

No. **2025-9068**

**Official Order
of the
Texas Commissioner of Insurance**

Date: 01/14/2025

Subject Considered:

GRI of Houston, LLC
3080 Premiere Parkway, Suite 100
Duluth, GA 30097-4904

Default Order
TDI Enforcement File No. 35997

General Remarks and Official Action Taken:

This is a default order taken against GRI of Houston, LLC (Respondent) because it failed to comply with requirements to maintain its third party administrator (TPA) certificate of authority. Respondent did not respond to a Notice of Allegations mailed by the Texas Department of Insurance. This order revokes Respondent's certificate of authority.

The following findings of fact and conclusions of law are adopted.

Findings of Fact

Failure to Respond to Notice of Allegations

1. On November 20, 2024, the department sent a Notice of Allegations, attached as Exhibit A, to Respondent.
2. The department sent the Notice of Allegations to Respondent's last known address provided in writing to the department, 3080 Premiere Parkway, Suite 100, Duluth, GA 30097-4904.
3. Respondent received and waived an opportunity for a hearing because Respondent failed to send the department a written response to the Notice of Allegations within 20 days after the date the Notice of Allegations was mailed.

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GRI of Houston, LLC

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4. The department's factual allegations set out in the attached Notice of Allegations are incorporated in this order as findings of fact.

Conclusions of Law

1. The commissioner has jurisdiction under Texas law, including TEX. INS. CODE §§ 82.051–82.055, 4151.051, 4151.056, 4151.205, 4151.206, 4151.212, 4151.301-4151.309; TEX. GOV'T CODE §§ 2001.051-2001.178, 2001.003(1); and 28 TEX. ADMIN. CODE §§ 7.1601, 7.1603, and 7.1609.
2. The commissioner has authority to dispose of this case informally under TEX. GOV'T CODE § 2001.056; TEX. INS. CODE § 82.055; and 28 TEX. ADMIN. CODE § 1.47.
3. The department provided proper notice to Respondent under TEX. GOV'T CODE §§ 2001.003(1), 2001.051, 2001.052, 2001.054, and 2001.056(4), and 28 TEX. ADMIN. CODE §§ 1.28 and 1.47.
4. Based on Respondent's failure to send the department a written response to the Notice of Allegations, the department is entitled to disposition by default under 28 TEX. ADMIN. CODE § 1.47.
5. Respondent failed to show compliance with the law.
6. The department's factual and legal allegations set out in the attached Notice of Allegations are incorporated in this order and deemed admitted as true under 28 TEX. ADMIN. CODE § 1.47.

Order

It is ordered that the third party administrator certificate of authority held by GRI of Houston, LLC is revoked.

It is also ordered that GRI of Houston, LLC cease and desist engaging in the business of a third party administrator in Texas.

Signed by:

FC5D7EDDFFB4F8...

Cassie Brown

Commissioner of Insurance

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Commissioner's Order

GRI of Houston, LLC

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Prepared and reviewed by:

Mandy Meesey

Mandy Meesey, Associate Commissioner
Enforcement

Affidavit

STATE OF TEXAS §

§

COUNTY OF TRAVIS §

Before me, the undersigned authority, personally appeared Roxanne Rodriguez, who, being by me duly sworn, deposed as follows:

"My name is Roxanne Rodriguez and I am employed by the Texas Department of Insurance. I am of sound mind, capable of making this affidavit, and have personal knowledge of these facts which are true and correct.

I have reviewed TDI's records concerning GRI of Houston, LLC. I have confirmed that:

- a. The last mailing address provided to the department in writing by GRI of Houston, LLC is 3080 Premiere Parkway, Suite 100, Duluth, GA 30097-4904.
- b. The file maintained by Enforcement contains a Notice of Allegations dated November 20, 2024, which was sent to GRI of Houston, LLC.
- c. On November 20, 2024, the Notice of Allegations addressed to GRI of Houston, LLC was mailed first-class and certified, return receipt requested, to the last known address.

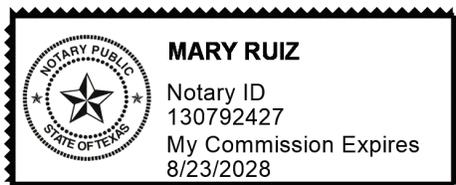
Copies of the first-class mail log and certified mail log maintained by Enforcement are attached as Exhibit B and Exhibit C, respectively."

Signed by:


 AE9F4E48454D4D4...
 Affidavit

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 12/18/2024. This notarial act was an online notarization.

