

No. 2025-9382

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

**Date:** 07/02/2025

**Subject Considered:**

Analy Terrazas  
Austin, Texas 78760

Default Order  
SOAH Docket No. 454-25-11819.C  
TDI Enforcement File No. 31974

**General remarks and official action taken:**

The subject of this default order is whether a limited lines agent license should be issued to Analy Terrazas (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 February 11, 2025, the Texas Department of Insurance (TDI) filed a Notice of Hearing, together with a previously filed Original Petition and Scheduling Order, with the State Office of Administrative Hearings, and which attached documents were admitted as Exhibit 2 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, Original Petition, and Scheduling Order together to Respondent's last known address provided in writing to the department, PO Box 17068, Austin, Texas 78760. The Notice of Hearing, Original

# 2025-9382

Commissioner's Order

Analy Terrazas

SOAH Docket No. 454-25-11819.C

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Petition, and Scheduling Order were also sent by electronic mail and to an additional address associated with Respondent: [REDACTED], San Antonio, Texas 78207.

4. After being properly served the notice of the date, time and location of the hearing on the merits, Respondent failed to appear for the hearing on April 17, 2025, and the State Office of Administrative Hearings (SOAH) has remanded this matter to the commissioner for informal disposition by default, as shown in the record in SOAH Docket No. 454-25-11819.C.

## 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, 4051.101, and 4101.051; TEX. OCC. CODE §§ 53.021-53.023; 28 TEX. ADMIN. CODE § 1.502; and TEX. GOV'T CODE §§ 2001.051-2001.178.
2. Based on Respondent's failure to appear in person or by legal representative at the hearing, the commissioner has authority to informally dispose of this case by default under TEX. GOV'T CODE §§ 2001.056(4) and 2001.058(d-1), and TEX. INS. CODE § 82.055.
3. The department provided proper notice of the hearing under TEX. GOV'T CODE §§ 2001.051, 2001.052, and 2001.054; TEX. INS. CODE § 4001.252(a)(1); and, 28 TEX. ADMIN. CODE §§ 1.28 and 19.906.
4. The department's factual and legal allegations set out in the attached Notice of Hearing and Original Petition are incorporated in this order and were deemed admitted as true by SOAH under 1 TEX. ADMIN. CODE § 155.501(d)(1).

# 2025-9382

Commissioner's Order

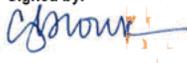
Analy Terrazas

SOAH Docket No. 454-25-11819.C

Page 3 of 5

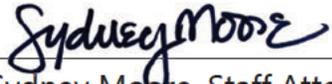
## Order

It is ordered that Analy Terrazas'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 

Cassie Brown  
Commissioner of Insurance

Prepared and reviewed by:

  
Sydney Moore, Staff Attorney  
Enforcement

**Affidavit**

**STATE OF TEXAS** §

§

**COUNTY OF TRAVIS** §

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

"My name is Daniel Mireles 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 Analy Terrazas. I have confirmed that:

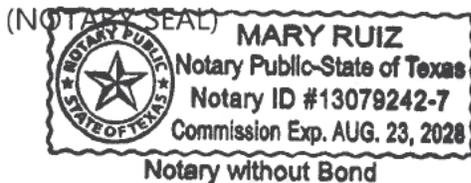
- a. The last mailing address provided to the department in writing by Analy Terrazas is PO Box 17068, Austin, Texas 78760.
- b. The file maintained by Enforcement contains a Notice of Hearing, dated February 11, 2025, and an Original Petition dated February 6, 2025, which were filed together with the State Office of Administrative Hearings on February 11, 2025.
- c. On February 11, 2025, the Notice of Hearing, Original Petition, and Scheduling Order, were addressed to Analy Terrazas and mailed first-class and certified, return receipt requested, to her last known address and an additional address: [REDACTED] San Antonio, Texas 78207.

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

*Daniel Mireles*

Affiant

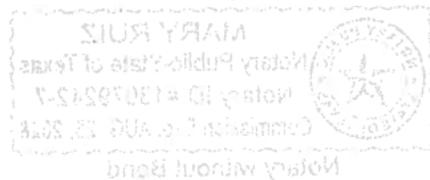
SWORN TO AND SUBSCRIBED before me on June 6, 2025.



