

No. 2025-9558

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

Date: 10/23/2025

Subject Considered:

Brittaney S. Robinson
Dallas, Texas

Default Order
SOAH Docket No. 454-25-15728.C
TDI Enforcement File No. 35180

General remarks and official action taken:

The subject of this default order is whether an insurance adjuster license should be issued to Brittaney S. Robinson (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 March 28, 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 1 at the hearing on the merits.
2. TDI's factual allegations set out in the attached Notice of Hearing and Original Petition are incorporated in this order as findings of fact.
3. TDI sent the Notice of Hearing, Original Petition, and Scheduling Order together to one of the Respondent's last known addresses provided in writing to the

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department, [REDACTED], Addison, TX 75001. The Notice of Hearing, Original Petition, and Scheduling Order were also sent by electronic mail.

4. 28 TEX. ADMIN. CODE § 155.501(b)(3) requires that the notice of hearing and any pleadings sought to be admitted were: (A) issued or received by the defaulting party; or (B) properly served to the defaulting party or their attorney.
5. At the hearing, Respondent stated that she did not receive the Notice of Hearing, Original Petition, and Scheduling Order at her Addison, Texas, address, but did receive it via electronic mail. TDI has updated its records to reflect Respondent's current address at [REDACTED], Dallas, TX 75232-3822.
6. The case was originally scheduled for hearing on June 24, 2025. On June 19, 2025, the Respondent requested a continuance. TDI filed its Agreed Motion for Continuance on June 20, 2025. The Administrative Law Judge (ALJ) granted the Respondent's first request for a continuance and reset the hearing for July 24, 2025.
7. At the inception of the July 24, 2025, hearing, the Respondent requested a second continuance. The Respondent testified that she received the Notice of Hearing, Original Petition, and Scheduling Order by email.¹ The ALJ issued an order sent by the State Office of Administrative Hearings (SOAH) to two of her email addresses.² The ALJ granted the Respondent's second request for a continuance and reset the hearing for September 11, 2025.
8. After being properly served the notice of the date, time, and location of the hearing resetting, Respondent failed to appear for the hearing on September 11, 2025.

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 §§ 2001.051-2001.178.
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

¹ July 24, 2025, Transcript p. 5, Lines 8-10.

² *Id.* p. 7, Lines 4-6.

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default under TEX. GOV'T CODE §§ 2001.056(4) and 2001.058(d-1), and TEX. INS. CODE § 82.055.

3. TDI 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. TDI'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).

Order

It is ordered that Brittaney S. Robinson'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:

/s/ Jeannie Ricketts

Jeannie Ricketts, Staff Attorney
Enforcement

Commissioner's Order
Brittaney S. Robinson
SOAH Docket No. 454-25-15728.C
Page 4 of 4

Affidavit

STATE OF TEXAS §
 §
COUNTY OF TRAVIS §

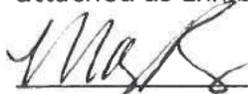
Before me, the undersigned authority, personally appeared Mary Ruiz, who, being by me duly sworn, deposed as follows:

"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 Brittaney S. Robinson. I have confirmed that:

- a. One of the last known mailing addresses provided to the department in writing by Brittaney S. Robison was [REDACTED] Addison, TX 75001.
- b. The file maintained by Enforcement contains a Notice of Hearing, dated March 28, 2025, and an Original Petition dated March 27, 2025, which were filed together with the State Office of Administrative Hearings on March 28, 2025.
- c. On March 28, 2025, the Notice of Hearing, Original Petition, and Scheduling Order, were addressed to Brittaney S. Robinson and mailed first-class and certified, return receipt requested, to one of her last known addresses and to her email address.

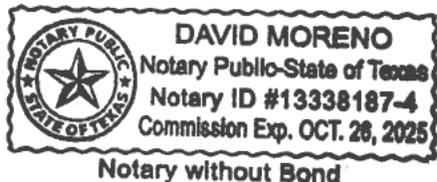
Copies of the first-class mail log and certified mail log maintained by Enforcement are attached as Exhibit A and Exhibit B, respectively."

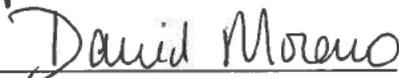


Affiant

SWORN TO AND SUBSCRIBED before me on September 29, 2025.

