

No. **2025-9151**

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

**Date: 02/25/2025**

**Subject Considered:**

Justin Lamont Cooper  
Arlington, Texas 76002

Default Order  
SOAH Docket No. 454-24-15088  
TDI Enforcement File No. 28625

**General Remarks and Official Action Taken:**

The subject of this default order is whether a life agent license should be issued to Justin Lamont Cooper (Respondent). Respondent did not appear at the hearing on the merits. This order denies Respondent's license application.

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

**Findings of Fact**

Failure to Appear at Hearing on the Merits

1. On December 9, 2024, the Texas Department of Insurance (TDI) filed a Notice of Hearing, together with a previously filed Original Petition, with the State Office of Administrative Hearings, and which attached documents were admitted as Exhibit 1 at the hearing on the merits.
2. The department's factual allegations set out in the attached Notice of Hearing and Original Petition are incorporated in this order as findings of fact.
3. The department sent the Notice of Hearing and Original Petition together to Respondent's last known address provided in writing to the department, [REDACTED]

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Commissioner's Order

Justin Lamont Cooper

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██████████ Arlington, TX 76002. The Notice of Hearing and supporting documents were also sent by electronic mail to Respondent's designated email address.

4. After receiving proper notice of the date, time, and location of the hearing on the merits, Respondent failed to appear for the hearing on January 14, 2025, as shown in the record in SOAH Docket No. 454-24-15088.

## Conclusions of Law

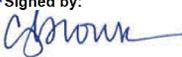
1. The commissioner has jurisdiction under Texas law, including TEX. INS. CODE §§ 82.051-82.055, 4001.002, 4001.102, 4001.105, 4005.101-4005.105, 4101.051, and 4054.051; TEX. OCC. CODE §§ 53.021-53.023; 28 TEX. ADMIN. CODE § 1.502; and TEX. GOV'T CODE §§ 2001.051-2001.178.
2. The commissioner has authority 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, 1.88, and 1.89.
3. TDI provided proper notice of the hearing under TEX. GOV'T CODE §§ 2001.051, 2001.052, and 2001.054; and 28 TEX. ADMIN. CODE §§ 1.28, 1.88, 1.89, and 19.906.
4. Based on Respondent's failure to appear in person or by legal representative at the hearing, TDI is entitled to disposition by default under 28 TEX. ADMIN. CODE §§ 1.88 and 1.89.
5. TDI's factual and legal allegations set out in the attached Notice of Hearing and Original Petition are incorporated in this order and deemed admitted as true under 28 TEX. ADMIN. CODE § 1.89.

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Justin Lamont Cooper  
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## Order

It is ordered that Justin Lamont Cooper's application is denied. A copy of this order will be provided to law enforcement or other appropriate administrative agencies for further investigation as may be warranted.

Signed by:  
  
FC5D7EDDFFBB4F8...

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Cassie Brown  
Commissioner of Insurance

Prepared and reviewed by:



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Nancy Williams, Staff Attorney  
Enforcement

# 2025-9151

Commissioner's Order  
Justin Lamont Cooper  
SOAH Docket No. 454-24-15088  
Page 4 of 5

## Affidavit

**STATE OF TEXAS** §

§

**COUNTY OF TRAVIS** §

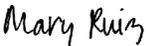
Before me, the undersigned authority, personally appeared Mary Ruiz, who, being by me duly sworn, deposed as follows:

"My name is Mary Ruiz 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 Justin Lamont Cooper. I have confirmed that:

- a. The last mailing address provided to the department in writing by Justin Lamont Cooper is [REDACTED] Arlington, TX 76002.
- b. The file maintained by Enforcement contains a Notice of Hearing, dated December 9, 2024, and supporting documents including the Original Petition dated April 1, 2024, which were filed together with the State Office of Administrative Hearings on December 9, 2024.
- c. On December 9, 2024, the Notice of Hearing and supporting documents addressed to Justin Lamont Cooper were sent by first class mail and certified mail return receipt requested, to his last known address.

A copy of the first class and certified mail logs maintained by Enforcement are included as Exhibit A and B, respectively."

Signed by:  
  
BFAA8B07C1D14FF...  
Affidavit

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Commissioner's Order  
Justin Lamont Cooper  
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SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 1/28/2025. This notarial act was an online notarization.

## Notary Seal



## Digital Certificate

DocuSigned by:  
*Roxanne Rodriguez*  
C3FD016A04434A6...

