

No. 2025-9611

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

**Date:** 11/19/2025

**Subject Considered:**

Robert T. Martin  
Houston, Texas

Default Order  
SOAH Docket No. 454-25-23484  
TDI Enforcement File No. 32704

**General remarks and official action taken:**

The subject of this default order is whether a personal lines property and casualty agent license should be issued to Robert T. Martin (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 July 16, 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. 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. On July 16, 2025, the department sent the Notice of Hearing, Original Petition, and Scheduling Order together to Respondent's designated mailing address provided in writing to the department, [REDACTED] Houston, TX 77009. The Notice of

# 2025-9611

Commissioner's Order

Robert T. Martin

SOAH Docket No. 454-25-23484

Page 2 of 5

Hearing, Original Petition, and Scheduling Order were also sent by electronic mail and to an additional address associated with Respondent: [REDACTED], Alamo, TX 78516.

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 September 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. 454-25-23484.C.

## Conclusions of Law

1. The commissioner has jurisdiction under Texas law, including TEX. INS. CODE §§ 82.051–82.055, 4001.002, 4005.101, 4005.102, and 4051.401; 28 TEX. ADMIN. CODE § 1.502;<sup>1</sup> TEX. OCC. CODE §§ 53.021–53.023; 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).

---

<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.

# 2025-9611

Commissioner's Order

Robert T. Martin

SOAH Docket No. 454-25-23484

Page 3 of 5

## Order

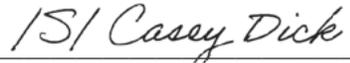
It is ordered that Robert T. Martin's application is denied. A copy of this order will be provided to law enforcement or other appropriate administrative agencies for further investigation as may be warranted.

Signed by:  
  
FC5D7EDDFFB84F3

---

Cassie Brown  
Commissioner of Insurance

Prepared and reviewed by:

  
\_\_\_\_\_  
Casey Dick, Staff Attorney  
Enforcement

# 2025-9611

Commissioner's Order  
Robert T. Martin  
SOAH Docket No. 454-25-23484  
Page 4 of 5

## Affidavit

**STATE OF TEXAS** §

§

**COUNTY OF TRAVIS** §

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

"My name is David Moreno 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 Robert T. Martin. I have confirmed that:

- a. The last mailing address provided to the department in writing by Robert T. Martin is [REDACTED] Houston, TX 77009.
- b. The file maintained by Enforcement contains a Notice of Hearing and Original Petition dated July 14, 2025, which were filed with the State Office of Administrative Hearings.
- c. On July 16, 2025, the Notice of Hearing, Original Petition, and Scheduling Order, were addressed to Robert T. Martin and mailed first-class and certified, return receipt requested, to his last known address and one additional address: [REDACTED], Alamo, TX 78516.

Copies of the certified mail and first-class mail logs maintained by Enforcement are included in admitted Exhibit 1 at bates pages TDI 016-018.

Signed by:

*David Moreno*

789BF921E0D149C...  
Affiant

# 2025-9611

Commissioner's Order

Robert T. Martin

SOAH Docket No. 454-25-23484

Page 5 of 5

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 10/22/2025. This notarial act was an online notarization.

## Notary Seal



## Digital Certificate

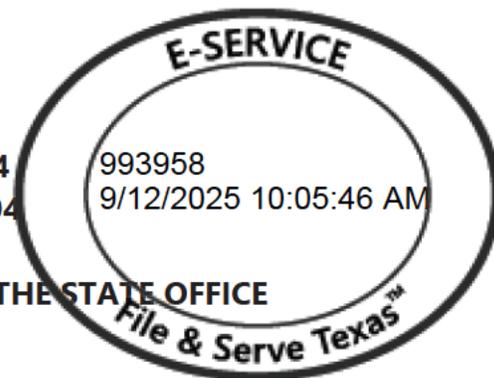
Signed by:

