

No. **2026-10054**

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

Date: 08/04/2026

Subject Considered:

Cassie Shereen Perry
a.k.a. Cassie Shereen Starr
League City, Texas 77574

Default Order
TDI Enforcement File No. 36949

General remarks and official action taken:

The subject of this default order is whether a nonresident all lines adjuster license should be issued to Cassie Shereen Perry, a.k.a. Cassie Shereen Starr (Respondent). Respondent did not respond to a Notice of Allegations mailed by the Texas Department of Insurance (TDI). This order denies Respondent's license application.

The following findings of fact and conclusions of law are adopted:

Findings of Fact

Failure to Respond to Notice of Allegations

1. On May 6, 2026, TDI sent a Notice of Allegations, attached as Exhibit A, to Respondent.
2. TDI sent the Notice of Allegations to Respondent's last known address provided in writing to the department [REDACTED], League City, TX 77574. TDI also sent the Notice of Allegations to Respondent's electronic mail address she last designated for receipt of official department communications, and to an additional address associated with Respondent: [REDACTED] Grover, NC 28073.

3. TDI gave Respondent notice and opportunity for a hearing, which Respondent waived by failing to send a written response to the Notice of Allegations within 20 days after the date it was mailed.
4. TDI's factual allegations set out in the attached Notice of Allegations are incorporated in this order as findings of fact.

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, 4056.051; and TEX. GOV'T CODE §§ 2001.003(1) and 2001.051-2001.178.
2. The commissioner has authority to dispose of this case informally under TEX. GOV'T CODE § 2001.056; TEX. INS. CODE § 82.055; and 28 TEX. ADMIN. CODE § 1.47.
3. TDI provided proper notice to Respondent under TEX. GOV'T CODE §§ 2001.003(1), 2001.051, 2001.052, 2001.054, and 2001.056(4); and 28 TEX. ADMIN. CODE §§ 1.1302, 1.28, 1.47, and 19.906.
4. Based on Respondent's failure to send TDI a written response to the Notice of Allegations, TDI is entitled to disposition by default under 28 TEX. ADMIN. CODE § 1.47.
5. Respondent failed to show compliance with the law.
6. TDI's factual and legal allegations set out in the attached Notice of Allegations are incorporated in this order and deemed admitted as true under 28 TEX. ADMIN. CODE § 1.47.

Order

It is ordered that Cassie Shereen Perry'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:

Amanda Crawford

FE10434BC41A470...

Amanda Crawford

Commissioner of Insurance

Prepared and reviewed by:

/s/ Nancy Williams

Nancy Williams, Staff Attorney
Enforcement

Affidavit

STATE OF TEXAS §

§

COUNTY OF TRAVIS §

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

"My name is Jackie Gonzales and I am employed by the Texas Department of Insurance (TDI). 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 Cassie Shereen Perry. I have confirmed that:

- a. The last mailing address provided to the department in writing by Cassie Shereen Perry is [REDACTED], League City, TX 77574.
- b. The file maintained by Enforcement contains a Notice of Allegations dated May 6, 2026, which was sent to Cassie Shereen Perry.
- c. On May 6, 2026, the Notice of Allegations addressed to Cassie Shereen Perry was mailed certified, return receipt requested, to her last known address and one additional address: [REDACTED] Grover, NC 28073.

A copy of the certified mail log maintained by Enforcement is attached as Exhibit B."

Signed by:

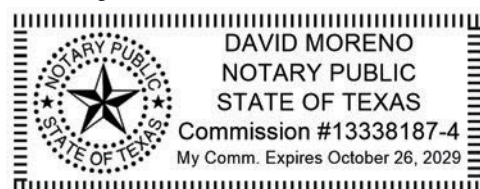
Jackie Gonzales

ED8AB15EDA1F4F2...

Affiant

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 7/22/2026. This notarial act was an online notarization.

Notary Seal



Digital Certificate

Signed by:

David Moreno

455E4109E15D4CD...

Notary Public State of Texas

2026-10054



PO Box 12030 | Austin, TX 78711 | 800-578-4677 | tdi.texas.gov

EXHIBIT

A

May 6, 2026

Cassie Shereen Perry
a.k.a. Cassie Shereen Starr

[REDACTED]
League City, TX 77574

[REDACTED]
Grover, NC 28073

Via CM/RRR No.9214 8901 9403 8372 2161 62

Via Email: [REDACTED]

Via CM/RRR No.9214 8901 9403 8372 2176 57

TDI ENFORCEMENT CASE NO. 36949
NOTICE OF ALLEGATIONS AGAINST CASSIE SHEREEN PERRY
a.k.a. CASSIE SHEREEN STARR

The Texas Department of Insurance (TDI) seeks to deny your license application. This Notice states the allegations against you and the relief sought by TDI.