Notary Public State of Texas

**2025-9151**

**SOAH DOCKET NO. 454-24-15088.C**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**JUSTIN LAMONT COOPER,**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

# **TDI Exhibit 1**

2025-9151

EXHIBIT

TDI 1



ENF  
TEXAS DEPARTMENT  
OF INSURANCE  
1601 CONGRESS AVE STE 6.900  
AUSTIN, TX 78701

---

USPS CERTIFIED MAIL



9214 8901 9403 8390 8174 71

---

JUSTIN LAMONT COOPER  
[REDACTED]  
ARLINGTON, TX 76002

Return Ref#: Nancy/28625

**SOAH DOCKET NO. 454-24-15088.C  
TDI ENFORCEMENT FILE NO. 28625**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**JUSTIN LAMONT COOPER,**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

**NOTICE OF HEARING**

The Texas Department of Insurance (TDI) seeks to deny your license application. This Notice of Hearing and the Original Petition, which is attached and incorporated for all purposes, states the allegations against you and the relief sought by TDI.

A public hearing will be held before an Administrative Law Judge on **January 14, 2024, at 9 a.m.** The hearing will take place via videoconference using a videoconference platform controlled by the State Office of Administrative Hearings, unless otherwise ordered to proceed in another manner by the Administrative Law Judge.

The hearing shall be conducted under TEX. GOV'T CODE, ch. 2001 and 1 TEX. ADMIN. CODE, ch. 155. Unless otherwise directed by the Administrative Law Judge, the hearing shall continue from day to day in the offices of the State Office of Administrative Hearings until concluded. You have the right to appear at this hearing and to be represented by an attorney.

**Parties that are not represented by an attorney may obtain information regarding contested case hearings on the public website of the State Office of Administrative Hearings at [www.soah.texas.gov](http://www.soah.texas.gov), or in printed format upon request to SOAH.**

**YOU MUST FILE A WRITTEN RESPONSE TO THE NOTICE OF HEARING WITH THE STATE OFFICE OF ADMINISTRATIVE HEARINGS WITHIN 20 DAYS OF THE DATE THE NOTICE OF HEARING WAS MAILED. FAILURE TO FILE A WRITTEN RESPONSE BY THIS DEADLINE SHALL ENTITLE TDI TO SEEK DISPOSITION BY DEFAULT UNDER 1 TEX. ADMIN. CODE § 155.501 AND 28 TEX. ADMIN. CODE §§ 1.88 AND 1.89.**

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Notice of Hearing

Justin Lamont Cooper

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**IF YOU FAIL TO FILE A WRITTEN RESPONSE, THE SCHEDULED HEARING CAN BE CANCELED AND WITHOUT FURTHER NOTICE TO YOU THE COMMISSIONER OF INSURANCE CAN ISSUE AN ORDER IN WHICH THE ALLEGATIONS IN THE NOTICE OF HEARING ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE NOTICE OF HEARING, INCLUDING DENIAL OF YOUR LICENSE APPLICATION, IS GRANTED BY DEFAULT.**

**IF YOU FILE A WRITTEN RESPONSE BUT THEN FAIL TO APPEAR ON THE DAY AND TIME SET FOR HEARING, WITHOUT FURTHER NOTICE TO YOU, THE COMMISSIONER OF INSURANCE CAN ISSUE AN ORDER IN WHICH THE ALLEGATIONS IN THE NOTICE OF HEARING ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE NOTICE OF HEARING, INCLUDING DENIAL OF YOUR LICENSE APPLICATION, IS GRANTED BY DEFAULT.**

In accord with 28 TEX. ADMIN. CODE § 1.90(e) and 1 TEX. ADMIN. CODE §§ 155.101 and 155.103, you should send copies of your written response to:

- (1) *(by mail, fax, or electronically)*  
Docketing Division  
State Office of Administrative Hearings  
300 West 15th Street, Room 504  
P.O. Box 13025  
Austin, Texas 78711-3025  
(512) 322-2061 (Fax);  
[www.soah.texas.gov](http://www.soah.texas.gov)
  
- (2) *(by mail, fax, or email)*  
Chief Clerk  
Texas Department of Insurance  
P.O. Box 12030, MC GC-CCO  
Austin, Texas 78711-2030  
(512) 490-1064 (Fax)  
[chiefclerk@tdi.texas.gov](mailto:chiefclerk@tdi.texas.gov); and
  
- (3) *(by mail, fax, or email)*  
Nancy Williams, Staff Attorney  
Texas Department of Insurance  
Enforcement, MC ENF

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Notice of Hearing

Justin Lamont Cooper

SOAH Docket No. 454-24-15088.C

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P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 490-1020 (Fax)  
nancy.williams@tdi.texas.gov

## **Receiving Documents Electronically and Filing Documents with SOAH**

The State Office of Administrative Hearings (SOAH) offers you the ability to electronically receive orders and other documents issued by SOAH by email instead of by mail. If you want to receive SOAH-issued documents by email, follow the instructions on SOAH's website: [www.soah.texas.gov](http://www.soah.texas.gov).

