

No. **2025-9583**

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

**Date: 10/31/2025**

**Subject Considered:**

Brenda Cecilia Moreno T.  
El Paso, Texas 79928

TDI Enforcement File No. 36962

**Order on Request to Allow Another Opportunity for a Hearing**

**General Remarks and Official Action Taken:**

The subject of this order is Brenda Cecilia Moreno T.'s request to set aside Commissioner's Order No. 2025-9519 and allow another opportunity for a hearing. This order (1) grants Ms. Moreno T.'s request, (2) sets aside Order No. 2025-9519, and (3) directs that the record be reopened for further action by the parties.

**Background**

On September 16, 2025, Commissioner's Order No. 2025-9519 was issued, denying Ms. Moreno T.'s application for a funeral prearrangement life license. The order was issued following the failure of Ms. Moreno T. to respond to the notice of allegations sent by Texas Department of Insurance (TDI) Enforcement staff to Ms. Moreno T. under Tex. Admin. Code § 1.47.

Ms. Moreno T. sent a request to TDI by email on September 22, 2025, asking for another opportunity for a hearing. TDI Enforcement staff submitted a reply to Ms. Moreno T.'s request on October 14, 2025.

**Discussion**

Under 28 Tex. Admin. Code § 1.47(d)(2), a motion to set aside a default order and reopen the record will be granted if the requesting party establishes that the failure to file a written response to a notice of allegations was neither intentional nor the result of conscious indifference, and that such failure was due to a mistake or accident.

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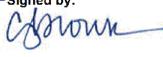
Under Government Code § 2001.146, a motion for rehearing must be filed no later than the 25th day after the date the order is signed unless an extension is granted. The motion must identify with particularity findings of fact or conclusions of law that are the subject of the complaint and any evidentiary or legal ruling claimed to be erroneous. The motion must also state the legal and factual basis for the claimed error.

In her request, Ms. Moreno T. advised that she was seriously injured, resulting in incapacitation for six months. She said this led to her delay in timely responding to Enforcement's notice of allegations.

In response, TDI Enforcement staff agreed that Ms. Moreno T. provided a valid reason for her failure to make a timely response to Enforcement's notice of allegations and asked that the commissioner of insurance grant Ms. Moreno T.'s request and allow her another opportunity for a hearing.

**Order**

It is ordered that Brenda Cecilia Moreno T.'s request for another opportunity for a hearing is granted. Commissioner's Order No. 2025-9519 is set aside, and the record is reopened for further action by the parties.

Signed by:   
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Cassie Brown  
Commissioner of Insurance

Recommended and reviewed by:

Signed by:   
5DAC5618BBC74D4...  
Jessica Barta, General Counsel

Signed by:   
27ADF3DA5BAF4B7...  
Justin Beam, Chief Clerk