*Mary Ruiz*  
Signature of Notary Public

Commissioner's Order  
Analy Terrazas  
SOAH Docket No. 454-25-11819.C  
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Mary Ruiz  
Printed Name of Notary Public



**SOAH DOCKET NO. 454-25-11819.C  
TDI ENFORCEMENT FILE NO. 31974**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**ANALY TERRAZAS,**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

# **TDI Exhibit 2**

**2025-9382**

ACCEPTED  
454-25-11819  
2/11/2025 10:40:48 am  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Kevin Garza, CLERK

TDI 052

FILED  
454-25-11819  
2/11/2025 10:39 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Kevin Garza, CLERK

**SOAH DOCKET NO. 454-25-11819.C**  
**TDI ENFORCEMENT FILE NO. 31974**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**ANALY TERRAZAS,**

**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 **Thursday, April 17, 2025, at 9:00 a.m.** The hearing will take place via videoconference using a videoconference platform controlled by the State Office of Administrative Hearings (SOAH), unless otherwise ordered to proceed in another manner by the Administrative Law Judge. The attached SOAH scheduling order includes the hyperlink and telephone contact information to attend the videoconference hearing.

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 SOAH 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.**

Notice of Hearing

Analy Terrazas

SOAH Docket No. 454-25-11819.C

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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)*  
Sydney Moore, Staff Attorney  
Texas Department of Insurance

Notice of Hearing

Analy Terrazas

SOAH Docket No. 454-25-11819.C

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Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 490-1020 (Fax)  
Sydney.moore@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.

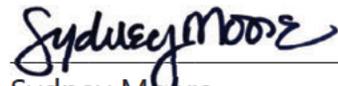
### **Important Security Notice** (for In-Person Hearings ONLY)

**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.**

Notice of Hearing  
Analy Terrazas  
SOAH Docket No. 454-25-11819.C  
Page 4 of 5

If you have any questions, please contact me at the address or telephone number shown below.

Respectfully Submitted,



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Sydney Moore  
State Bar No. 24056052  
Texas Department of Insurance  
Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 676-6339 (Direct)  
(512) 490-1020 (Fax)  
Sydney.moore@tdi.texas.gov

ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE

Enclosures: Original Petition and SOAH Scheduling Order

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, Sydney Moore, certify that a true and correct copy of the *Notice of Hearing, the Original Petition, and the SOAH Scheduling Order* were sent by the following methods shown, on this 11th day of February, 2025 to:

Analy Terrazas  
PO Box 17068  
Austin, TX 78760

Via CM/RRR No.: 9214 8901 9403 8300 4351 53

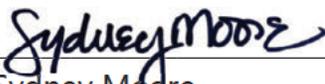
Via First Class Mail

Via Email: [REDACTED]

and [REDACTED]

Analy Terrazas  
[REDACTED]  
San Antonio, Texas 78207

*Respondent Pro Se*

  
\_\_\_\_\_  
Sydney Moore

FILED  
454-25-11819  
2/6/2025 11:07 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Matilda Salas, CLERK

**2025-9382**

SOAH DOCKET No. 454-25-11819

ACCEPTED  
454-25-11819 TDI 057  
2/6/2025 2:25:30 pm  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Matilda Salas, CLERK

**SOAH DOCKET NO. 454-\_\_\_\_\_**  
**TDI ENFORCEMENT FILE NO. 31974**

**TEXAS DEPARTMENT OF INSURANCE,**

**BEFORE THE STATE OFFICE**

**Petitioner**

**v.**

**OF**

**ANALY TERRAZAS,**

**ADMINISTRATIVE HEARINGS**

**Respondent**

**ORIGINAL PETITION**

The Texas Department of Insurance (TDI) seeks to deny Analy Terrazas' license application. In support of this petition, TDI 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, and 4051.101; TEX. OCC. CODE §§ 53.021-53.023; 28 TEX. ADMIN. CODE § 1.502;<sup>1</sup> and TEX. GOV'T CODE §§ 2001.051-2001.178.

**Factual Allegations**

License Application

1. On February 17, 2023, Analy Terrazas (Terrazas), individual identification number 2304051, applied for a limited lines agent license to be issued by TDI.
2. On April 11, 2023, TDI proposed to deny Terrazas' license application based on her criminal history. Terrazas appealed that decision and made a written request for hearing on April 19, 2023.

Criminal History

<sup>1</sup> All references to 28 TEX. ADMIN. CODE § 1.502 herein, are to the version of that rule pre-dating amendments adopted in Order 2023-8185, effective on and after September 26, 2023.