A request to receive SOAH-issued documents by email does not change the procedures you must follow to file documents or exhibits with SOAH. Instructions on how to file documents and exhibits are on SOAH's website. SOAH's website also includes guidance for representing yourself.

### **Important Security Notice** (for In-Person Hearings ONLY)

**ALL VISITORS TO THE WILLIAM P. CLEMENTS BUILDING WITHOUT AN AGENCY OR DPS ISSUED ID CARD MUST PROVIDE THE BUILDING SECURITY OFFICER WITH THE STATE OFFICE OF ADMINISTRATIVE HEARINGS DOCKET NUMBER AND RECEIVE A VISITOR'S PASS IN ORDER TO BE ALLOWED ACCESS TO THE HEARING ROOM. INDIVIDUALS SHOULD ALLOW ADDITIONAL TIME TO GO THROUGH THE SECURITY PROCESS.**

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Notice of Hearing  
Justin Lamont Cooper  
SOAH Docket No. 454-24-15088.C  
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If you have any questions, please contact me at the address or telephone number shown below.

Respectfully Submitted,



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Nancy Williams  
State Bar No.24058175  
Texas Department of Insurance  
Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 676-6338 (Direct)  
(512) 490-1020 (Fax)  
nancy.williams@tdi.texas.gov

ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE

Enclosure: Original Petition

cc: Leah Gillum, Deputy Commissioner, Fraud and Enforcement Division, MC ENF  
Whitney Fraser, Litigation Director, Enforcement, MC ENF  
Administrative Review, MC CO-AAL

**2025-9151**

Notice of Hearing  
Justin Lamont Cooper  
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**CERTIFICATE OF SERVICE**

I, Nancy Williams, certify that a true and correct copy of the *Notice of Hearing*, the *Original Petition*, the *Order Granting Motion to Reinstate Case and Setting Hearing*, and the *Order Clarifying Procedural Requirements* were sent as indicated below on December 9, 2024 to:

Justin Lamont Cooper  
[REDACTED]  
Arlington, TX 76002  
*Respondent Pro Se*

*Via CM/RRR No.:* 9214 8901 9403 8390 8174 71  
*Via First Class Mail*  
*Via Email:* [REDACTED]



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Nancy Williams

**2025-9151**

SOAH Docket No. 454-24-15088

FILED  
454-24-15088  
4/1/2024 2:07 PM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Carol Hale, CLERK

**SOAH DOCKET NO. 454-24-\_\_\_\_\_**  
**TDI ENFORCEMENT FILE NO. 28625**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**JUSTIN LAMONT COOPER,**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

ACCEPTED  
454-24-15088  
4/1/2024 2:31:01 pm  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Carol Hale, CLERK

**ORIGINAL PETITION**

The Texas Department of Insurance seeks to deny Justin Lamont Cooper’s license application. In support of this petition, the department makes the following allegations upon information and belief:

**Jurisdiction**

The commissioner of insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051-82.055, 4001.002, 4005.101, 4005.102, 4054.051; TEX. OCC. CODE §§ 53.021-53.023; 28 TEX. ADMIN. CODE § 1.502; and TEX. GOV’T CODE §§ 2001.051-2001.178.

**Factual Allegations**

Application:

1. On September 4, 2021, Justin Lamont Cooper (Cooper) submitted an application for a life agent license to the Texas Department of Insurance (TDI).
2. On September 8, 2021, TDI notified Cooper that additional information was necessary, including certified copies of all criminal offenses, evidence of rehabilitation, employment, and a detailed statement describing the circumstances leading to each of his offenses.<sup>1</sup>

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<sup>1</sup> TDI requires this information to make evaluations under the TEX. INS. CODE § 4005.101, chapter 53 of the TEX. OCC. CODE and under Department rules. Applicants are required to provide evidence of fitness under TEX. OCC. CODE § 53.023(b) and 28 TEX. ADMIN. CODE § 1.502(h)(2)(G) [version prior to 9/26/2023].

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Justin Lamont Cooper  
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3. Cooper provided some of the information TDI requested, including five criminal offenses.<sup>2</sup>
4. On October 25, 2021, TDI sent a letter to Cooper denying his application, followed by Cooper's timely request for a hearing on the matter.

