

No. 2025-9466

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

Date: 08/11/2025

Subject Considered:

Texas Department of Insurance

v.

Debra Diana Washington

SOAH Docket No. 454-24-23242.C

Order Extending the Time Frame to File Motion for Rehearing

General Remarks and Official Action Taken:

The subject of this order is the motion to extend the time frame to file motion for rehearing submitted by Debra Diana Washington. This order grants Ms. Washington's request and extends the time frame to file a motion for rehearing in the matter to the 25th day following the issuance of this order.

Background

On July 11, 2025, the Texas Department of Insurance (TDI) issued Commissioner's Order No. 2025-9410. The order adopts findings of fact and conclusions of law proposed by a State Office of Administrative Hearings administrative law judge and it revokes Ms. Washington's adjuster license and requires her to pay restitution in the amount of \$22,901.52 to Homesite Insurance Company. On August 7, 2025, TDI received Ms. Washington's motion to extend the time frame to file a motion for rehearing.

In support of her request to extend the time frame to file a motion for rehearing, Ms. Washington said that Order No. 2025-9410 was mailed to an address in York, Pennsylvania, rather than her address in Cedar Falls, Texas, and that she never received a hard copy of the order and only learned of the revocation of her license and the order to pay restitution through email. Ms. Washington said this confused her and prevented her from filing a timely motion for rehearing.

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TDI staff have confirmed that due to a clerical error Order No. 2025-9410 was sent via certified mail to [REDACTED] York, PA 17408, but that instead it should have been mailed to [REDACTED], Cedar Hill, Texas 75104-7319. United States Postal Service tracking information shows that the letter containing the order was not delivered and is being returned to TDI.

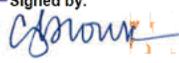
Discussion

Under Government Code §2001.146(e), an agency may extend the time frame to file a motion for rehearing on its own initiative or on request of a party for cause. TDI accepts the reason provided by Ms. Washington and agrees to extend the deadline to file a motion for rehearing.

The time for filing a motion for rehearing should be extended to 25 days from the date of this order, to place Ms. Washington a similar position to what she would have been in if Order No. 2025-9410 had been sent to the correct address.

Order

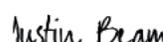
It is ordered that the deadline to file a motion for rehearing for Commissioner's Order No. 2025-9410 is extended, and any motion for rehearing must be filed no later than the 25th day following the issuance of this order.

Signed by:

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Cassie Brown
Commissioner of Insurance

Recommended and reviewed by:

Signed by:

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Jessica Barta, General Counsel

Signed by:

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Justin Beam, Chief Clerk