YOUR WRITTEN RESPONSE IS REQUIRED WITHIN 20 DAYS

YOU HAVE THE RIGHT TO A HEARING AND ARE INVITED TO SHOW COMPLIANCE WITH THE LAW. To request a hearing, you must send a written response to TDI within 20 days of the date this Notice was mailed.

If you fail to send a written response by the deadline, *you waive your right to a hearing*, and TDI may seek disposition by default under 28 TEX. ADMIN. CODE § 1.47, TEX. INS. CODE § 82.055, and TEX. GOV'T. CODE § 2001.056.

If you fail to send a written response by the deadline, without further notice to you, the commissioner of insurance may issue a default order that admits the factual matters asserted, deems all allegations as true, and orders the relief recommended in this Notice.

You must send your written response by mail, fax, or email to:

Nancy Williams, Staff Attorney
Texas Department of Insurance

Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 490-1020 (Fax)
nancy.williams@tdi.texas.gov

Jurisdiction

The commissioner of insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051–82.055, 4001.002, 4005.101, 4005.102, 4056.051, and 4101.051; TEX. OCC. CODE §§ 53.021–53.023; 28 TEX. ADMIN. CODE § 1.502; and TEX. GOV'T CODE §§ 2001.003(1) and 2001.051–2001.178.

Factual Allegations

Prior Licensure

1. On March 17, 2010, TDI issued a general lines agent (GLA) license¹ to Cassie Shereen Perry (Perry), individual identification number 883813, under her former name, Cassie Shereen Starr.²
2. On March 17, 2012, Perry's GLA license was terminated for failure to remit the license renewal fee.
3. On September 10, 2014, Perry's GLA license was reactivated and TDI issued a life agent license to Perry, also under her former name Starr.
4. On October 10, 2019, TDI records indicate that Perry contacted TDI indicating that she wanted to switch from a resident to a nonresident license type.³

¹ With qualifications in life, accident, health, and HMO; and property and casualty.

² TDI has no record that Starr ever provided any documentation to indicate a name change to TDI during her licensure.

³ TDI records reflect that Perry was to submit a change of address reflecting her new home state, however there is no record reflecting that requirement was met. Perry had previously held both Texas home state and nonresident licenses with TDI.

5. On December 30, 2019, Perry's life agent license was terminated effective September 30, 2019, for failure to remit the license renewal fee.⁴
6. On May 12, 2020, Perry surrendered her GLA license, stating that she was pursuing a resident home state license in North Carolina.
7. While Perry was licensed under her former name, Starr⁵, she had the following associations with two licensed entities:
 - a. Perry was the designated responsive licensed person (DRLP) and member of the entity, Starr Enterprises LLC⁶, firm identification number 146947, from December 13, 2018 through May 12, 2020.⁷
 - b. Perry was the DLRP and the owner of the licensed entity, Starr Insurance Agency⁸, firm identification number 105918, from March 11, 2015, through May 12, 2020.⁹
8. While Perry was licensed, TDI received eight consumer complaints against her and TDI opened two enforcement cases against Perry and her entities for alleged misconduct that were closed when the licenses expired.

Subsequent Misconduct

9. On November 12, 2020, the Louisiana Department of Insurance (LADOI) issued an order revoking Perry's producer license citing several violations of Louisiana law including conversion of premiums, providing false information on a certificate of

⁴ This reflects the grace period given to a licensee prior to termination, allowing time for remittance.

⁵ While TDI records do not indicate that Perry ever updated her name change with TDI, it was discovered during TDI's 2022 investigation that her legal name appeared to have changed from "Starr" to "Perry".

⁶ This entity held a general lines agency license with a qualification in property and casualty issued by TDI on December 13, 2018 that expired on December 13, 2020 due to the agency's failure to renew.

⁷ The DLRP and member association date in TDI records ends when the individual is no longer licensed, and therefore no longer qualified to hold the DLRP role.

⁸ This entity held a general lines agency license with qualifications in property and casualty, as well as life, accident, health & HMO, issued by TDI on March 11, 2015 that expired on March 11, 2021 due to the agency's failure to renew.

⁹ The DLRP and member association date in TDI records ends when the individual is no longer licensed, and therefore no longer qualified to hold the DLRP role.

insurance, and failure to provide invoices in the course of doing business. The order also explicitly stated that it was an administrative action that may require reporting.