*Mary Ruiz*

795DC4D3916748B  
Notary Public State of Texas

**2025-9611**

**SOAH DOCKET NO. 454-25-23484  
TDI ENFORCEMENT FILE NO. 32704**



**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**Robert T. Martin**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

ACCEPTED  
454-25-23484  
9/18/2025 4:41:34 pm  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Kevin Garza, CLERK

FILED  
454-25-23484  
9/18/2025 2:27 PM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Kevin Garza, CLERK

# **TDI's Exhibit 1**

**TDI 001-018**

FILED **2025-9611**  
454-25-23484  
7/16/2025 11:16 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Amy Robles, CLERK

ACCEPTED  
454-25-23484  
7/16/2025 11:23:27 am  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Amy Robles, CLERK

**SOAH DOCKET NO. 454-25-23484**  
**TDI ENFORCEMENT FILE NO. 32704**

**TEXAS DEPARTMENT OF INSURANCE,**

**BEFORE THE STATE OFFICE**

**Petitioner**

**v.**

**OF**

**ROBERT T. MARTIN,**

**ADMINISTRATIVE HEARINGS**

**Respondent**

**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 **Wednesday, September 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 will 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 will continue from day to day on the videoconference platform until concluded, unless otherwise ordered by the Administrative Law Judge. 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.**

**Your failure to appear on the day and time set for the hearing entitles TDI to move to proceed on a default basis, under 1 TEX. ADMIN. CODE § 155.501. If you don't**



# 2025-9611

Notice of Hearing

Robert T. Martin

SOAH Docket No. 454-25-23484

Page 2 of 4

**appear, SOAH may grant TDI's motion, deem the allegations against you as true, and issue a default dismissal or default proposal for decision. The Commissioner of Insurance may then issue a default order granting the relief sought, including denial of your license application.**

## Electronically Filing and Receiving Documents from SOAH

Under 1 TEX. ADMIN. CODE §§ 155.101, 155.103, and 155.105, you may file with SOAH an answer or written response to TDI's allegations, but you should also serve it on TDI and any other party. Any answer, response, or other pleading should be filed and served by mail, fax, hand-delivery, email, or filed electronically as instructed on SOAH's website, to:

- (1) 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) Casey Dick, Staff Attorney  
Texas Department of Insurance  
Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 490-1020 (Fax)  
[casey.dick@tdi.texas.gov](mailto:casey.dick@tdi.texas.gov)

SOAH offers you the ability to electronically file documents and receive orders and other documents issued by SOAH by email instead of by mail. If you want to electronically file documents or 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 pre-file exhibits with SOAH. Again, instructions on how to electronically file documents and pre-file exhibits are on SOAH's website.

# 2025-9611

Notice of Hearing

Robert T. Martin

SOAH Docket No. 454-25-23484

Page 3 of 4

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

Respectfully Submitted,

*Casey Dick*

---

Casey Dick

State Bar No. 24132039

Texas Department of Insurance

Enforcement, MC ENF

P.O. Box 12030

Austin, Texas 78711-2030

(512) 676-6328 (Direct)

(512) 490-1020 (Fax)

Casey.Dick@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  
Rachel Cloyd, Litigation Director, Enforcement, MC ENF  
Administrative Review, MC CO-AAL

**2025-9611**

Notice of Hearing  
Robert T. Martin  
SOAH Docket No. 454-25-23484  
Page 4 of 4

**CERTIFICATE OF SERVICE**

I, Casey Dick, 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 16th day of July, 2025 to:

Robert T. Martin  
[REDACTED]  
Houston, TX 77009

Via CM/RRR No. 9214 8901 9403 8323 8793 09  
Via First Class Mail  
Via Email: [REDACTED]

Robert T. Martin  
[REDACTED]  
Alamo, TX 78516

Via CM/RRR No. 9214 8901 9403 8323 8794 39  
Via First Class Mail

*Casey Dick*  
\_\_\_\_\_  
Casey Dick

**2025-9611**

SOAH Docket No. 454-25-23484

FILED  
454-25-23484  
7/14/2025 4:07 PM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Carol Hale, CLERK