## Criminal History

5. On May 4, 2007, Cooper pleaded guilty to evading arrest/detention in case number 1042166, in Tarrant County criminal court number 9. He was offered a one-year deferred adjudication sentence which he completed on June 13, 2008.<sup>3</sup>
6. On December 18, 2009, Cooper pleaded guilty to possession of marijuana in Walker County court of law, case number 09-0738. He was again given a one-year deferred adjudication sentence. On January 19, 2010, Walker County filed a motion to adjudicate guilt based on Cooper's violation of the terms of his probation, namely the commission of new offenses for possession of a controlled substance and evading arrest in Dallas County on or about January 3, 2010.<sup>4</sup> The judge issued a warrant for Cooper's arrest on January 20, 2010. On August 30, 2010, Walker County filed a second motion to adjudicate guilt based on additional violations of the terms of his probation, including committing additional offenses in Denton County and failing multiple drug tests. On July 27, 2011, Cooper was adjudicated guilty, following Walker County's final motion to adjudicate guilt based on eight violations of the terms and conditions of his probation<sup>5</sup>.
7. On March 6, 2010, Cooper was convicted of possession of marijuana in case number CR-2010-02159, in Denton County criminal court number 3.
8. On April 5, 2010, Cooper was convicted of evading arrest/detention in case number CR-2010-02161, in Denton County criminal court number 3.

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<sup>2</sup> Cooper provided TDI with information on the following criminal cases: F17-1400-367, 1570484, 1448350, 1342493, and 1325900.

<sup>3</sup> Due to the Respondent's apparent successful completion of the deferred adjudication program, there is no conviction in this case. It is being used solely to show a long-term pattern of conduct that is inconsistent with the regulated profession.

<sup>4</sup> The department was not provided the records from Dallas County and relies on the Walker County documents to substantiate this criminal conduct, and to provide evidence of his failure to comply with the requirements of his probation.

<sup>5</sup> TEX. OCC. CODE § 53.023(6) lists compliance with supervision requirements as a factor which is to be considered in determining whether an applicant is suitable for licensure.

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9. On May 23, 2012, Cooper was convicted of possession of marijuana in case number 1269533, in Tarrant County criminal court number 8.
10. On September 2, 2014, Cooper was convicted of possession of marijuana in case number 1375661, in Tarrant County criminal court number 5.
11. On September 2, 2014, Cooper was convicted of assault causing bodily injury in case number 1325900, in Tarrant County criminal court number 5, for an assault he committed on February 24, 2013.
12. On September 2, 2014, Cooper was convicted of assault causing bodily injury in case number 1342493, in Tarrant County criminal court number 5, for an assault he committed on July 30, 2013.
13. On August 23, 2016, Cooper was indicted for two counts of felony assault, enhanced with two prior assault convictions, in Tarrant County criminal district court number 1. On November 28, 2016, Cooper pleaded guilty to one count of the lesser included misdemeanor assault causing bodily injury, and was placed on 2 years community supervision, deferring adjudication of guilt. On July 31, 2017, Cooper was found guilty after Tarrant County filed a petition to adjudicate guilt, citing multiple violations of his probation.<sup>6</sup>
14. On August 19, 2019, Cooper pleaded guilty to evading arrest/detention with a vehicle, a felony offense, in case number 1570484, in the 431<sup>st</sup> District Court of Tarrant County<sup>7</sup>. In the plea agreement, adjudication was deferred during a 3-year probationary sentence.<sup>8</sup>
15. On April 26, 2019, Cooper was stopped for suspicion of DUI resulting from a combination of cannabis and alcohol. On March 2, 2020, Cooper pleaded nolo contendere<sup>9</sup> and was sentenced to 30 days jail and a one-year suspension of his

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<sup>6</sup> While Cooper supplied the order of deferred adjudication and the judgment adjudicating guilt, the petition referred to in the judgment was not provided to the department. Therefore, the evidence will show that the Court found three allegations to be true, warranting the revocation of Cooper's deferred probation, without indicating what those violations were.

<sup>7</sup> TDI may use a guilty plea resulting in deferred adjudication as a conviction for purposes of licensing in accordance with TEX. OCC. CODE § 53.021(d)(1)(B)(i).

<sup>8</sup> The department was not provided records that the case was either dismissed, or whether Tarrant County filed a motion to adjudicate guilty based on probation violations, namely committing new offenses.

<sup>9</sup> TDI does not offer this evidence as a conviction, but as evidence of untruthfulness and further evidence of unsuitability for a highly regulated industry.

driver's license in case number CR-2020-00397, in Denton County criminal court number 3. Certified court documents indicate that Cooper told the officer he had "2 small beers" while at an Oklahoma casino. Cooper refused a breathalyzer test on the scene, with a later test indicating a blood alcohol level of .129, which is inconsistent with the information Cooper provided to the officer.

