

No. **2026-10058**

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

Date: 08/04/2026

Subject Considered:

Institution Solutions I, LLC
111 W Spring Valley Rd. STE 200
Richardson, Texas 75081-4099

Default Order
TDI Enforcement File No. 38858

General remarks and official action taken:

This is a default order taken against Institution Solutions I, LLC (Respondent) because it failed to comply with requirements to maintain its third party administrator (TPA) certificate of authority. Respondent did not respond to a Notice of Allegations mailed by the Texas Department of Insurance. This order revokes Respondent's certificate of authority.

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

Findings of Fact

Failure to Respond to Notice of Allegations

1. On June 23, 2026, the department sent a Notice of Allegations, attached as Exhibit A, to Respondent.
2. The department sent the Notice of Allegations to Respondent's last known address provided in writing to the department, 111 W Spring Valley Rd. STE 200, Richardson, Texas 75081-4099.

3. Respondent received and waived an opportunity for a hearing because Respondent failed to send the department a written response to the Notice of Allegations within 20 days after the date the Notice of Allegations was mailed.
4. The department'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, 4151.051, 4151.056, 4151.205, 4151.206, 4151.212, 4151.301–4151.309; TEX. GOV'T CODE §§ 2001.051–2001.178, 2001.003(1); and 28 TEX. ADMIN. CODE §§ 7.1601, 7.1603, and 7.1609.
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. The department 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 §§ 1.28 and 1.47.
4. Based on Respondent's failure to send the department a written response to the Notice of Allegations, the department is entitled to disposition by default under 28 TEX. ADMIN. CODE § 1.47.
5. Respondent failed to show compliance with the law.
6. The department'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.

2026-10058

Commissioner's Order
Institution Solutions I, LLC
Page 3 of 4

Order

It is ordered that the third party administrator certificate of authority held by Institution Solutions I, LLC is revoked.

It is also ordered that Institution Solutions I, LLC cease and desist engaging in the business of a third party administrator in Texas.

Signed by:

Amanda Crawford

FE10434BC41A470...

Amanda Crawford

Commissioner of Insurance

Prepared and reviewed by:



Jacob Harry, Staff Attorney
Enforcement

Affidavit

STATE OF TEXAS §

§

COUNTY OF TRAVIS §

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

"My name is Daniel Mireles 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 Institution Solutions I, LLC. I have confirmed that:

- a. The last mailing address provided to the department in writing by Institution Solutions I, LLC is 111 W. Spring Valley Rd. STE 200, Richardson, Texas 75081-4099.
- b. The file maintained by Enforcement contains a Notice of Allegations dated June 23, 2026, which was sent to Institution Solutions I, LLC.
- c. On June 23, 2026, the Notice of Allegations addressed to Institution Solutions I, LLC was mailed first-class and certified, return receipt requested, to their last known address.

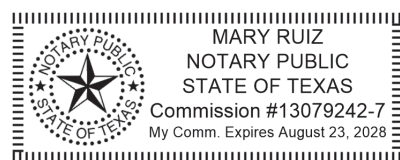
Copies of the first-class mail log and certified mail log maintained by Enforcement are attached as Exhibit B and Exhibit C, respectively.

Signed by:

Daniel Mireles
Affiant

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 7/14/2026. This notarial act was an online notarization.

Notary Seal



Digital Certificate

Signed by:

Mary Ruiz
Notary Public State of Texas

2026-10058



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

EXHIBIT

A

June 23, 2026

Institution Solutions I, LLC
111 W. Spring Valley Road, Suite 200
Richardson, Texas 75081-4099

Via CM/RRR No.
9214 8901 9403 8330 3347 61

TDI ENFORCEMENT CASE NO. 38858
NOTICE OF ALLEGATIONS AGAINST INSTITUTION SOLUTIONS I, LLC

The Texas Department of Insurance (TDI) seeks to take disciplinary action against Institution Solutions I, LLC to revoke its certificate of authority to act as a third party administrator. This Notice states the allegations against Institution Solutions I, LLC 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:

Jacob Harry, Staff Attorney
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 490-1020 (Fax)
Jacob.Harry@tdi.texas.gov

Jurisdiction

The commissioner of insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051–82.055, 4151.051, 4151.056, 4151.205, 4151.206, 4151.212, 4151.301–4151.309; TEX. GOV'T CODE §§ 2001.003(1) and 2001.051–2001.178; and 28 TEX. ADMIN. CODE §§ 7.1601, 7.1603, and 7.1609.