3. On March 14, 2010, Terrazas committed the felony offense of Conspiracy to Transport Undocumented Aliens in violation of 8 U.S.C. §§ 1324(a)(1)(A)(ii), 1324(a)(1)(A)(v)(I), and 1324(a)(1)(B)(i).
4. On September 1, 2020, Terrazas pleaded guilty to the offense of Conspiracy to Transport Undocumented Aliens in Case No. 2:20CR00778-002 filed in the United States District Court, Southern District of Texas, Corpus Christi Division. On December 9, 2020, Terrazas was convicted and sentenced to probation for a term of one year, including location monitoring, mental health treatment, substance abuse treatment and testing, and community service.
5. On November 19, 2021, a petition was filed alleging that Terrazas failed to abide by the drug and mental health treatment program's rules and regulations, failed to follow instructions of the probation officer, and failed to notify the probation officer of change of residence. The allegations were found to be true, and Terrazas' probation was revoked on January 26, 2022. Terrazas was sentenced to serve 42 days incarceration followed by one year of supervised release supervision.
6. On April 26, 2022, a petition was filed alleging Terrazas failed to abide by the drug and mental health treatment program's rules and regulations and failed to notify the probation officer of change of residence. The allegations were found to be true and Terrazas' supervised release was revoked on August 24, 2022. Terrazas was sentenced to 65 days incarceration followed by one year of supervised release.
7. Terrazas was on supervised release at the time she submitted her license application to TDI.
8. Terrazas completed her supervised release on August 23, 2023.

### **Legal Allegations**

1. Terrazas has been convicted of a felony as contemplated by TEX. INS. CODE § 4005.101(b)(8), 28 TEX. ADMIN. CODE § 1.502 and TEX. OCC. CODE §§ 53.021-53.023.
2. Terrazas has been convicted of an offense that is of prime importance to TDI in licensing decisions and that directly relates to the duties and responsibilities of the licensed occupation, as contemplated in TEX. OCC. CODE § 53.021, 28 TEX. ADMIN.

CODE § 1.502(d) and (e)(1), and Commissioner's Order Nos. 2024-9009 and 2025-9081.

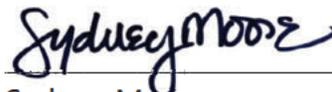
3. Terrazas has been convicted of a criminal felony involving dishonesty or a breach of trust, as contemplated by 18 U.S.C. § 1033.
4. Terrazas has not obtained the written consent of the commissioner of insurance to engage in the business of insurance following her conviction for a criminal felony involving dishonesty or a breach of trust, as contemplated in 18 U.S.C. § 1033.

### **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 Terrazas' license application, and
2. imposing 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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Sydney Moore  
State Bar No. 24056052  
Texas Department of Insurance  
Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 676-6339 (Direct)  
(512) 490-1020 (Fax)  
Sydney.moore@tdi.texas.gov

ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE

**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 Sydney Moore  
Bar No. 24056052  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 97058763  
Filing Code Description: Request to Docket  
Filing Description: Terrazas Request to Docket  
Status as of 2/6/2025 2:30 PM CST

Case Contacts

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	2/6/2025 11:07:55 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	2/6/2025 11:07:55 AM	SENT
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	2/6/2025 11:07:55 AM	SENT
Sydney Moore		Sydney.Moore@tdi.texas.gov	2/6/2025 11:07:55 AM	SENT
Analy Terrazas		[REDACTED]	2/6/2025 11:07:55 AM	SENT
Analy Terrazas		[REDACTED]	2/6/2025 11:07:55 AM	ERROR

SOAH Docket No. 454-25-11819

Suffix: C

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**BEFORE THE  
STATE OFFICE OF ADMINISTRATIVE  
HEARINGS**

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**TEXAS DEPARTMENT OF INSURANCE,  
PETITIONER  
V.  
ANALY TERRAZAS,  
RESPONDENT**

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**INITIAL ORDER SETTING HEARING ON THE MERITS  
AND PROCEDURAL REQUIREMENTS**

1. **Case Referred.** This case has been docketed at the State Office of Administrative Hearings (SOAH) and assigned to the undersigned Administrative Law Judge (ALJ). The parties are encouraged to visit SOAH's website at [www.soah.texas.gov](http://www.soah.texas.gov) for information about hearings, including a link to SOAH's procedural rules, which govern this case.
2. **Hearing.** A hearing will be held at **9:00 AM (CT) on April 17, 2025**, remotely via Zoom videoconference. 1 Tex. Admin. Code § 155.405(c). If a court reporter is retained in this case, the transcript will be the official record of the proceeding. If no court reporter is retained, 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:

Join by computer or smart device

Join by telephone (audio only)

Go to the zoom website-  
<https://soah-texas.zoomgov.com>  
 and enter the following:

Call +1 669 254 5252, and then enter  
 the Meeting ID and Password listed  
 below:

**Meeting ID:** 160 001 5308  
**Passcode:** TDC589

**Meeting ID:** 160 001 5308  
**Passcode:** 821371

3. **Notice.** Staff for the Texas Department of Insurance must issue a notice of hearing. Tex. Gov't Code §§ 2001.051-.052.
4. **Court Reporter.** A court reporter may be retained in this case.<sup>1</sup>
  - If a party retains a court reporter in this case, the party retaining the court reporter will be responsible for providing instructions to the court reporter regarding how to access the Zoom hearing. That party shall also inform all other parties of the court reporter's contact information **at least seven days** prior to the date of the hearing.
  - The parties shall provide the court reporter with copies of their exhibits lists, witness lists, and proposed exhibits prior to the hearing in a manner approved by the court reporter.
5. **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.