16. On February 7, 2020, Cooper was convicted of evading arrest, a felony offense, by a jury of his peers in case number F17-1400-367, in the 431<sup>st</sup> District Court of Denton County. Cooper was sentenced to serve 10 years in the Texas Department of Corrections, concurrent. The sentence was suspended, and he was placed on probation for 10 years. Cooper is scheduled to complete his probation in 2030. Despite numerous attempts and requests, TDI has been unable to get any information on Cooper's probation compliance or status.

### **Legal Allegations**

1. Cooper committed the following acts for which his license application may be denied under the TEX. INS. CODE § 4005.101(b):
  - a. Cooper engaged in dishonest conduct as contemplated by TEX. INS. CODE § 4005.101(b)(5);
  - b. Cooper has been convicted of a felony as contemplated by Tex. INS. CODE § 4005.101(b)(8).
2. Cooper's license application may be denied under the TEX. OCC. CODE § 53.021 because he has been convicted of an offense that directly relates to the duties and responsibilities of an agent, as contemplated by TEX. OCC. CODE § 53.021(a)(1) and 28 TEX. ADMIN. CODE § 1.502 (e)(1).
3. Cooper committed acts that TDI considers to be of prime importance in determining fitness for licensure, namely offenses for which fraud, dishonesty, or deceit is an essential element, as contemplated under 28 TEX. ADMIN. CODE § 1.502(f)(1).
4. Cooper failed to comply with his conditions of mandatory supervision, as contemplated by TEX. OCC. CODE § 53.023(a)(6).

5. TDI guidelines, 28 TEX. ADMIN. CODE § 1.502(c)-(e), emphasize that TDI:
  - a. considers it very important that the licensees be honest, trustworthy, and reliable;
  - b. may deny a license if TDI determines that the licensee has committed a felony or has engaged in fraudulent or dishonest activity that directly relates to the duties and responsibilities of the licensed occupation; and
  - c. the factors listed in 28 TEX. ADMIN. CODE § 1.502(h) do not outweigh the serious nature of Cooper's criminal offenses, as 28 TEX. ADMIN. CODE § 1.502(f) contemplates.

**Relief Sought**

If one or more of the above allegations is found to be true, TDI asks the Administrative Law Judge to enter a Proposal for Decision recommending that the commissioner of insurance issue an order:

1. denying Justin Lamont Cooper's license application, and
2. impose any other just and appropriate relief to which the department may be entitled to by law, including any combination of the above actions.

Respectfully Submitted,



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Nancy Williams  
State Bar No. 24058165  
Texas Department of Insurance  
Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 676-6338 (Direct)  
(512) 490-1020 (Fax)  
nancy.williams@tdi.texas.gov

ATTORNEY FOR THE PETITIONER

**2025-9151**

Original Petition  
Justin Lamont Cooper  
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TEXAS DEPARTMENT OF INSURANCE

# 2025-9151

## Automated Certificate of eService

This automated certificate of service was created by the eFiling system. The filer served this document via email generated by the eFiling system on the date and to the persons listed below. The rules governing certificates of service have not changed. Filers must still provide a certificate of service that complies with all applicable rules.

Mary Ruiz on behalf of Nancy Williams  
Bar No. 24058175  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 86152024  
Filing Code Description: Request to Docket  
Filing Description: Request to Docket  
Status as of 4/1/2024 2:35 PM CST

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	4/1/2024 2:07:56 PM	SENT

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	4/1/2024 2:07:56 PM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	4/1/2024 2:07:56 PM	SENT
Nancy Williams		Nancy.Williams@tdi.texas.gov	4/1/2024 2:07:56 PM	SENT

Associated Case Party: Justin Lamont Cooper

Name	BarNumber	Email	TimestampSubmitted	Status
Justin Lamont Cooper		[REDACTED]	4/1/2024 2:07:56 PM	SENT

**2025-9151**

**SOAH Docket No. 454-24-15088**

**Suffix: C**

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**BEFORE THE  
STATE OFFICE OF ADMINISTRATIVE  
HEARINGS**

ACCEPTED  
454-24-15088  
11/19/2024 10:32:40 am  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Kevin Garza, CLERK

FILED  
454-24-15088  
11/19/2024 10:27 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Kevin Garza, CLERK

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**TEXAS DEPARTMENT OF INSURANCE,  
PETITIONER  
V.  
JUSTIN LAMONT COOPER,  
RESPONDENT**

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**ORDER GRANTING MOTION TO REINSTATE CASE  
AND SCHEDULING HEARING**

On November 18, 2024, the staff (Staff) of the Texas Department of Insurance filed a motion to reinstate the case, indicating that they had noticed a wrong digit in the zip code of the continuance order. The filing also indicated that Staff received a voicemail from Justin Lamont Cooper (Respondent). The motion to reinstate the case is **GRANTED**.

