

No. 2025-9327

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

Date: 6/9/2025

Subject Considered:

George Alexander Soto
Houston, Texas

Default Order
TDI Enforcement File No. 35357

General remarks and official action taken:

The subject of this default order is whether an adjuster all lines license should be issued to George Alexander Soto (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 April 30, 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] Houston, TX 77064.
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.

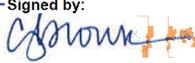
4. TDI's factual allegations set out in the attached Notice of Allegations are incorporated in this order as findings of fact.

Conclusions of Law

1. The commissioner has jurisdiction under Texas law, including TEX. INS. CODE §§ 82.051-82.055, 4001.002, 4001.102, 4001.105, 4005.101-4005.105, and 4101.051; TEX. OCC. CODE §§ 53.021-53.023; 28 TEX. ADMIN. CODE § 1.502; 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, 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. 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.

Order

It is ordered that George Alexander Soto'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:

FC5D7EDDFB4F8

Cassie Brown
Commissioner of Insurance

Prepared and reviewed by:

Nancy Williams

Nancy Williams, Staff Attorney
Enforcement

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 George Alexander Soto. I have confirmed that:

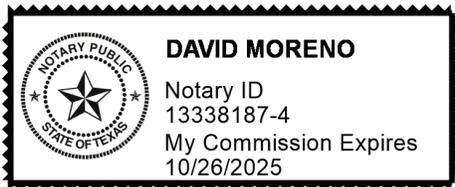
- a. The last mailing address provided to the department in writing by George Alexander Soto is [REDACTED], Houston, TX 77064.
- b. The file maintained by Enforcement contains a Notice of Allegations dated April 30, 2025, which was sent to George Alexander Soto.
- c. On April 30, 2025, the Notice of Allegations addressed to George Alexander Soto was mailed return receipt requested to his last known address.

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

Signed by:
Mary Ruiz
53E9F19FA9364E8...
ATTIANT

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 5/15/2025. This notarial act was an online notarization.

Notary Seal



Digital Certificate

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

2025-9327



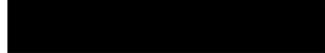
PO Box 12030 | Austin, TX 78711 | 800-578-4677 | tdi.texas.gov

EXHIBIT

A

April 30, 2025

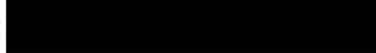
George Alexander Soto



Houston, TX 77064

Via CM/RRR No.:9214 8901 9403 8312 1512 70

Via Email:



**TDI ENFORCEMENT CASE NO. 35357
NOTICE OF ALLEGATIONS AGAINST GEORGE ALEXANDER SOTO**

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:

Nancy Williams, Staff Attorney
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 490-1020 (Fax)
nancy.williams@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, 4101.051; TEX. GOV'T CODE §§ 2001.003(1) and 2001.051–2001.178; TEX. OCC. CODE §§ 53.021–53.023; and 28 TEX. ADMIN. CODE § 1.502.

Factual Allegations

1. George Alexander Soto (Soto), individual identification number 2934255, applied for an adjuster all lines license with TDI on April 29, 2024.
2. In his application, Soto disclosed that he had a history of both misdemeanor and felony criminal activity.

Criminal History

3. Soto's misdemeanor activity includes pleading guilty to the following crimes in Harris County, Texas: terroristic threat in 1997, possession of a controlled substance with intent to distribute in 2001, and theft in 2012. All of these resulted in Soto being placed on deferred adjudication pursuant to his plea agreement, and were subsequently dismissed.¹
4. On July 10, 2017, Soto was convicted of possession of a controlled substance with intent to deliver, a first degree felony offense, in case number 1511243, in the 179th District Court of Harris County, Texas. Soto was sentenced to 15 years incarceration in the Texas Department of Corrections (TDC) beginning August 6, 2017.
5. On June 14, 2021, Soto was released from TDC confinement on parole.
6. Soto is scheduled to be released from parole by August 5, 2032.

Legal Allegations

1. Soto has been convicted of a felony, an act for which his license application may be denied under TEX. INS. CODE § 4005.101(b)(8).

¹ Soto's deferred crimes are not included in the enumerated offenses referred to in TEX. OCC. CODE § 53.021(d)(1)(A) and are beyond the 5-year limit referred to in TEX. OCC. CODE § 53.021(d)(1)(B).

2. Soto committed a crime for which a license may be denied under TEX. OCC. CODE § 53.021.
3. Soto has been convicted of an offense that directly relates to the duties and responsibilities of a licensed adjuster, as contemplated in TEX. OCC. CODE § 53.021(a)(1).
4. TDI guidelines under 28 TEX. OCC. CODE § 1.502(d-f), established pursuant to TEX. OCC. CODE § 53.025, emphasize that TDI:
 - a. may deny an application for licensure if the department determines that the applicant has been convicted of a crime that directly relates to the duties and responsibilities of the occupation;
 - b. considers the offense of possession of a controlled substance with the intent to deliver to be of such a serious nature that it is of prime importance when determining fitness for licensure, as indicated in 28 TEX. OCC. CODE § 1.502(f)(4)(T).

Relief Sought

TDI seeks the following relief:

1. denial of your license application, and
2. the 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,



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)

2025-9327

Notice of Allegations
George Alexander Soto
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(512) 490-1020 (Fax)
nancy.williams@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, Nancy Williams, certify that a true and correct copy of this *Notice of Allegations Against George Alexander Soto* was sent by the following methods on April 30, 2025, to:

George Alexander Soto
[REDACTED]
Houston, TX 77064

Via CM/RRR No.: 9214 8901 9403 8312 1512 70
Via Email: [REDACTED]



Nancy Williams

Shipment Co 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: 04/30/2025
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 0061 0775 38

Nancy/35357



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

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

USPS Tracking/Article Number

1. 9214 8901 9403 8312 1512 70

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

GEORGE ALEXANDER SOTO
[REDACTED]
HOUSTON, TX 77064

Nancy/35357

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	Handling Charge - If Registered and over \$50,000 in value							2.62			
						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 Office: 1

Postmaster, Per (Name of receiving employee): *[Signature]*

Complete in Ink