**SOAH DOCKET NO. 454-25-\_\_\_\_\_**  
**TDI ENFORCEMENT FILE NO. 32704**

**TEXAS DEPARTMENT OF INSURANCE,**

**BEFORE THE STATE OFFICE**

**Petitioner**

ACCEPTED  
454-25-23484  
7/14/2025 4:32:22 pm  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Carol Hale, CLERK

**v.**

**OF**

**ROBERT T. MARTIN,**

**ADMINISTRATIVE HEARINGS**

**Respondent**

**ORIGINAL PETITION**

The Texas Department of Insurance seeks to deny Robert T. Martin’s license application. In support of this petition, the department 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 4051.401; 28 TEX. ADMIN. CODE § 1.502;<sup>1</sup> TEX. OCC. CODE §§ 53.021-53.023; and TEX. GOV’T CODE §§ 2001.051–2001.178.

**Factual Allegations**

License Application

1. On May 15, 2023, Robert T. Martin (Martin) submitted an application to TDI for a personal lines property and casualty agent license.
2. On July 18, 2023, TDI proposed to deny Martin’s application based on his criminal history. Martin made a written request for a hearing to appeal that decision.

---

<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.

Criminal History

3. On January 10, 2006, in the 185th District Court of Harris County, Texas, case number 993428, Martin pleaded guilty to and was convicted of 2nd degree felony burglary of a habitation with intent to commit a theft. Martin was sentenced to two years of confinement at the Institutional Division of the Texas Department of Criminal Justice, with 104 days credit for time served, and ordered to pay \$321 court costs.
4. On July 3, 2007, in the County Criminal Court of Law No. 2 of Harris County, Texas, case number 1450220, Martin pleaded guilty to and was convicted of class A misdemeanor interference with an emergency telephone call. Martin was sentenced to 30 days confinement at the Harris County Jail and ordered to pay \$214 court costs, with 69 days credit time served towards fines and court costs.
5. On February 20, 2014, in the County Criminal Court at Law No. 15, Harris County, Texas, case number 1931628, Martin pleaded guilty to and was convicted of class A misdemeanor assault on a family member. Martin was sentenced to 90 days in county jail to run concurrently, with 38 days credit for time served and ordered to pay \$237 in court costs.
6. In a related case in the Harris County District Court No. 178, case number 1413907, Martin was initially charged with 3rd degree felony retaliation against the same family member who reported the assault described in case number 1931628 above. A Magistrate's Order for Emergency Protection was issued on January 13, 2014.
7. After the state lowered the charges in case number 1413907, Martin pleaded guilty to and was convicted of a class B misdemeanor harassment-verbal on February 19, 2014. Martin was then sentenced to 90 days in county jail to run concurrently with 38 days credit for time served and ordered to pay \$189 in court costs.
8. On October 5, 2015, in the 3rd District Court – Silver Summit, Summit County, Utah, case number 151500147, Martin pleaded guilty to and was convicted of 3rd degree felony possession with intent to distribute a controlled substance.

Martin was sentenced to 31 days in jail, 12 months probation, and ordered to pay a \$5,000 fine.

9. On April 2, 2018, in County Criminal Court at Law 14, Harris County, Texas, case number 216864401010, Martin pleaded guilty to and was convicted of misdemeanor driving while intoxicated. Martin was sentenced to 180 days in jail. The 180-day jail sentence was suspended subject to a one-year probationary period.
10. On October 5, 2018, the Harris County Criminal Court at Law 14 revoked Martin's community supervision in case number 216864401010 due to repeated failures to report and pay fees as outlined in the terms of his supervision. Martin was sentenced to 20 days in jail with seven days credited towards incarceration, fines, and costs. In addition, Martin's driver's license was suspended for one year.
11. On April 3, 2022, in the Harris County Criminal Court at Law 15, cause number 240131501010, Martin was accused of a second DUI following an April 1, 2022, arrest. After no fewer than three failures to appear and no fewer than two bond forfeitures, Martin failed to appear at his hearing scheduled for September 24, 2024. Upon information and belief, the case is still pending.

