



MEDIA RELEASE

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

FOR IMMEDIATE RELEASE

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REGULATORY BOARDS DISCIPLINARY ACTION REPORT APRIL 2014

ACCOUNTANCY

Respondent: Ian Harper, CPA, PC, Cleveland, TN
Violation: Failure to Obtain a Peer Review
Action: \$500.00 Civil Penalty

Respondent: Theresa Walsh Holder, Ringgold, GA
Violation: Failure to respond to CPE Audit
Action: Complete 104 hours of CPE for the 2011-2012 reporting period.
CPE must be completed within 180 days of acceptance of Consent Order.

Respondent: Soim Bae, Nashville, TN
Violation: Unlicensed firm
Action: \$1,000 Civil Penalty

ALARM SYSTEMS CONTRACTORS BOARD

Respondent: John D. Sorrell, Indianapolis, IN, QA-1505
Violation: Failure to submit termination notices
Action: \$400 Civil Penalty

Respondent: Mark E. Major, Kennesaw, GA, QA-1700
Violation: Failure to submit termination notices
Action: \$150 Civil Penalty

Respondent: Mark R. Webb, Memphis, TN, QA-484
Violation: Failure to submit termination notices
Action: \$100 Civil Penalty

Respondent: Robert S. Dewinter, TN, QA-1532
Violation: Failure to submit termination notice
Action: \$50.00 Civil Penalty

ARCHITECTURAL AND ENGINEERING EXAMINERS

Respondent: M. Nasser Amiri, Nonregistrant, Huntsville, AL
Violation: Violated T.C.A. § 62-2-101
Action: Consent Order for a \$500 Civil Penalty

AUCTIONEER

No actions taken.

BARBER BOARD

Respondent: Michael Pitts, Memphis, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: Barry L. Johnson, Cordova, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: Sharon D. Small, Memphis, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: The Barber Shop, Memphis, TN
Violation: Unlicensed activity; licenses not posted properly; sanitation violations
Action: \$250.00 Civil Penalty

Respondent: Terrence C. Thomas, Memphis, TN
Violation: Unprofessional conduct
Action: \$1,000.00 Civil Penalty; Revocation of license

Respondent: Charles E. Mason, Memphis, TN
Violation: Unprofessional conduct
Action: \$1,200.00 Civil Penalty; Revocation of license

Respondent: Tyrone L. Smith, Grand Junction, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: Clinton E. Cheairs, Grand Junction, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: Wilmon Wayne Edwards, Jackson, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: Mashunda M. Farmer, Bartlett, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: Mark Anthony Townsend, Memphis, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: Kenneth Marquis Jackson, Atoka, TN
Violation: Unprofessional conduct
Action: Revocation of license

Respondent: Brian Rashad Smith, Memphis, TN
Violation: Unprofessional conduct
Action: \$1,200.00 Civil Penalty; Revocation of license

Respondent: Lamika Hurt, Mason, TN
Violation: Unprofessional conduct
Action: Revocation of license

BOARD OF EXAMINERS FOR LAND SURVEYORS

Respondent: Myron L. Tipton, Maryville, TN
Violation: Unlicensed Conduct.
Action: \$1000 Civil Penalty

~~Concord, TN~~

~~Violation: Unlicensed Activity~~

~~Action: \$5000 Civil Penalty~~

~~Respondent: Straightway Enterprises, LLC, Nolensville, TN~~

~~Violation: Failure to respond to complaint~~

~~Action: \$250.00 Civil Penalty~~

~~Respondent: Robert R. Martin, Knoxville, TN~~

~~Violation: Allowing use of licenses~~

~~Action: \$1000 Civil Penalty~~

BOARD OF FUNERAL DIRECTORS AND EMBALMERS

Respondent: Bowers Funeral Home, Inc., Decatur Chapel, Decatur, TN
 Violation: Used an establishment name not approved for a newspaper advertisement, embalming room was in need of a general overall cleaning, overcharged a family for merchandise, and multiple aspects of the establishment's price lists and contract did not comply with the Funeral Rule
 Action: \$750 Civil Penalty and refund \$200 to decedent's estate

Respondent: Covenant Crematory, Chattanooga, TN
 Violation: Failed to retain a cremation authorization form on file
 Action: \$250 Civil Penalty

Respondent: Covenant Funeral & Crematory, Chattanooga, TN
 Violation: Failed to retain a cremation authorization form on file
 Action: \$250 Civil Penalty

Respondent: Cremation & Funeral Services of Tennessee, Pegram, TN
 Violation: Failed to obtain and maintain a copy of the crematory's current license and latest inspection report that the establishment uses
 Action: \$250 Civil Penalty

