Consent Order further provided that Respondent must request and obtain an amendment to the Order from the Deputy Insurance Commissioner prior to any material modification or expansion of her job duties as described in the attachment to the Consent Order. (*Id.*, ¶ 6).

6. Respondent has informed the Department that she is eligible for a promotion with her employer to the position of First Notice of Loss Representative II and provided the Department with a job description describing the duties of said position, a copy of which is attached as "Exhibit A."

CONCLUSIONS OF LAW

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

- (a) The job description for First Notice of Loss Representative II provided by Respondent contains a material modification and/or expansion of the job duties listed in the Consent Order.

- (b) Accordingly, pursuant to the terms of the Consent Order, before undertaking her new position, Respondent must request and obtain an amendment of her Consent Order.

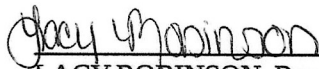
ORDER

8. Accordingly, the Department orders and Respondent consents to the following:

- (a) The Consent Order dated March 31, 2023 is amended to allow Respondent to engage in the business of insurance as a First Notice of Loss Representative II with the job duties set forth in Exhibit A, and only in such capacity, subject to the terms and conditions of the Consent Order dated March 31, 2023.
- (b) All references to Exhibit 1 in the Consent Order dated March 31, 2023 shall be replaced with references to Exhibit A, which is attached hereto and shall be considered a part of the Consent Order.

9. The remaining provisions of the Consent Order dated March 31, 2023 shall remain in full force and effect.

BY:



LACY ROBINSON, Respondent



COMMONWEALTH OF PENNSYLVANIA By:
DAVID J. BUONO JR.
Deputy Insurance Commissioner

Exhibit A

First Notice of Loss (FNOL) Representative II

Role: First Notice of Loss (FNOL) Representative II

Position Details

Title: First Notice of Loss (FNOL) Representative II
Reporting To: Supervisor
Location: Home Office
Job Code: 002266
FLSA Classification: Non-Exempt
Effective Date: 11/16/2023

Position Summary

Under moderate supervision, use various platforms to actively listen to customers (policyholders, agents, claimants, employees) to gain an understanding of their needs, clarify information, and offer possible solutions by using knowledge of company products, services, and policies to assist customers with, inquiries, complaints, or problems.

Duties and Responsibilities

Utilize various platforms to respond to inquiries from customers.

Applies a working knowledge of ERIE and department policies and procedures to have business appropriate conversations, while directing the customer to the appropriate business decision.

Resolves issues within scope of authority, escalates to appropriate area/person of authority as determined by company/department policy and procedure.

In accordance with ERIE policy and procedures, and within scope of authority manages and services office account books of business.

Applies proficient knowledge of ERIE systems and products by responding to callers concerns for all lines of business. Works independently to process more complex loss reports and claims within scope of authority and guidelines provided. Provides claims services, including but not limited to repair options, rental reservations, property mitigation and towing.

Acts as first point of contact for the escalation of calls, complaints, or complex problems.

Handles additional tasks including, but not limited to social media monitoring / responses and variety of queue work.

Settles claims within scope of authority.

Provides department Employees with assistance in servicing customers.

Attends appropriate training and informational meetings to learn and maintains a working knowledge of ERIE policies, procedures, and processing systems, as well as industry knowledge and applicable licensure.

Trains and mentors less experienced staff and acts as subject matter expert (SME) for department and projects, as applicable.

The first eight duties listed are the functions identified as essential to the job. Essential Functions are those job duties that must be performed for the job to be accomplished.

This position description in no way states or implies that these are the only duties to be performed by the incumbent. Employees are required to follow any other job-related instruction and to perform any other duties as requested by their supervisor, or as become evident.

Duties and Responsibilities (cont'd if applicable)

Competencies

Values Diversity

Self-Development

Nimble Learning

Detail Orientation

Collaborates

Customer Focus

Cultivates Innovation

Job-Specific Knowledge

Optimizes Work Processes

Instills Trust

Ensures Accountability

Decision Quality

Qualifications

High school diploma or GED required.

One year of any combination of contact center, claims handling, office management clerical or relevant customer service experience required.

Knowledge of billing practices and procedures and ERIE lines of business preferred.

Adjuster license in West Virginia, North Carolina, and Kentucky preferred.

Licenses based on changing compliance requirements required, as applicable.

Demonstrated ability to type a minimum of 28 words per minute preferred.

Proficiency with word processing and spreadsheet software and required.

Completion or active pursuit of insurance education preferred.

Preferred courses or designations:

General Insurance (INS 21, 22, 23)
AIS (Associate in Insurance Services)

Must be able to work a schedule commensurate with department hours.

Department is open 24 hours, every day of the year, including holidays.

Physical Requirements

Lifting/Moving 0-20 lbs; Occasional (<20%)

Lifting/Moving 20-50 lbs; Occasional (<20%)

Ability to move over 50 lbs using lifting aide equipment; Rarely

Driving; Occasional (<20%)

Pushing/Pulling/moving objects, equipment with wheels; Rarely

Manual Keying/Data Entry/inputting information/computer use; Frequent (50-80%)

Climbing/accessing heights; Rarely

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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 __31st__ day of __March____, 2022, David J. Buono, Jr.,
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.



Michael Humphreys
Acting Insurance Commissioner