1. **Hearing.** A hearing will be held at **9:00 AM (CT) on January 14, 2025**, remotely via Zoom videoconference. 1 Tex. Admin. Code § 155.405(c). If a court reporter is not present, the audio portion of the hearing will be recorded, and it will be the official record of the proceeding. Attend the hearing in one of these ways:

To join by computer or smart device, go to

<https://soah-texas.zoomgov.com> and enter:

Meeting ID: 161 846 0024

Video Passcode: TDC588

To join by telephone (audio only), call

+1 669 254 5252, and enter:

Meeting ID: 161 846 0024

Telephone Passcode: 017746

2. **Notice.** Staff for the Texas Department of Insurance must issue a notice of hearing. Tex. Gov't Code §§ 2001.051-.052.
3. **Three Business Days Before the Hearing.** The following must be done at least three business days before the hearing. Failure to comply with these requirements may result in the exclusion of evidence.
  - a. **Exhibits:**
    - Make an exhibit list;
    - Number each exhibit sequentially; and
    - Paginate or bates stamp multipage documents.
  - b. **Witness List:**
    - Identify each witness you will call to testify;

- Mention what each witness will testify about; and
  - Estimate how long each witness will testify.
- c. **Witnesses:**
- Give each witness the information to access the hearing;
  - Give each witness the documents needed to participate in the hearing;
  - Have each witness's contact information available so additional documents can be provided to each witness during the hearing if needed.
- d. **Upload Your Exhibit List, Exhibits, and Witness List.**
- Upload your exhibit list, exhibits, and witness list using Kiteworks by going to <https://soah.kiteworks.com/form/upload#/>
  - Exhibits must be labeled by party, exhibit number, and description.
  - You can submit ten files or folders per upload. Contents of folders must be clearly identified.
  - Separate CONFIDENTIAL exhibits from non-confidential exhibits. Upload confidential exhibits with separate uploads in Kiteworks. Select the appropriate security classification in the "Designate Classification" field in Kiteworks. Confidential files and folders must be clearly labeled "CONFIDENTIAL."
  - Further information may be found [here](#).
- e. **Share Your Exhibit List, Exhibits, and Witness List.**
- Send your exhibit list, exhibits, and witness list to the other parties.
  - Uploading documents through Kiteworks sends them to the judge but not to the other parties.
  - Talk to the other party to confirm they received your documents. Be prepared to show that you gave them the documents. *See* 1 Tex. Admin. Code § 155.429(b)(4)(B).

4. **One Business Day After the Hearing, File Admitted Exhibits.** The first business day after the hearing, the parties must eFile only the exhibits that were admitted as evidence or accompanied by an offer of proof. 1 Tex. Admin. Code § 155.101(b)(1)(G)(iii). The admitted exhibits and offer of proof will constitute the official evidentiary record of the proceeding. *See* 1 Tex. Admin. Code § 155.101(b)(1)(A). For more information, see the SOAH [General Order](#).
5. **eFile.** Except as otherwise permitted by the SOAH Rules of Procedure, attorneys, state agencies, and other governmental entities are required to file pleadings electronically through eFileTexas.gov and an electronic filing service provider certified by the Texas Office of Court Administration. *See* 1 Tex. Admin. Code § 155.101.
6. **Representing Yourself.**
  - a. **A Guide.** Some parties choose to represent themselves in the contested-case process. Self-represented litigants must follow SOAH’s procedures, but SOAH has published material that will help parties understand how to do that. Here is the Guide for Self Represented Litigants: <https://www.soah.texas.gov/representing-yourself-general-hearings-cases-state-office-administrative-hearings>.
  - b. **Filings.** If you are not represented by an attorney and you do not wish to file documents using eFileTexas, you may file documents in one of these ways: by email to [GeneralDocketFax@soah.labusa.com](mailto:GeneralDocketFax@soah.labusa.com); by mail addressed to SOAH, P.O. Box 13025, Austin, Texas 78711-3025; or by hand delivery to the appropriate SOAH office. All filings must contain the SOAH docket number and the names of the parties. For documents filed by mail, fax, or hand-delivery, the time of filing shall be determined by the SOAH file stamp.
  - c. **Electronic Service of SOAH orders.** You can receive documents from SOAH by email. To elect to receive service of SOAH-issued documents by email, go to the E-Services tab on SOAH’s website ([www.soah.texas.gov](http://www.soah.texas.gov)), click on “Request Email Service” and follow the instructions. NOTE: Your request to receive SOAH-issued documents by email does not change the procedures you must follow in order to file documents with SOAH.