Notary Seal



Digital Certificate

Signed by:


 795DC4D59167489...
 Notary Public State of Texas

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PO Box 12030 | Austin, TX 78711 | 800-578-4677 | tdi.texas.gov

November 20, 2024

GRI of Houston, LLC
3080 Premiere Parkway, Suite 100
Duluth, GA 30097-4904

Via CM/RRR No. 9214 8901 9403 8388 9960 72
Via First Class Mail
Via Email: Andy@groupresources.com

**TDI ENFORCEMENT CASE NO. 35997
NOTICE OF ALLEGATIONS AGAINST GRI OF HOUSTON, LLC**

The Texas Department of Insurance (TDI) seeks to take disciplinary action against GRI of Houston, LLC to revoke its certificate of authority to act as a third party administrator. This Notice states the allegations against GRI of Houston, LLC and the relief sought by TDI.

YOUR WRITTEN RESPONSE IS REQUIRED WITHIN 20 DAYS

YOU HAVE THE RIGHT TO A HEARING AND ARE INVITED TO SHOW COMPLIANCE WITH THE LAW. To request a hearing, you must send a written response to TDI within 20 days of the date this Notice was mailed.

If you fail to send a written response by the deadline, *you waive your right to a hearing*, and TDI may seek disposition by default under 28 TEX. ADMIN. CODE § 1.47, TEX. INS. CODE § 82.055, and TEX. GOV'T. CODE § 2001.056.

If you fail to send a written response by the deadline, without further notice to you, the commissioner of insurance may issue a default order that admits the factual matters asserted, deems all allegations as true, and orders the relief recommended in this Notice.

You must send your written response by mail, fax, or email to:

Mandy Meeseey, Staff Attorney
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 490-1020 (Fax)
Mandy.Meeseey@tdi.texas.gov

EXHIBIT

A

Jurisdiction

The commissioner of insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051–82.055, 4151.051, 4151.056, 4151.205, 4151.206, 4151.212, 4151.301–4151.309; TEX. GOV'T CODE §§ 2001.051–2001.178; 28 TEX. ADMIN. CODE §§ 7.1601, 7.1603, and 7.1609; and TEX. GOV'T CODE § 2001.003(1).

Factual Allegations

1. On July 26, 2001, TDI issued GRI of Houston, LLC third party administrator (TPA) certificate of authority no. 2989002.
2. Texas law states that TPA certificates of authority are effective until suspended, canceled, or revoked.
3. TPAs must file annual reports by June 30th of each year covering the preceding calendar year. The report must include an audited financial statement performed by an independent certified public accountant.
4. TPAs must pay a non-refundable \$200 filing fee for each annual report.
5. A TPA is subject to discipline, including revocation of its certificate of authority, if it fails to timely file its annual report.
6. GRI of Houston, LLC failed to file its annual reports and pay the associated \$200 filing fees for calendar years 2022-2023.

Legal Allegations

1. GRI of Houston, LLC failed to timely file annual TPA reports by June 30th on a form prescribed by the commissioner, in violation of TEX. INS. CODE §§ 4151.205 and 4151.301(14), and 28 TEX. ADMIN. CODE § 7.1609.
2. GRI of Houston, LLC failed to pay the annual \$200 TPA filing fee in violation of TEX. INS. CODE § 4151.206(a)(3) and 28 TEX. ADMIN. CODE § 7.1609(a).

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3. GRI of Houston, LLC has willfully violated an insurance law of this state, as contemplated by TEX. INS. CODE § 4151.301(1).
4. GRI of Houston, LLC has willfully violated a commissioner rule, as contemplated by TEX. INS. CODE § 4151.301(10).

Relief Sought

TDI seeks the following relief:

1. revocation of your TPA certificate of authority;
2. an order mandating you cease and desist from engaging in the business of insurance in Texas; and
3. imposition of any other just and appropriate relief to which the department may be entitled to by law, including any combination of the above actions.

Respectfully,



Mandy Meeseey
State Bar No. 24047567
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 676-6348 (Direct)
(512) 490-1020 (Fax)
Mandy.Meeseey@tdi.texas.gov

cc: Leah Gillum, Deputy Commissioner, Fraud and Enforcement Division, MC: ENF

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Notice of Allegations

GRI of Houston, LLC

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CERTIFICATE OF SERVICE

I, Mandy Meesey, certify that a true and correct copy of this *Notice of Allegations Against GRI of Houston, LLC* was sent by the following methods on this 20th day of November, 2024 to:

GRI of Houston, LLC
3080 Premier Parkway, Suite 100
Duluth, GA 30097-4904

Via CM/RRR No.:

9214 8901 9403 8388 9960 72

Via First Class Mail

Via Email: Andy@groupresources.com



Mandy Meesey

Shipment Confirmation
Acceptance Notice



A. Mailer Action

Note to Mailer: The labels and volume associated to this form online, **must** match the labeled packages being presented to the USPS® employee with this form.

Shipment Date: 11/20/2024

Shipped From:

Name: ENF M RUIZ

Address: 1601 CONGRESS AVENUE

City: AUSTIN

State: TX ZIP+4® 78701

Type of Mail	Volume
Priority Mail Express®	
Priority Mail®	
First-Class Package Service®	
Returns	
International*	
Other	1
Total	1

*Start time for products with service guarantees will begin when mail arrives at the local Post Office™ and items receive individual processing and acceptance scans.

