

No. **2025-9176**

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

**Date: 03/06/2025**

**Subject Considered:**

Silverback, L.L.C.  
1701 River Run, Suite 902  
Fort Worth, Texas 76107-6553

Default Order  
TDI Enforcement File No. 36076

**General Remarks and Official Action Taken:**

This is a default order taken against Silverback, L.L.C. (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 25, 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, 1701 River Run, Suite 902, Fort Worth, Texas 76107-6553.
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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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 Silverback, L.L.C. is revoked.

It is also ordered that Silverback, L.L.C. cease and desist engaging in the business of a third-party administrator in Texas.

Signed by:  
  
FC5D7EDDFB4F8...

\_\_\_\_\_  
Cassie Brown  
Commissioner of Insurance

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Prepared and reviewed by:

A handwritten signature in black ink, appearing to read 'J. Harry', written in a cursive style.

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Jacob Harry, Staff Attorney  
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 Silverback, L.L.C. I have confirmed that:

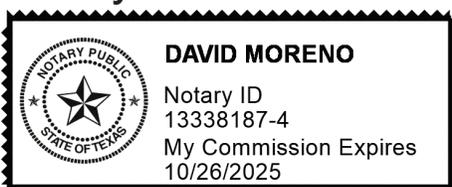
- a. The last mailing address provided to the department in writing by Silverback, L.L.C. is 1701 River Run, Suite 902, Fort Worth, Texas 76107-6553.
- b. The file maintained by Enforcement contains a Notice of Allegations dated November 25, 2024, which was sent to 1701 River Run, Suite 902, Fort Worth, Texas 76107-6553.
- c. On November 25, 2024, the Notice of Allegations addressed to Silverback, L.L.C. was mailed first-class and certified, return receipt requested, to their last known address.

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

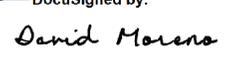
Signed by:  
  
 C674974AF1A2494...  
 Affiant

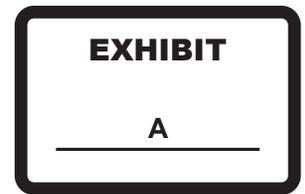
SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 2/6/2025. This notarial act was an online notarization.

**Notary Seal**



**Digital Certificate**

DocuSigned by:  
  
 455E4109E15D4CD...  
 Notary Public State of Texas



November 25, 2024

Silverback, L.L.C.  
1701 River Run Ste 902  
Fort Worth, Texas 76107-6553

Via CM/RRR: 9214 8901 9403 8389 4485 87

**TDI ENFORCEMENT CASE NO. 36076**  
**NOTICE OF ALLEGATIONS AGAINST SILVERBACK, L.L.C.**

The Texas Department of Insurance (TDI) seeks to take disciplinary action against Silverback, L.L.C. to revoke its certificate of authority to act as a third party administrator. This Notice states the allegations against Silverback, L.L.C 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:

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

## 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 November 10, 2010, TDI issued Silverback, L.L.C. third party administrator (TPA) certificate of authority no. 2988701.
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. Silverback, L.L.C. failed to file its annual reports and pay the associated \$200 filing fees for calendar years 2019-2023.

## Legal Allegations

1. Silverback, L.L.C. 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. Silverback, L.L.C. 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).
3. Silverback, L.L.C. has willfully violated an insurance law of this state, as contemplated by TEX. INS. CODE § 4151.301(1).

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Silverback, L.L.C.

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4. Silverback, L.L.C. 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,



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Jacob Harry  
State Bar No. 24137475  
Texas Department of Insurance  
Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 676-6361 (Direct)  
(512) 490-1020 (Fax)  
Jacob.Harry@tdi.texas.gov

cc: Leah Gillum, Deputy Commissioner, Fraud and Enforcement Division, MC: ENF  
Ginger Loeffler, Litigation Director, Enforcement, MC: ENF

**CERTIFICATE OF SERVICE**

I, Jacob Harry, certify that a true and correct copy of this *Notice of Allegations Against Silverback, L.L.C.* was sent by the following methods on this 25 day of November, 2024 to:

Silverback, L.L.C.  
1701 River Run Ste 902  
Fort Worth, Texas 76107-6553

*Via CM/RRR:* 9214 8901 9403 8389 4485 87

*Via First Class Mail*

*Via Email:*

eselander@silverbacktpa.com



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Jacob Harry

**EXHIBIT**  
          B          



**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: 11/25/2024  
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 2742 24



Jacob/36076

Firm Mailing Book For Accountable Mail



Name and Address of Sender		Check type of mail or service		Affix Stamp Here (for additional copies of this receipt). Postmark with Date of Receipt.														
MC ENF D MORENO TEXAS DEPARTMENT OF INSURANCE 1601 CONGRESS AVENUE, SUITE 6 900 AUSTIN TX 78701		<input type="checkbox"/> Adult Signature Required <input type="checkbox"/> Adult Signature Restricted Delivery <input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Collect on Delivery (COD) <input type="checkbox"/> Insured Mail <input type="checkbox"/> Priority Mail		<input type="checkbox"/> Priority Mail Express <input type="checkbox"/> Registered Mail <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Signature Confirmation <input type="checkbox"/> Signature Confirmation Restricted Delivery		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
USPS Tracking/Article Number  9214 8901 9403 8389 4485 87  Jacob/36076		Addressee (Name, Street, City, State, & ZIP Code™)  SILVERBACK, L.L.C. 1701 RIVER RUN STE 902 FORT WORTH, TEXAS 76107-6553		0.97	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	Total Number of Pieces Received at Post Office	1
Postmaster, Per (Name of receiving employee) [Signature]		Complete in Ink	

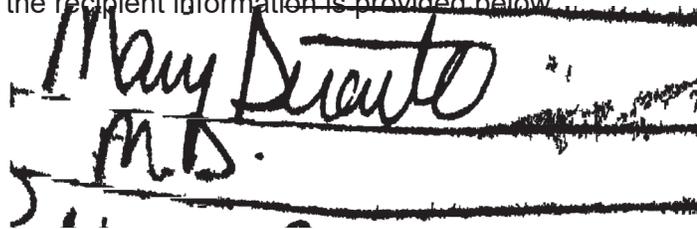


Date Produced: 12/11/2024

ConnectSuite Inc.:

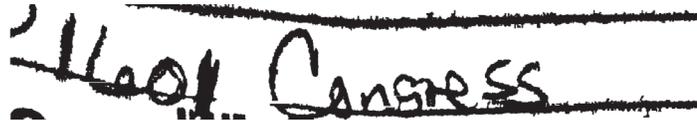
The following is the delivery information for Certified Mail™/RRE item number 9214 8901 9403 8389 4485 87. Our records indicate that this item was delivered on 12/10/2024 at 01:47 p.m. in AUSTIN, TX 78701. The scanned image of the recipient information is provided below.

Signature of Recipient :



May Deusto  
M.D.

Address of Recipient :



1100 Congress

Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,  
United States Postal Service

The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use.

This USPS proof of delivery is linked to the customers mail piece information on file as shown below:

SILVERBACK, L.L.C.  
1701 RIVER RUN STE 902  
FORT WORTH, TEXAS 76107-6553

Customer Reference Number: C5478730.33204391

Return Reference Number Jacob/36076