- d. **Filing Admitted Exhibits.** Under certain circumstances, SOAH may file admitted exhibits on behalf of self-represented litigants.
- 7. **Questions about Zoom, Kiteworks, or Filings.** Call SOAH's Chief Clerk's Office at (512) 475-4993.

**Signed NOVEMBER 19, 2024**

ALJ Signature:

*Linda Brite*

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Linda Brite

Presiding Administrative Law Judge

**2025-9151**

**Automated Certificate of eService**

This automated certificate of service was created by the eFiling system. The filer served this document via email generated by the eFiling system on the date and to the persons listed below. The rules governing certificates of service have not changed. Filers must still provide a certificate of service that complies with all applicable rules.

Envelope ID: 94449673

Filing Code Description: Order Granting Motion to Reinstate Case

Filing Description: ORDER GRANTING MOTION TO REINSTATE CASE AND SCHEDULING HEARING

Status as of 11/19/2024 10:33 AM CST

Associated Case Party: Justin Lamont Cooper

Name	BarNumber	Email	TimestampSubmitted	Status
Justin Lamont Cooper		[REDACTED]m	11/19/2024 10:27:49 AM	SENT

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	11/19/2024 10:27:49 AM	SENT

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	11/19/2024 10:27:49 AM	SENT
Nancy Williams		Nancy.Williams@tdi.texas.gov	11/19/2024 10:27:49 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	11/19/2024 10:27:49 AM	SENT

**BEFORE THE  
STATE OFFICE OF ADMINISTRATIVE HEARINGS**

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**TEXAS DEPARTMENT OF INSURANCE,  
PETITIONER  
v.  
JUSTIN LAMONT COOPER,  
RESPONDENT**

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**ORDER CLARIFYING PROCEDURAL REQUIREMENTS**

On September 16, 2024, SOAH’s Chief ALJ issued a revised General Order Relating to the Prehearing Submission of Exhibits that announced that SOAH is discontinuing the use of MOVEit’s Cloud Managed File Transfer platform and provided a procedure for prehearing submissions using the Kiteworks Secure Upload portal (Kiteworks).

This Order is issued to clarify that, for the hearing scheduled on October 8, 2024, prehearing submissions will be made through Kiteworks, consistent with the General Order. Therefore, the parties shall comply with the following procedural requirements:

**Three Business Days Before the Hearing.** The following must be done at least three business days before the hearing. Failure to comply with these requirements may result in the exclusion of evidence or testimony.

a. **Exhibits:**

- Make an exhibit list;
- Number each exhibit sequentially; and
- Paginate or bates stamp multipage documents.

b. **Witness List:**

- Identify each witness you will call to testify;
- Mention what each witness will testify about; and
- Estimate how long each witness will testify.

c. **Witnesses:**

- Give each witness the information to access the hearing;
- Give each witness the documents needed to participate in the hearing;
- Have each witness's contact information available so additional documents can be provided to each witness during the hearing if needed.

d. **Upload Your Exhibit List, Exhibits, and Witness List.**

- Upload your exhibit list, exhibits, and witness list using Kiteworks by going to <https://soah.kiteworks.com/form/upload#/>
- Exhibits must be labeled by party, exhibit number, and description.
- You can submit ten files or folders per upload. Contents of folders must be clearly identified.
- Separate CONFIDENTIAL exhibits from non-confidential exhibits. Upload confidential exhibits with separate uploads in Kiteworks. Select the appropriate security classification in the

“Designate Classification” field in Kiteworks. Confidential files and folders must be clearly labeled “CONFIDENTIAL.”

- Further information may be found on at <https://www.soah.texas.gov/kiteworks-secure-file-sharing>

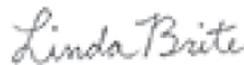
e. **Share Your Exhibit List, Exhibits, and Witness List.**

- Send your exhibit list, exhibits, and witness list to the other parties.
- Uploading documents through Kiteworks sends them to the judge but not to the other parties.
- Talk to the other party to confirm they received your documents. Be prepared to show that you gave them the documents. *See* 1 Tex. Admin. Code § 155.429(b)(4)(B).

**One Business Day After the Hearing, File Admitted Exhibits.** The first business day after the hearing, the parties must eFile only the exhibits that were admitted as evidence or accompanied by an offer of proof. 1 Tex. Admin. Code § 155.101(b)(1)(G)(iii). The admitted exhibits and offer of proof will constitute the official evidentiary record of the proceeding. *See* 1 Tex. Admin. Code § 155.101(b)(1)(A). For more information, see the SOAH [General Order](#).