B. USPS Action

Note to RSS Clerk:

1. Home screen > Mailing/Shipping > More
2. Select Shipment Confirm
3. Scan or enter the barcode/label number from PS Form 5630
4. Confirm the volume count message by selecting Yes or No
5. Select Pay and End Visit to complete transaction

USPS EMPLOYEE: Please scan upon pickup or receipt of mail.
Leave form with customer or in customer's mail receptacle.

USPS SCAN AT ACCEPTANCE



9275 0901 1935 6200 0057 1830 38

MEESEY/35997



EXHIBIT

C



Name and Address of Sender
 ENF M RUIZ
 1601 CONGRESS AVENUE
 STE 6,900
 AUSTIN TX 78701

- Check type of mail or service
- Adult Signature Required
 - Adult Signature Restricted Delivery
 - Certified Mail
 - Certified Mail Restricted Delivery
 - Collect on Delivery (COD)
 - Insured Mail
 - Priority Mail
 - Priority Mail Express
 - Registered Mail
 - Return Receipt for Merchandise
 - Signature Confirmation
 - Signature Confirmation Restricted Delivery

Affix Stamp Here
 (for additional copies of this receipt)
 Postmark with Date of Receipt.

USPS Tracking/Article Number

1. 9214 8901 9403 8388 9960 72

MEESEY/35997

Address (Name, Street, City, State, & ZIP Code™)
 GRI OF HOUSTON, LLC
 3080 PREMIERE PARKWAY, SUITE 100
 DULUTH, GA 30097-4904

Postage	(Extra Service) Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	ASR Fee	ASRD Fee	RD Fee	RR Fee	SC Fee	SCRD Fee	SH Fee
0.69	4.85								2.62			



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Total Number of Pieces Listed by Sender: 1
 Total Number of Pieces Received at Post Office: 1

Postmaster, Per (Name of receiving employee)
 urmano

Certificate Of Completion

Envelope Id: E8A154E2-451B-4ED9-9BE9-12B499935711
Subject: Complete with Docusign: 35997_GRI of Houston, LLC_DefaultOrder.pdf
Source Envelope:
Document Pages: 11
Certificate Pages: 5
AutoNav: Enabled
Envelopeld Stamping: Disabled
Time Zone: (UTC-06:00) Central Time (US & Canada)

Status: Completed
Envelope Originator:
Mary Ruiz
Mary.Ruiz@tdi.texas.gov
IP Address: 162.196.136.178

Record Tracking

Status: Original 12/18/2024 2:03:40 PM	Holder: Mary Ruiz Mary.Ruiz@tdi.texas.gov	Location: DocuSign
Security Appliance Status: Connected	Pool: FedRamp	
Storage Appliance Status: Connected	Pool: Texas Department of Insurance	Location: DocuSign

Signer Events

Roxanne Rodriguez
Roxanne.Rodriguez@tdi.texas.gov
Security Level: Notarized Signing (Notary: Mary Ruiz), Account Authentication (None)

Signature

Signed by:

AE9F4E48454D4D4...
Signature Adoption: Pre-selected Style
Using IP Address: 162.196.136.178

Timestamp

Sent: 12/18/2024 2:04:30 PM
Viewed: 12/18/2024 2:05:44 PM
Signed: 12/18/2024 2:13:32 PM

Electronic Record and Signature Disclosure:
Accepted: 12/18/2024 2:05:44 PM
ID: 911af51b-a8b6-4447-a02b-402070fe2c8d

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Notary Name: Mary Ruiz
Notary Email: Mary.Ruiz@tdi.texas.gov
Notary Address: TX
Notary Signer: Roxanne Rodriguez
Notary Designated By: Mary Ruiz
Security Level: Email, Account Authentication (None)

Signature


Signed by:

795DC4D59167489...
Using IP Address: 162.196.136.178

Timestamp

Sent: 12/18/2024 2:04:30 PM
Viewed: 12/18/2024 2:14:25 PM
Signed: 12/18/2024 2:14:33 PM
Freeform Signing

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

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Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	12/18/2024 2:04:30 PM
Certified Delivered	Security Checked	12/18/2024 2:14:25 PM
Signing Complete	Security Checked	12/18/2024 2:14:33 PM
Completed	Security Checked	12/18/2024 2:14:33 PM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, Carahsoft obo Texas Department of Insurance (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact Carahsoft oboTexas Department of Insurance:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: itslibrary@tdi.texas.gov

To advise Carahsoft oboTexas Department of Insurance of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at itslibrary@tdi.texas.gov and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from Carahsoft oboTexas Department of Insurance

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to itslibrary@tdi.texas.gov and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Carahsoft oboTexas Department of Insurance

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to itslibrary@tdi.texas.gov and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify Carahsoft oboTexas Department of Insurance as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by Carahsoft oboTexas Department of Insurance during the course of your relationship with Carahsoft oboTexas Department of Insurance.