(NOTARY SEAL)





Signature of Notary Public

David Moreno

Printed Name of Notary Public

FILED
454-25-15728 **2025-9558**

3/28/2025 9:01 AM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Jessica Rodriguez, CLERK

ACCEPTED
454-25-15728
3/28/2025 9:05:07 am
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Jessica Rodriguez, CLERK

SOAH DOCKET NO. 454-25-15728.C
TDI ENFORCEMENT FILE NO. 35180

TEXAS DEPARTMENT OF INSURANCE,

BEFORE THE STATE OFFICE

Petitioner

v.

OF

BRITTANEY S. ROBINSON,

ADMINISTRATIVE HEARINGS

Respondent

FILED
454-25-15728
9/11/2025 9:56 AM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Kevin Garza, CLERK

ACCEPTED
454-25-15728
9/11/2025 10:10:26 am
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Kevin Garza, CLERK

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 **Tuesday, June 24, 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, 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.



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Notice of Hearing

Brittany S. Robinson

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IF YOU FAIL TO FILE A WRITTEN RESPONSE, THE SCHEDULED HEARING CAN BE CANCELED 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
- (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; and
- (3) *(by mail, fax, or email)*
Jeannie Ricketts, Staff Attorney
Texas Department of Insurance
Enforcement, MC ENF

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Notice of Hearing
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P.O. Box 12030
Austin, Texas 78711-2030
(512) 490-1020 (Fax)
Jeannie.Ricketts@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.

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.

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

Respectfully Submitted,

/s/ Jeannie Ricketts

Jeannie Ricketts
State Bar No. 24041774
Texas Department of Insurance
Enforcement, MC ENF

2025-9558

Notice of Hearing
Brittany S. Robinson
SOAH Docket No. 454-25-15728.C
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P.O. Box 12030
Austin, Texas 78711-2030
(512) 676-6336 (Direct)
(512) 490-1020 (Fax)
Jeannie.Ricketts@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, Jeannie Ricketts, 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 28th day of March 2025 to:

Brittany S. Robison

Addison, TX 75001

Respondent Pro Se

Via CM/RRR No.:

9214 8901 9403 8307 4082 42

Via First Class Mail

Via Email:

/s/ Jeannie Ricketts

Jeannie Ricketts

FILED **2025-9558**
454-25-15728
3/27/2025 2:40 PM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Jessica Rodriguez, CLERK

SOAH Docket No. 454-25-15728

ACCEPTED
454-25-15728
3/27/2025 4:20:45 pm
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Jessica Rodriguez, CLERK

SOAH DOCKET NO. 454-_____
TDI ENFORCEMENT FILE NO. 35180

TEXAS DEPARTMENT OF INSURANCE,

BEFORE THE STATE OFFICE

Petitioner

v.

OF

BRITTANEY S ROBINSON,

ADMINISTRATIVE HEARINGS

Respondent

ORIGINAL PETITION

The Texas Department of Insurance (TDI) seeks to deny Brittany S. Robinson’s 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, 101.102, 4001.002, 4001.101, 4005.101, 4005.102, 4101.051; TEX. OCC. CODE §§ 53.021-53.023; 28 TEX. ADMIN. CODE § 1.502; and TEX. GOV’T CODE §§ 2001.051-2001.178.

Factual Allegations

License Application:

1. On February 21, 2024, Brittany S. Robinson (Robinson) applied for an insurance adjuster license and disclosed a criminal history.
2. On the same day, TDI requested that Robinson provide a complete copy of her court records and rehabilitation information. She provided some, but not all of her court records.
3. On June 17, 2024, TDI proposed to deny Robinson’s license. She requested a hearing on July 15, 2024.

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Original Petition
Brittaney S Robinson
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Criminal History:

1. On September 26, 2018, Robinson was arrested by the Frisco Police Department and charged with the State Jail Felony offense of Fraudulent Use/Possession of Identifying Information Number of Items Less Than Five, under TEX. PEN. CODE § 32.51(c)(1) which occurred on July 12, 2018.
2. On November 12, 2018, in Case No. 296-83957, a Collin County grand jury indicted Robinson. The indictment states she used victim EP's name, date of birth, and driver's license number in her attempt to open a department store line of credit.
3. On May 10, 2019, in the 296th District Court of Collin County, Robinson pleaded guilty to the offense. On the same day, the court sentenced her to two years deferred adjudication, and ordered her to pay a \$500 fine, \$314 in court costs, and complete 45 hours community service at the rate of 10 hours per month. The court also ordered anti-theft measures, including no entry into the department store.
4. On February 10, 2021, the court ordered Robinson's supervision to be extended by six months until September 25, 2021.
5. On or about November 5, 2021, the court issued an order discharging Robinson from deferred adjudication and community supervision and dismissing her case.
6. Robinson's resume states she has been employed by State Farm Insurance Company as a claims adjuster since November 2021. Robinson's personal email address includes the term "adjuster" after her last name. TDI records show no current TDI license for Robinson.
7. TEX. INS. CODE § 101.102 and § 4001.101 prohibit persons who do not hold an insurance license or other authorization issued by the TDI, from directly or indirectly performing acts that constitute the *business of insurance*, as defined in TEX. INS. CODE § 101.051.

