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**BEFORE THE COMMISSIONER OF COMMERCE AND INSURANCE
FOR THE STATE OF TENNESSEE**

SECRETARY OF STATE

TENNESSEE INSURANCE DIVISION,)
)
 Petitioner,)
)
 v.)
)
 SHALANZA JONES,)
)
 Respondent.)

APD No.: 12.04-1581523
TID No.: 19-032

ORDER OF SUMMARY SUSPENSION

This Order issues as a result of a Notice of Hearing and Charges with Request for Summary Suspension (“Notice”) filed by the Insurance Division of the Tennessee Department of Commerce and Insurance (“Division”) and is based upon the following Findings of Fact and Conclusions of Law:

FINDINGS OF FACT

1. Respondent Shalanza Jones (“Respondent”) has been a licensee of the Division since September 18, 2017, and is responsible for being compliant with the insurance laws and regulations of the State of Tennessee.
2. The Respondent holds Tennessee Resident Insurance Producer License Number 1018672.
3. The Respondent was assigned National Insurance Producer Number 13509838 by the National Insurance Producer Registry (“NIPR”), a service of the National Association of Insurance Commissioners (“NAIC”).

4. On June 25, 2018, the Division received a notice of termination from Angie Goss (“Goss”), the licensing coordinator for Liberty National Life Insurance (“Liberty”). Goss stated that the Respondent had been terminated for cause due to Liberty’s belief that the Respondent had executed and issued multiple insurance policies on behalf of clients without the clients’ knowledge or permission.

5. Based upon the information provided by Goss, the Division entered Inquisitorial Order 18-032 on July 18, 2018, initiating an investigation against the Respondent.

A. Liberty National Policies

6. On or about December 16, 2017, the Respondent opened a Liberty insurance policy for Marquisha Ellison (“Ellison”). The Respondent included some of Ellison’s biographical information in the application and electronically signed Ellison’s name to the insurance application without her knowledge or consent. Ellison has never met the Respondent and she did not purchase, or attempt to purchase, an insurance policy from the Respondent. Ellison did have a previous policy with Liberty, though not with the Respondent, and her private biographical information was on file with the company.

7. On or about April 19, 2018, the Respondent submitted a Reinstatement Form to Liberty on behalf of Ellison. The Respondent signed Ellison’s name to this document without her knowledge or consent.

8. On or about March 24, 2018, the Respondent opened a Liberty insurance policy for Justin Tatum (“Mr. Tatum”). The Respondent included some of Mr. Tatum’s biographical information in the application and electronically signed Mr. Tatum’s name to the insurance application without his knowledge or consent. The Respondent also electronically signed for Mr. Tatum’s wife, Asia Tatum (“Mrs. Tatum”), as an owner of the policy without the knowledge or

consent of Mrs. Tatum. Mr. and Mrs. Tatum have never met the Respondent and neither of them purchased, or attempted to purchase, an insurance policy from the Respondent. Mr. and Mrs. Tatum did have a previous policy with Liberty, though not with the Respondent, and their private biographical information was on file with the company.

9. On or about April 20, 2018, the Respondent opened a Liberty insurance policy for Anfernee Kemp (“Kemp”) listing his mother, Caneka Camper (“Camper”), as the payor. The Respondent included some of Kemp’s biographical information in the application and signed Kemp’s name to the insurance application without his knowledge or consent. The Respondent also signed Camper’s name to the insurance application without her knowledge or consent. Neither Kemp nor Camper has ever met the Respondent and neither of them purchased, or attempted to purchase, an insurance policy from the Respondent. Kemp and Camper did have a previous policy with Liberty, though not with the Respondent, and their private biographical information was on file with the company.

10. On or about April 22, 2018, the Respondent opened a Liberty insurance policy for Kevin Davis (“Mr. Davis”). The Respondent included some of Mr. Davis’ biographical information in the application and signed Mr. Davis’ name to the insurance application without his knowledge or consent. Mr. Davis has never met the Respondent and he did not purchase, or attempt to purchase, an insurance policy from the Respondent. Mr. Davis did have a previous policy with Liberty, though not with the Respondent, and his private biographical information was on file with the company.

11. On or about April 22, 2018, the Respondent opened a Liberty insurance policy for Theresa Davis (“Mrs. Davis”). The Respondent included some of Mrs. Davis’ biographical information in the application and signed Mrs. Davis’ name to the insurance application without

her knowledge or consent. Mrs. Davis has never met the Respondent and she did not purchase, or attempt to purchase, an insurance policy from the Respondent. Mrs. Davis did have a previous policy with Liberty, though not with the Respondent, and her private biographical information was on file with the company.

B. Lincoln Heritage Policies

12. In addition to Liberty, the Respondent was also appointed to write business for Lincoln Heritage Life Insurance Company (“Lincoln”). Lincoln terminated the Respondent’s independent contractor agreement on or about June 27, 2018. This termination was due to multiple concerning issues with the Respondent’s insurance policies, including invalid phone numbers and addresses on multiple insurance applications, inconsistencies between signatures on insurance applications, and rejected bank drafts.