Factual Allegations

1. On October 31, 2005, TDI issued Institution Solutions I, LLC a third party administrator (TPA) certificate of authority no. 2989039.
2. Texas law states that TPA certificates of authority are effective until suspended, canceled, or revoked.
3. TPAs must file annual reports by June 30th of each year covering the preceding calendar year. The report must include an audited financial statement performed by an independent certified public accountant.
4. TPAs must pay a non-refundable \$200 filing fee for each annual report.
5. A TPA is subject to discipline, including revocation of its certificate of authority, if it fails to timely file its annual report.
6. Institution Solutions I, LLC failed to file its annual reports and pay the associated \$200 filing fees for calendar year 2024.
7. The department's investigation revealed no active registration for Institution Solutions I, LLC with the Texas Secretary of State.

Legal Allegations

1. Institution Solutions I, LLC failed to timely file annual TPA reports by June 30th on a form prescribed by the commissioner, in violation of TEX. INS. CODE §§ 4151.205 and 4151.301(14), and 28 TEX. ADMIN. CODE § 7.1609.
2. Institution Solutions I, LLC failed to pay the annual \$200 TPA filing fee in violation of TEX. INS. CODE § 4151.206(a)(3) and 28 TEX. ADMIN. CODE § 7.1609(a).

3. Institution Solutions I, LLC failed to maintain at all times the qualifications for a certificate of authority, as required by TEX. INS. CODE § 4151.212 and 28 TEX. ADMIN. CODE § 7.1607(e).
4. Institution Solutions I, LLC has willfully violated an insurance law of this state, as contemplated by TEX. INS. CODE § 4151.301(1).
5. Institution Solutions I, LLC has willfully violated a commissioner rule, as contemplated by TEX. INS. CODE § 4151.301(10).

Relief Sought

TDI seeks the following relief:

1. revocation of your TPA certificate of authority;
2. an order mandating you cease and desist from engaging in the acts of a TPA in Texas; and
3. 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,



Jacob Harry
State Bar No. 24137475
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 676-6361 (Direct)
(512) 490-1020 (Fax)
Jacob.Harry@tdi.texas.gov

cc: Leah Gillum, Deputy Commissioner, Fraud and Enforcement Division, MC: ENF
Ginger Loeffler, Litigation Director, Enforcement, MC: ENF

CERTIFICATE OF SERVICE

I, Jacob Harry, certify that a true and correct copy of this *Notice of Allegations Against Institution Solutions I, LLC* was sent by the following methods on this 23rd day of June 2026 to:

Institution Solutions I, LLC
111 W. Spring Valley Road, Suite 200
Richardson, Texas 75081-4099

Via CM/RRR No.:9214 8901 9403 8330 3347 61
Via First Class Mail

dtaylor@isillc.com

Via Email



Jacob Harry

Firm Mailing Book For Accountable Mail

B

Privacy Note: For more information on USPS privacy policies, visit usps.com/privacy-policy.

PS Form 3877 June 2015



**UNITED STATES
POSTAL SERVICE®**

Name and Address of Sender

MC ENF D MORENO
TEXAS DEPARTMENT OF INSURANCE
1601 CONGRESS AVENUE, SUITE 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
☐ Adult Signature Required
☐ Adult Signature Restricted Delivery
☐ Registered Mail
☐ Return Receipt for Merchandise
☐ Signature Confirmation
☐ Signature Confirmation Restricted Delivery

USPS Tracking/Article Number

1. 9214 8901 9403 8330 3347 61

Jacob/38858

INSTITUTION SOLUTIONS I, LLC
111 W. SPRING VALLEY ROAD, SUITE 200
RICHARDSON, TEXAS 75081-4099

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

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

Firm Mailing Book For Accountable Mail

RECEIVED
JUN 24 2026
TDI - ENFORCEMENT

2026-10058

EXHIBIT

C

Postmaster, Per (Name of receiving employee)

Complete in Ink

PS Form 3877, January 2017 (Page 1 of 1)

PSN 7530-02-000-9098

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Total Number of Pieces Listed by Sender	Total Number of Pieces Received at Post Office
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1 PS Form 3877, January 2017 (Page 1 of 1)

JobId: 6938912

2026-10058



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: 06/23/2026

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	1
Total	1

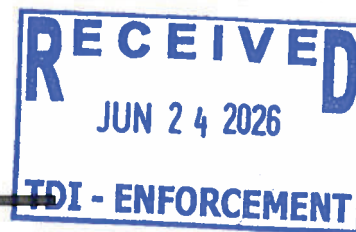
*Start time for products with service guarantees will begin when mail arrives at the local Post Office™ and items receive individual processing and acceptance scans.

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



9275 0901 1935 6200 0071 8847 37

Jacob/38858