Legal Allegations

1. Robinson committed an act for which a license may be denied, as contemplated by TEX. OCC. CODE §§ 53.021 – 53.023 and 28 TEX. ADMIN. CODE § 1.502.

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Original Petition
Brittaney S Robinson
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2. Robinson engaged in fraudulent or dishonest acts or practices, as contemplated by TEX. INS. CODE § 4005.101(b)(5).
3. Robinson committed a felony that directly relates to the business of insurance, as contemplated in TEX. OCC. CODE §§ 53.021-53.023 and 28 TEX. ADMIN. CODE § 1.502(d)(1).
4. Robinson may be considered to have been convicted of the State Jail Felony Offense of Fraudulent Use/Possession of Identifying Information No. of Items Less Than Five under TEX. PEN. CODE § 32.51(c)(1) referred to in 28 TEX. ADMIN. CODE § 1.502(f)(2)(A) that directly relates to the duties and responsibilities of the licensed occupation under TEX. OCC. CODE § 53.021(a)(1) and (d)(1)(B)(i) because she completed her supervision less than five years before the date she applied for a license.
5. TDI guidelines and 28 TEX. ADMIN. CODE § 1.502(c)-(f), emphasize that TDI:
 - a. considers it very important that applicants be honest, trustworthy, and reliable;
 - b. may refuse to issue an original license if TDI determines that the applicant has committed a felony or misdemeanor, or has engaged in fraudulent or dishonest activity that directly relates to the duties and responsibilities of the licensed occupation; and
 - c. considers the offense Fraudulent Use/Possession of Identifying Information No. of Items Less Than Five to be of such a serious nature that it is of prime importance when determining fitness for licensure, as 28 TEX. ADMIN. CODE § 1.502(f)(1) and (f)(2)(A) contemplate.
6. The factors referred to in 28 TEX. ADMIN. CODE § 1.502(g), listed in TEX. OCC. CODE §§ 53.022(1)-(5) and 53.023(a)(1)-(7), do not outweigh the serious nature of Robinson's criminal offense, as 28 TEX. ADMIN. CODE § 1.502(f) contemplates.
7. Robinson acted as an insurance agent without holding a license, as prohibited by TEX. INS. CODE §§ 101.102 and 4001.101.

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 Robinson's license application;
2. prohibiting Robinson from performing the acts of an insurance agent without a license; and
3. 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,

/s/ Jeannie Ricketts

Jeannie Ricketts
State Bar No. 24041774
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 676-6336 (Direct)
(512) 490-1020 (Fax)
jeannie.ricketts@tdi.texas.gov

ATTORNEY FOR THE PETITIONER
TEXAS DEPARTMENT OF INSURANCE

2025-9558

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 Jeannie Ricketts
Bar No. 24041774
Enforcementgeneral@tdi.texas.gov
Envelope ID: 98976701
Filing Code Description: Request to Docket
Filing Description: Request to Docket 3272025
Status as of 3/27/2025 4:22 PM CST

Case Contacts

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	3/27/2025 2:40:56 PM	SENT
Jeannie Ricketts		Jeannie.Ricketts@tdi.texas.gov	3/27/2025 2:40:56 PM	SENT
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	3/27/2025 2:40:56 PM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	3/27/2025 2:40:56 PM	SENT
Brittaney SRobinson		[REDACTED]	3/27/2025 2:40:56 PM	SENT

**BEFORE THE
STATE OFFICE OF ADMINISTRATIVE
HEARINGS**

**TEXAS DEPARTMENT OF INSURANCE,
PETITIONER
V.
BRITTANEY S ROBINSON,
RESPONDENT**

INITIAL ORDER

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 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 June 24, 2025**, remotely via Zoom videoconference. The hearing is scheduled for four hours. 1 Tex. Admin. Code § 155.405(c). Attend the hearing in one of these ways:

To join by computer or smart device, go to
<https://soah-texas.zoomgov.com> and enter:

