

No. 2025-9262

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

Date: 04/17/2025

Subject Considered:

Sydnee Jackson
Richmond, Texas 77407

Default Order
TDI Enforcement File No. 36282

General Remarks and Official Action Taken:

The subject of this default order is whether a General Lines Life, Accident, Health, and HMO license should be issued to Sydnee Jackson (Respondent). Respondent did not respond to a Notice of Allegations mailed by the Texas Department of Insurance (TDI). This order denies Respondent's license application.

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

Findings of Fact

Failure to Respond to Notice of Allegations

1. On February 27, 2025, TDI sent a Notice of Allegations, attached as Exhibit A, to Respondent.
2. TDI sent the Notice of Allegations to Respondent's last known address provided in writing to the department, [REDACTED], Richmond, Texas 77407.
3. Respondent received and waived an opportunity for a hearing because Respondent failed to send TDI a written response to the Notice of Allegations within 20 days after the date the Notice of Allegations was mailed.

2025-9262

Commissioner's Order
Sydnee Kirsten Jackson
Page 2 of 4

4. TDI'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 of insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051–82.055, 4001.002, 4005.101, 4005.102, and 4054.051; and TEX. GOV'T CODE §§ 2001.003(1) and 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.
3. TDI 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, 1.47, and 19.906.
4. Based on Respondent's failure to send TDI a written response to the Notice of Allegations, TDI is entitled to disposition by default under 28 TEX. ADMIN. CODE § 1.47.
5. Respondent failed to show compliance with the law.
6. TDI'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.

2025-9262

Commissioner's Order
Sydnee Kirsten Jackson
Page 3 of 4

Order

It is ordered that Sydnee Jackson'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:

FC5D7EDDFFB4F8...

Cassie Brown
Commissioner of Insurance

Prepared and reviewed by:



Priya Subramanian, Staff Attorney
Enforcement

Affidavit

STATE OF TEXAS §
 §
COUNTY OF TRAVIS §

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

"My name is David Moreno 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 Sydnee Jackson. I have confirmed that:

- a. The last mailing address provided to the department in writing by Sydnee Jackson is [REDACTED] Richmond, Texas 77407.
- b. The file maintained by Enforcement contains a Notice of Allegations dated February 27, 2025, which was sent to Sydnee Jackson.
- c. On February 27, 2025, the Notice of Allegations addressed to Sydnee Jackson was mailed certified, return receipt requested, to her last known address.

A copy of the certified mail log maintained by Enforcement is attached as Exhibit B.

Signed by:
David Moreno _____
F42C0EE290904F9...

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 3/26/2025. This notarial act was an online notarization.

Notary Seal



Digital Certificate

DocuSigned by:
Roxanne Rodriguez
C3FD016A04434A6...
Notary Public State of Texas

02/27/2025

Sydnee Kirsten Jackson

[REDACTED]

Richmond, TX 77407

Via CM/RRR No.9214 8901 9403 8302 8951 39

Via Email: [REDACTED]

TDI ENFORCEMENT CASE NO. 36282
NOTICE OF ALLEGATIONS AGAINST SYDNEE JACKSON

The Texas Department of Insurance (TDI) seeks to deny your license application. This Notice states the allegations against you 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:

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

Jurisdiction

The commissioner of insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051–82.055, 4001.002, 4005.101, 4005.102, and 4054.051.

Factual Allegations

1. Sydnee Kirsten Jackson (Jackson) applied for a General Lines Life, Accident, health, and HMO license on November 4, 2024.
2. TDI proposed to deny Jackson's license application on November 5, 2024, based on Jackson's misconduct while taking an insurance licensing exam.
3. Jackson first took the General Lines LAH examination administered by PearsonVUE on September 4, 2024, at an in-person exam facility, and failed.
4. Jackson took the General Lines LAH examination administered by PearsonVUE for a second time on September 6, 2024, at an in-person exam facility, and was reported to TDI by the exam administrator for unauthorized use of her personal mobile device during the exam. Proper protocol was not followed, and Jackson was allowed to complete the exam, which she failed.
5. Jackson took the General Lines LAH examination administered by PearsonVUE for the third time on September 10, 2024, at an in-person exam facility and received a passing score.

Legal Allegations

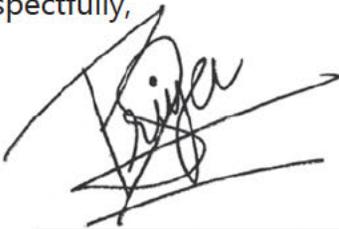
1. Jackson committed acts for which she may be disciplined under TEX. INS. CODE § 4005.101(b), including revocation of her license, as contemplated under TEX. INS. CODE § 82.051.
2. Jackson engaged in fraudulent or dishonest acts or practices as contemplated by TEX. INS. CODE § 4005.101(b)(5).

Relief Sought

TDI seeks the following relief:

1. denial of your license application;
2. 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,



Priya Subramanian
State Bar No. 24143443
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 676-6773 (Direct)
(512) 490-1020 (Fax)
Priya.subramanian@tdi.texas.gov

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

CERTIFICATE OF SERVICE

I, Priya Subramanian, certify that a true and correct copy of this *Notice of Allegations* was sent by the following methods on this 27th day of February, 2025 to:

Sydnee Kirsten Jackson



Richmond, TX 77407

Via CM/RRR No.9214 8901 9403 8302 8951 39

Via Email



A handwritten signature in black ink, appearing to read 'Priya', written over a horizontal line.

Priya Subramanian

2025-9262

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: 02/27/2025
Shipped From:
Name: MC ENF D MORENO
Address: 1601 CONGRESS AVENUE SUITE 6 900
City: AUSTIN
State: TX ZIP+4® 78701

Table with 2 columns: Type of Mail, Volume. Rows include Priority Mail Express®, Priority Mail®, First-Class Package Service®, Returns, International*, Other (1), and 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

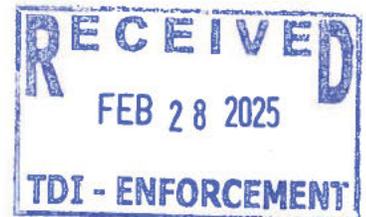
USPS EMPLOYEE: Please scan upon pickup or receipt of mail. Leave form with customer or in customer's mail receptacle.

USPS SCAN AT ACCEPTANCE



9275 0901 1935 6200 0059 4289 15

Priya/36282





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 8302 8951 39

Priya/36282

Addresssee (Name, Street, City, State, & ZIP Code™)
SYDNEE KIRSTEN JACKSON
[REDACTED]
RICHMOND, TX 77407

| 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 |
|---------|---------------------|-----------------|----------------------------|---------------|-------------------|---------|----------|--------|--------|--------|----------|--------|
| 0.97 | 4.85 | | | | | | | | 2.62 | | | |

Handling Charge - if Registered and over \$50,000 in value

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



Total Number of Pieces Listed by Sender: 1

Total Number of Pieces Received at Post Office: 1

Postmaster: Per (Name of receiving employee)
MC