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<sup>1</sup> See 1 Tex. Admin. Code § 155.423.

**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](#).<sup>2</sup>

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

- Send your exhibit list, exhibits, and witness list to the other parties.

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<sup>2</sup> <https://www.soah.texas.gov/kiteworks-secure-file-sharing>.

- 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).
6. **AFTER THE HEARING, Submit Admitted Exhibits.**
- a. **If a court reporter is retained, no later than the second business day following conclusion of the hearing**, the parties shall confirm with the court reporter and ensure that a final, record set of exhibits is submitted in electronic format to the court reporter, which contains all exhibits that were admitted as evidence or accompanied by an offer of proof, unless otherwise ordered by the ALJ. 1 Tex. Admin. Code § 155.101(b)(1)(G)(iii).
  - b. **If no court reporter, no later than the first business day following conclusion of the hearing**, the parties shall 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). At the conclusion of the hearing, the ALJ will confirm on the record the admitted exhibits that are required to be filed.
  - c. The ALJ may answer any procedural questions regarding this requirement.
7. **eFile by Attorneys and Agencies.** 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.
8. **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](#).<sup>3</sup>

9. **eFile by Attorneys and Agencies.** 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.
10. **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.** A self-represented litigant may electronically file as described in Section 7 above. 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.

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<sup>3</sup> <https://www.soah.texas.gov/general-order-relating-submission-exhibits>.

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

**Signed February 11, 2025**

ALJ Signature(s):

A handwritten signature in black ink, appearing to read "B McCabe", written over a horizontal line.

Brent McCabe,

Presiding Administrative Law Judge

**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 Sydney Moore  
 Bar No. 24056052  
 Enforcementgeneral@tdi.texas.gov  
 Envelope ID: 97225544  
 Filing Code Description: Notice of Hearing  
 Filing Description: NOH\_OP\_OR  
 Status as of 2/11/2025 10:41 AM CST

Associated Case Party: chief clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	2/11/2025 10:39:34 AM	SENT

Associated Case Party: TDI

Name	BarNumber	Email	TimestampSubmitted	Status
Sydney Moore		Sydney.Moore@tdi.texas.gov	2/11/2025 10:39:34 AM	SENT
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	2/11/2025 10:39:34 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	2/11/2025 10:39:34 AM	SENT
Leah Gillum		Leah.Gillum@tdi.texas.gov	2/11/2025 10:39:34 AM	SENT
Jodie Delgado		jodie.delgado@tdi.texas.gov	2/11/2025 10:39:34 AM	SENT

Associated Case Party: AnalyTerrazas

Name	BarNumber	Email	TimestampSubmitted	Status
Analy Terrazas		[REDACTED]	2/11/2025 10:39:34 AM	SENT
Analy Terrazas		[REDACTED]	2/11/2025 10:39:34 AM	ERROR



2025-9382



# 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: 02/11/2025

Shipped From:

Name: ENF M RUIZ

Address: 1601 CONGRESS AVENUE

City: AUSTIN

State: TX ZIP+4® 78701

**EXHIBIT**  
  
      
**B**  
  
    

Type of Mail	Volume
Priority Mail Express®	
Priority Mail®	
First-Class Package Service®	
Returns	
International*	
Other	2
Total	2

\*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

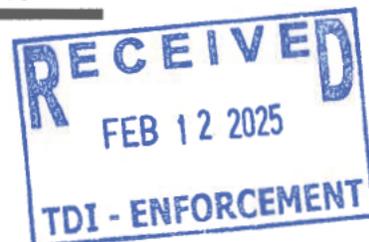
USPS EMPLOYEE: Please scan upon pickup or receipt of mail.  
Leave form with customer or in customer's mail receptacle.

USPS SCAN AT ACCEPTANCE



9275 0901 1935 6200 0058 9889 46

MOORE/31974





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

USPS Tracking/Article Number

- 9214 8901 9403 8300 4351 53  
 ANALY TERRAZAS  
 PO BOX 17068  
 AUSTIN, TX 78760
- MOORE/31974  
 9214 8901 9403 8300 4352 69  
 ANALY TERRAZAS  
 [REDACTED]  
 SAN ANTONIO, TEXAS 78207

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

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

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			
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



Postmaster, Def (Name of receiving employee)

Total Number of Pieces Listed by Sender: 2  
 Total Number of Pieces Received at Post Office: 2