Meeting ID: 161 324 2776

Video Passcode: TDC728

To join by telephone (audio only), call
+1 669 254 5252, and enter:

Meeting ID: 161 324 2776

Telephone Passcode: 853912

3. **Notice.** Staff for the Texas Department of Insurance must issue a notice of hearing. Tex. Gov't Code §§ 2001.051–.052.
4. **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.
 - 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](#).
- e. **Share Your Exhibit List, Exhibits, and Witness List.**
- Send your exhibit list, exhibits, and witness list to the other parties.
 - 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).
5. **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

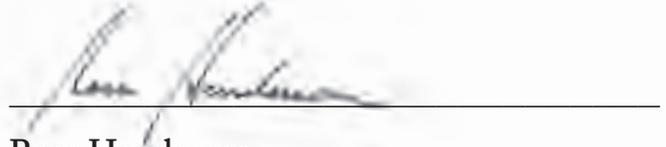
Tex. Admin. Code § 155.101(b)(1)(A). For more information, see the SOAH [General Order](#).

6. **eFile.** 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.
7. **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.** 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; 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), 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.
 - d. **Filing Admitted Exhibits.** Under certain circumstances, SOAH may file admitted exhibits on behalf of self-represented litigants.

8. **Questions about Zoom, Kiteworks, or Filings.** Call SOAH's Chief Clerk's Office at (512) 475-4993.

Signed March 27, 2025.

ALJ Signature(s):

A handwritten signature in black ink, appearing to read "Ross Henderson", is written over a horizontal line.

Ross Henderson,

Presiding Administrative Law Judge

2025-9558

Automated Certificate of eService

This automated certificate of service was created by the e filing system. The filer served this document via email generated by the e filing 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 Jeannie Ricketts
Bar No. 24041774
Enforcementgeneral@tdi.texas.gov
Envelope ID: 99000589
Filing Code Description: Notice of Hearing
Filing Description: NOH_OP_OR
Status as of 3/28/2025 9:05 AM CST

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	3/28/2025 9:01:39 AM	SENT
Jeannie Ricketts		Jeannie.Ricketts@tdi.texas.gov	3/28/2025 9:01:39 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	3/28/2025 9:01:39 AM	SENT
Leah Gillum		Leah.Gillum@tdi.texas.gov	3/28/2025 9:01:39 AM	SENT
Jodie Delgado		jodie.delgado@tdi.texas.gov	3/28/2025 9:01:39 AM	SENT

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	3/28/2025 9:01:39 AM	SENT

Associated Case Party: Brittaney SRobinson

Name	BarNumber	Email	TimestampSubmitted	Status
Brittaney SRobinson		[REDACTED]	3/28/2025 9:01:39 AM	SENT

2025-9558



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: 03/28/2025
Shipped From:
Name: ENF M RUIZ
Address: 1601 CONGRESS AVENUE
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



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RICKETTS/35180

2025-9558

Automated Certificate of eService

This automated certificate of service was created by the e filing system. The filer served this document via email generated by the e filing 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 Jeannie Ricketts
Bar No. 24041774
Enforcementgeneral@tdi.texas.gov
Envelope ID: 105485150
Filing Code Description: Filed Record Exhibits
Filing Description: TDI File Exhibits Cover Letter
Status as of 9/11/2025 10:12 AM CST

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	9/11/2025 9:56:01 AM	SENT
Jeannie Ricketts		Jeannie.Ricketts@tdi.texas.gov	9/11/2025 9:56:01 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	9/11/2025 9:56:01 AM	SENT

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	9/11/2025 9:56:01 AM	SENT

Associated Case Party: Brittaney SRobinson

Name	BarNumber	Email	TimestampSubmitted	Status
Brittaney SRobinson		[REDACTED]	9/11/2025 9:56:01 AM	SENT
Brittany S. Robison		[REDACTED]	9/11/2025 9:56:01 AM	SENT



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: 03/28/2025

Shipped From:

Name: ENF M RUIZ

Address: 1601 CONGRESS AVENUE

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

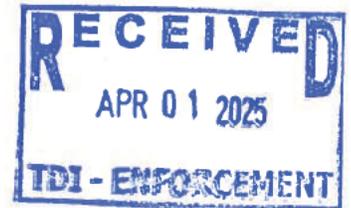
USPS EMPLOYEE: Please scan upon pickup or receipt of mail. Leave form with customer or in customer's mail receptacle.

USPS SCAN AT ACCEPTANCE



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EXHIBIT

A