13. On or about June 27, 2018, the Respondent sent authorization forms to Lincoln which indicated that Eddie Mann (“Mann”) would take over payments on five (5) policies belonging to Willie Moore, Shanice Noble, John Farmer, Marquisha Ellison and Lashonda Ray (collectively the “Mann policies”). The Mann policies were all opened by the Respondent and the initial payment on all five (5) policies had been returned unpaid. When Lincoln attempted to contact the purported owners of the Mann policies, none of the policyholders could be reached. At the time, Mann already had multiple policies in force with Lincoln, and his private biographical information was on file with Lincoln.

14. As of the date of this notice, the Respondent owes Lincoln a balance of at least two thousand nineteen dollars and sixty-seven cents (\$2,019.67) in chargebacks. The Respondent has yet to repay any of this balance.

C. Forged Letter from Assistant Commissioner Humphreys

15. On March 21, 2019, the Respondent emailed a letter to Tracy Woodruff (“Woodruff”) at Shelter Insurance that appeared to be written by Assistant Commissioner for Insurance, Michael Humphreys (“Humphreys”). The letter was addressed to the Respondent and it appeared to contain Humphreys’ signature.

16. Humphreys did not write or send, nor did he authorize any other person to write or send, the letter in question. The Respondent created the letter, signed Humphreys’ name to it and sent it to Woodruff.

17. The Respondent’s repeated use of confidential consumer information to open fraudulent policies, her willingness to regularly forge consumer signatures onto insurance related documents, and her blatant disregard for the Department’s regulatory authority, demonstrated by writing a fake letter from Humphreys and forging his signature onto it, show that the public health, safety, and welfare imperatively requires emergency action.

APPLICABLE LAW

18. Tenn. Code Ann. § 4-5-320(c) states, in pertinent part, that if an agency finds that public health, safety, or welfare imperatively requires emergency action and incorporates a finding to that effect in its order, then summary suspension of a license may be ordered pending proceedings for revocation or other action. These proceedings shall be promptly instituted and determined.

19. At all times relevant hereto, Tenn. Code Ann. § 56-6-112 has provided that:

- (a) The Commissioner may place on probation, suspend, revoke, or refuse to issue or renew a license issued under Title 56, Part 6, Chapter 1, or issue a civil penalty for any one (1) or more of the following causes:

...

- (2) Violating any law, rule, regulation, subpoena or order of the commissioner or of another state's commissioner;
...
- (4) Improperly withholding, misappropriating or converting any moneys or properties received in the course of doing insurance business;
- (5) Intentionally misrepresenting the terms of an actual or proposed insurance contract or application for insurance;
...
- (8) Using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness or financial irresponsibility in the conduct of business in this state or elsewhere;
...
- (10) Forging another's name to an application for insurance or to any document related to an insurance transaction;

...

- (e) The commissioner shall retain the authority to enforce this part and impose any penalty or remedy authorized by this part and this title against any person who is under investigation for or charged with a violation of this part or this title, even if the person's license has been surrendered or has lapsed by operation of law.

20. At all times relevant hereto, Tenn. Code Ann. § 56-8-104 has provided that:

The following practices are defined as unfair trade practices in the business of insurance by any person:

...

- (12) **MISREPRESENTATION IN INSURANCE APPLICATIONS.** Making false or fraudulent statements or representations on or relative to an application for a policy, for the purpose of obtaining a fee, commission, money or other benefit from any provider or individual person.

21. Based on the serious nature of the factual allegations of the insurance companies' reports, as stated above, and the submission of the fake letter and forgery of Assistant Commissioner Humphreys' signature, it appears that the Respondent knowingly

violated Tenn. Code Ann. §§ 56-6-112 and 56-8-104. This egregious conduct demonstrates that the public health, safety, and welfare imperatively require emergency action.

NOW, THEREFORE, in consideration of the foregoing, it is **ORDERED** that:

1. Respondent's Tennessee Resident Insurance Producer License, number 1018672, is hereby **SUMMARILY SUSPENDED**, pursuant to Tenn. Code Ann. §§ 4-5-320(c) and (d), until such time as a hearing is held on the merits of the Division's Notice.

2. If requested by Respondent, an informal conference shall be held within seven (7) business days upon issuance of this Order, pursuant to Tenn. Code Ann. § 4-5-320(d), to discuss the circumstances affecting the public health, safety and welfare which warranted the issuance of this Order of Summary Suspension. A date for such informal conference will be set and Respondent will be notified of the date when such informal conference may occur, should she request one.

3. A hearing date shall be established as to all other matters raised in the Notice, and Respondent shall be notified of the time, date, and place for such hearing.

Entry of this Order shall not in any way restrict the Division or the Commissioner from taking further action with respect to these or other possible violations by Respondent of Tennessee law or any of the rules promulgated thereunder.

This order shall become a Final Order thirty (30) days from the date of its entry.

IT IS SO ORDERED.

ENTERED this the 2 day of April, 2019.



Julie Mix McPeak, Commissioner
Department of Commerce and Insurance

APPROVED FOR ENTRY:



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