Signed September 23, 2024

ALJ Signature:



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Linda Brite,

Presiding Administrative Law Judge

2025-9151



# 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: 12/09/2024

Shipped From:

Name: MC ENF D MORENO

Address: 1601 CONGRESS AVENUE SUITE 6 900

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 5539 54

Nancy/28625



Firm Mailing Book For Accountable Mail

Name and Address of Sender

MC ENF D MORENO
TEXAS DEPARTMENT OF INSURANCE
1601 CONGRESS AVENUE, SUITE 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

USPS Tracking/Article Number

1. 9214 8901 9403 8390 8174 71

Nancy/28625

Addressee (Name, Street, City, State, & ZIP Code TM)

JUSTIN LAMONT COOPER

ARLINGTON, TX 76002

Affix Stamp Here

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

2025-9151

Table with columns: 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, SPS Fee. Includes a large 'Handling Charge - if Registered and over \$50,000 in value' watermark.

Total Number of Pieces Listed by Sender: 1

Total Number of Pieces Received at Post Office: 1

Postmaster, Per (Name of receiving employee)



# 2025-9151

ALERT: MAJOR WINTER STORMS (BLAIR, CORA) FROM THE SOUTHERN AND CENTRAL PLAI...

# USPS Tracking®

FAQs >

Tracking Number:

Remove X

## 9214890194038390817471

Copy

Add to Informed Delivery (<https://informedelivery.usps.com/>)

### Latest Update

Your item departed our USPS facility in OKLAHOMA CITY OK DISTRIBUTION CENTER on January 7, 2025 at 9:17 am. The item is currently in transit to the destination.

#### Get More Out of USPS Tracking:

**USPS Tracking Plus®**

#### Moving Through Network

##### Departed USPS Regional Facility

OKLAHOMA CITY OK DISTRIBUTION CENTER  
January 7, 2025, 9:17 am

##### Arrived at USPS Regional Facility

OKLAHOMA CITY OK DISTRIBUTION CENTER  
January 6, 2025, 2:14 pm

##### Unclaimed/Being Returned to Sender

ARLINGTON, TX 76018  
December 31, 2024, 12:59 pm

##### Unclaimed/Being Returned to Sender

ARLINGTON, TX 76018  
December 31, 2024, 8:26 am

##### Reminder to Schedule Redelivery of your item

December 17, 2024

Feedback

# 2025-9151

**Notice Left (No Authorized Recipient Available)**

ARLINGTON, TX 76002  
December 12, 2024, 2:35 pm

**Departed USPS Regional Facility**

FORT WORTH TX DISTRIBUTION CENTER  
December 12, 2024, 12:06 am

**Arrived at USPS Regional Destination Facility**

FORT WORTH TX DISTRIBUTION CENTER  
December 11, 2024, 8:29 am

**Departed USPS Regional Facility**

AUSTIN TX DISTRIBUTION CENTER  
December 10, 2024, 8:48 am

**Arrived at USPS Regional Origin Facility**

AUSTIN TX DISTRIBUTION CENTER  
December 9, 2024, 11:05 pm

**Accepted at USPS Origin Facility**

AUSTIN, TX 78701  
December 9, 2024, 9:50 pm

**Pre-Shipment, USPS Awaiting Item**

December 9, 2024

**Hide Tracking History**

**What Do USPS Tracking Statuses Mean?** (<https://faq.usps.com/s/article/Where-is-my-package>)

**Text & Email Updates**



**Return Receipt Electronic**



**USPS Tracking Plus®**



**Product Information**



**See Less** ^





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: 12/09/2024

Shipped From:

Name: MC ENF D MORENO

Address: 1601 CONGRESS AVENUE SUITE 6 900

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 5539 54

Nancy/28625



Firm Mailing Book For Accountable Mail



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.

Name and Address of Sender

MC ENF D MORENO  
TEXAS DEPARTMENT OF INSURANCE  
1601 CONGRESS AVENUE, SUITE 6 900  
AUSTIN TX 78701

USPS Tracking/Article Number

1. 9214 8901 9403 8390 8174 71

Nancy/28625

Addressee (Name, Street, City, State, & ZIP Code™)

JUSTIN LAMONT COOPER  
[REDACTED]  
ARLINGTON, TX 76002

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
2.59	4.85	Handling Charge - if Registered and over \$50,000 in value				Adult Signature Required	Adult Signature Restricted Delivery	Restricted Delivery	Return Receipt	Signature Confirmation	Signature Confirmation Restricted Delivery	Special Handling



Total Number of Pieces Listed by Sender: 1

Postmaster (Signature of receiving employee)

Complete in Ink