### **Legal Allegations**

1. Martin has committed acts for which a license may be denied under TEX. INS. CODE §§ 4005.101 and 4005.102, because he:
  - a. has engaged in fraudulent or dishonest acts or practices, as contemplated by TEX. INS. CODE § 4005.101(b)(5); and,
  - b. has been convicted of a felony, as contemplated by TEX. INS. CODE § 4005.101(b)(8).
2. Martin committed offenses that directly relate to the duties and responsibilities of the licensed occupation, as contemplated in 28 TEX. ADMIN. CODE §§ 1.502(d) and (f).
3. Martin has committed multiple offenses that TDI considers to be of such a serious nature that they are of prime importance in determining fitness for

# 2025-9611

Original Petition

Robert T. Martin

Page 4 of 5

- licensure or authorization, as contemplated by 28 TEX. ADMIN. CODE § 1.502(e) and TEX. OCC. CODE §§ 53.021-53.023.
4. Martin has committed an offense for which fraud, dishonesty, or deceit is an essential element, as contemplated in 28 TEX. ADMIN. CODE § 1.502(e)(1).
  5. Martin has committed a felony involving moral turpitude or breach of fiduciary duty, as contemplated in 28 TEX. ADMIN. CODE § 1.502(e)(3).
  6. Martin has an offense with the essential element of a burglary, as contemplated in 28 TEX. ADMIN. CODE § 1.502(e)(4)(E).
  7. Martin has an offense relating to the manufacture, delivery, or possession with intent to manufacture or deliver, a controlled substance or a dangerous drug, as contemplated in 28 TEX. ADMIN. CODE § 1.502(e)(4)(G).
  8. TDI guidelines and 28 TEX. ADMIN. CODE § 1.502(c)-(e), 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;
    - c. considers any felony involving moral turpitude or breach of fiduciary duty to be of such a serious nature that it is of prime importance when determining fitness for licensure;
    - d. considers any offense with the essential element of burglary to be of such a serious nature that it is of prime importance when determining fitness for licensure; and,
    - e. considers any offense relating to the manufacture, delivery, or possession with intent to manufacture or deliver, a controlled substance or a dangerous drug to be of such a serious nature that it is of prime importance when determining fitness for licensure.
  9. Martin has been convicted of a felony involving dishonesty or breach of trust, as specified in 18 U.S.C. § 1033, and requiring written consent from the

commissioner of insurance to engage or participate in the business of insurance.

**Relief Sought**

If one or more of the above allegations is found to be true, the department asks the Administrative Law Judge to enter a Proposal for Decision recommending that the Commissioner of Insurance issue an order:

1. denying Robert T. Martin's license application;
2. denying consent to allow Robert T. Martin to engage or participate in the business of insurance under 18 U.S.C. § 1033; 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,

*Casey Dick*

Casey Dick

State Bar No. 24132039

Texas Department of Insurance

Enforcement, MC ENF

P.O. Box 12030

Austin, Texas 78711-2030

(512) 676-6328 (Direct)

(512) 490-1020 (Fax)

Casey.dick@tdi.texas.gov

ATTORNEY FOR THE PETITIONER

TEXAS DEPARTMENT OF INSURANCE

**2025-9611**

**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 Casey Dick  
Bar No. 24132039  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 103110363  
Filing Code Description: Request to Docket  
Filing Description: Request to Docket  
Status as of 7/14/2025 4:34 PM CST

Case Contacts

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	7/14/2025 4:07:45 PM	SENT
Casey Dick		casey.dick@tdi.texas.gov	7/14/2025 4:07:45 PM	SENT
Rachel Cloyd		Rachel.Cloyd@tdi.texas.gov	7/14/2025 4:07:45 PM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	7/14/2025 4:07:45 PM	SENT
Robert T. Martin		[REDACTED]	7/14/2025 4:07:45 PM	SENT
Robert T. Martin		[REDACTED]	7/14/2025 4:07:45 PM	ERROR