10. On August 3, 2022, the Connecticut Insurance Department denied Perry's application for a producer license, citing false responses on her application and her Louisiana license revocation for misrepresentation of an insurance policy, misappropriation of an insurance premium, and forgery.
11. On August 5, 2022, the Kansas Insurance Department denied Perry's application for a nonresident producer license for providing false information on her application, failing to timely disclose an administrative action against her as required under Kansas law, and failing to respond to a department inquiry. The Kansas administrative action also included the following language in bold type, "This denial consists of an administrative action which you will be required to disclose on all future licensing applications."
12. On September 26, 2022, the Illinois Department of Insurance denied Perry's application for a producer license for providing "incorrect, misleading, incomplete, and materially untrue information" on her application.
13. On March 25, 2024, Perry entered into a voluntary settlement agreement with the North Carolina Department of Insurance (NCDOI) that included a \$250 civil penalty and the following findings:
 - a. Perry's NCDOI resident producer license was inactive, and she applied for a NCDOI resident adjuster license;
 - b. Perry falsely answered questions related to administrative actions against her on her NCDOI application; and
 - c. Perry failed to notify the NCDOI of other administrative actions taken against her within 30 days as required under NC law.
14. On March 5, 2025, Perry submitted an application¹⁰ to TDI for a nonresident adjuster all-lines license, indicating she held a home state license in North Carolina. On the application, Perry falsely indicated that she had never been the subject of any administrative action.

¹⁰ Using the name "Perry", not "Starr".

15. On March 7, 2025, TDI sent a letter to Perry stating it had information that she had been the subject of administrative actions and asked Perry to provide additional information including copies of the administrative actions against her, a personal statement of what happened, and why she failed to disclose the actions against her.
16. On March 7, 2025, Perry replied to TDI via email with the following false statement, "After *an* investigation I was cleared of any wrongdoing and continued to practice insurance."¹¹
17. On March 7, 2025, TDI responded to Perry's statement, requesting that Perry provide all of the information in TDI's initial request for additional information.
18. On or about March 7, 2025, Perry provided a new personal statement in relation to the LADOI order, including the following false statement:

"There was an investigation done and I was found to have given all required monies to the carrier and I was found innocent of all wrongdoing and continued to practice insurance until I sold my agency in February 2020."

Perry stated that she failed to include this information in her application since she was not applying for a producer license and did not think it applied.¹²
19. At some point after Perry's first two statements, and after additional requests from TDI, Perry provided the administrative actions against her and a third statement which included the previous false statements given in relation to the LADOI action against her, her statement about why she failed to disclose, and added the following:

"There were also actions from NC which was cleared when I got my adjuster license. IL, CT, and KS that denied my initial applications that were submitted by a company that I worked for....and since I didn't plan to pursue them I haven't proceeded any further to clear them or attempt to reapply."

¹¹ Perry failed to include the administrative actions that were requested, providing only a short statement in relation to the Louisiana administrative order.

¹² The question on the application reads, in part, "Have you ever been named or involved as a party in an administrative proceeding...regarding *any* professional or occupational license or registration? 'Involved' means having a license... revoked... being assessed a fine... having a license or registration application denied..."

20. On April 15, 2025, after a thorough review of all of the information provided, TDI sent a letter to Perry that proposed to deny her application.
21. On April 29, 2025, Perry filed a timely request for a hearing on the proposed denial of her application for an adjuster all lines license.

Legal Allegations

1. Perry committed acts for which her application may be denied under TEX. INS. CODE § 4005.102(1)(A).
2. Perry intentionally made a material misstatement in her license application, as contemplated under TEX. INS. CODE § 4005.101(b)(2).
3. Perry attempted to obtain a license by fraud or misrepresentation, as contemplated under TEX. INS. CODE § 4005.101(b)(3).
4. Perry engaged in fraudulent or dishonest practices, as contemplated under TEX. INS. CODE § 4005.101(b)(5).

Relief Sought

TDI seeks the following relief:

1. denial of your license application; and
2. the imposition of any other just and appropriate relief to which the department may be entitled to by law, including any combination of the above actions.

Respectfully,



Nancy Williams
State Bar No. 24058175
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 676-6338 (Direct)

(512) 490-1020 (Fax)

nancy.williams@tdi.texas.gov

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, Nancy Williams, certify that a true and correct copy of this *Notice of Allegations Against Cassie Shereen Perry* was sent by the following methods on this 6th day of May, 2026 to:

Cassie Shereen Perry
a.k.a. Cassie Shereen Starr

[REDACTED]

League City, TX 77574

[REDACTED]

Grover, NC 28073

Via CM/RRR No.9214 8901 9403 8372 2161 62

Via Email: [REDACTED]

Via CM/RRR No.9214 8901 9403 8372 2176 57



Nancy Williams

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: 05/06/2026

Shipped From:

Name: MC ENF D MORENO

Address: 1601 CONGRESS AVENUE SUITE 6 900

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 0070 5707 30



Nancy/36949

	ASRD	RDU	RR	SMS
	MED	Fee	Fee	Fee
	AUSIN.	7871	2.82	