**BEFORE THE  
STATE OFFICE OF ADMINISTRATIVE  
HEARINGS**

---

**TEXAS DEPARTMENT OF INSURANCE,  
PETITIONER  
v.  
ROBERT T. MARTIN,  
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](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 September 17, 2025**, remotely via Zoom videoconference. 1 Tex. Admin. Code § 155.405(c). 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:

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

Meeting ID: 161 557 2977

Video Passcode: TD23484

**To join by telephone (audio only)**, call

+1 669 254 5252, and enter:

Meeting ID: 161 557 2977

Telephone Passcode: 8487324

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](#).

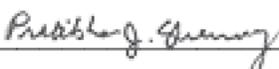
6. **eFile.** Except as otherwise permitted by the SOAH Rules of Procedure, attorneys, state agencies, and other governmental entities are required to file pleadings electronically through eFileTexas.gov and an electronic filing service provider certified by the Texas Office of Court Administration. *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](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.
- 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 July 16, 2025

  
\_\_\_\_\_  
Pratibha J. Shenoy  
Administrative Law Judge

# 2025-9611

## 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 Casey Dick  
Bar No. 24132039  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 103198964  
Filing Code Description: Notice of Hearing  
Filing Description: NOH\_OP\_OR  
Status as of 7/16/2025 11:24 AM CST

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Rachel Cloyd		Rachel.Cloyd@tdi.texas.gov	7/16/2025 11:16:52 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	7/16/2025 11:16:52 AM	SENT
Casey Dick		casey.dick@tdi.texas.gov	7/16/2025 11:16:52 AM	SENT
Leah Gillum		Leah.Gillum@tdi.texas.gov	7/16/2025 11:16:52 AM	SENT
Jodie Delgado		jodie.delgado@tdi.texas.gov	7/16/2025 11:16:52 AM	SENT

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	7/16/2025 11:16:52 AM	SENT

Associated Case Party: Robert T. Martin

Name	BarNumber	Email	TimestampSubmitted	Status
Robert T. Martin		[REDACTED]	7/16/2025 11:16:52 AM	SENT
Robert T. Martin		[REDACTED]	7/16/2025 11:16:52 AM	ERROR

2025-9611

# 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: 07/16/2025

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	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 0062 9927 79

DICK/32704





Firm Mailing Book For Accountable Mail

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

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

USPS Tracking/Article Number

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

1. 9214 8901 9403 8323 8794 09

ROBERT T. MARTIN

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

DICK/32704

HOUSTON, TX 77009

1.03

5.30

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

2. 9214 8901 9403 8323 8794 39

ROBERT T. MARTIN

1.03

5.30

Adult Signature Required

Adult Signature Restricted Delivery

Restricted Delivery

Return Receipt

Signature Confirmation

Signature Confirmation Restricted Delivery

Special Handling

ALAMO, TX 78516

2.82



Total Number of Pieces Listed by Sender

Total Number of Pieces Received at Post Office

Postmaster: Per (Name of receiving employee)

2

2

Complete in Ink



**2025-9611**

**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 Casey Dick  
Bar No. 24132039  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 105785090  
Filing Code Description: Filed Record Exhibits  
Filing Description: Cover Letter to Admitted Exhibits  
Status as of 9/18/2025 4:43 PM CST

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Rachel Cloyd		Rachel.Cloyd@tdi.texas.gov	9/18/2025 2:27:34 PM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	9/18/2025 2:27:34 PM	SENT
Casey Dick		casey.dick@tdi.texas.gov	9/18/2025 2:27:34 PM	SENT

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	9/18/2025 2:27:34 PM	SENT

Associated Case Party: Robert T. Martin

Name	BarNumber	Email	TimestampSubmitted	Status
Robert T. Martin		[REDACTED]	9/18/2025 2:27:34 PM	SENT
Robert T. Martin		[REDACTED]	9/18/2025 2:27:34 PM	ERROR