Respondent: Cremation Society of Tennessee, LLC, Spring Hill, TN
 Violation: Failed to obtain and maintain a copy of the crematory's current license and latest inspection report that the establishment uses and multiple aspects of the establishment's General Price List and casket catalogue did not comply with the Funeral Rule
 Action: \$1,500 Civil Penalty and \$200 Hearing Costs

Respondent: Four Oaks Funeral Home, Inc., Huntsville, TN
 Violation: False or misleading advertising (ran an advertisement claiming to be the only locally owned funeral home in the county after previously receiving a letter of warning against such)
 Action: \$250 Civil Penalty

Respondent: Four Oaks Funeral Home, Inc., Oneida, TN
 Violation: False or misleading advertising (ran an advertisement claiming to be the only locally owned funeral home in the county after previously receiving a letter of warning against such)
 Action: \$250 Civil Penalty

Respondent: Harpeth Hills Memory Gardens, Funeral Home, & Cremation Center, Nashville, TN
 Violation: Immoral or unprofessional conduct (family members went to the funeral home for the purpose of providing care to the decedent's hair and fingernails, found the deceased human remains positioned on an unsanitary table, and the remains were neither cleaned properly nor dressed appropriately)

Action: \$1,000 Civil Penalty

Respondent: James Tommy Harris, Cookeville, TN
 Violation: Violations of laws pertaining to the prearrangement or prefinancing, or both, of funerals and immoral or unprofessional conduct (moneys from the sale of preneed funeral contracts were neither timely deposited into trust nor paid to an insurance company)

Action: \$1,000 Civil Penalty, Suspension of funeral director and embalmer licenses for a period of one (1) year, and satisfactory completion of an additional ten (10) hours of continuing education, four (4) hours of which must be in ethics

Respondent: M. J. Edwards Whitehaven Funeral Chapel, Memphis, TN
 Violation: Employee engaged in the practice of funeral directing while license was expired and establishment failed to respond within the time specified after receiving notice of an open complaint

Action: \$500 Civil Penalty

Respondent: Mount Olivet Funeral Home & Cemetery, Nashville, TN
 Violation: Failed to have current licenses of a funeral director and an embalmer available for inspection, ventilation fan in the embalming room was not working, failed to obtain and maintain a copy of the crematory's current license and latest inspection report that the establishment uses, failed to have the correct number of days on the form regarding disposition of unclaimed cremated remains, funeral director failed to sign and date cremation authorization forms, and aspects of the establishment's price lists did not comply with the Funeral Rule

Action: \$500 Civil Penalty

Respondent: Northridge Woodhaven Funeral Home, Millington, TN
 Violation: Multiple aspects of the establishment's price lists did not comply with the Funeral Rule and establishment failed to respond within the time specified after receiving notice of an open complaint

Action: \$750 Civil Penalty

Respondent: Sellars Cremation Service, Lebanon, TN
 Violation: Business cards of unlicensed employees either gave or tended to give the impression that each person was licensed or entitled to practice as a funeral director or embalmer

Action: \$250 Civil Penalty

Respondent: Sellars Funeral Home, Inc., Lebanon, TN
 Violation: Business cards of unlicensed employees either gave or tended to give the impression that each person was licensed or entitled to practice as a funeral director or embalmer

Action: \$250 Civil Penalty

Respondent: Serenity Funeral Home & Cremation Center, LLC, Cleveland, TN
Violation: Failed to submit documents to inspector on correct paper size and multiple aspects of the establishment's Casket Price List and contract did not comply with the Funeral Rule
Action: \$250 Civil Penalty

BOARD FOR LICENSING CONTRACTORS

Respondent: Keith Lanphear, Dandridge, TN
Violation: Poor Workmanship
Action: \$5,000 Civil Penalty; License Revoked

Respondent: Brian D. King dba King Electrical, Inc., Jonesborough, TN
Violation: Operating-Contracting in a name different than that in which an individual or entity is licensed
Action: \$2,500 Civil Penalty

Respondent: Seay Construction, Clarksville, TN
Violation: Failure to make repairs
Action: \$3,000 Civil Penalty

Respondent: Kona Bay Inc., Lebanon TN
Violation: Failure to complete work
Action: \$500 Civil Penalty

Respondent: James Stephens – SolarWise, LLP, Athens, TN
Violation: Unlicensed Activity
Action: \$10,000 Civil Penalty

Respondent: David Reese Construction, LLC, Clarksville, TN
Violation: Failure to complete work
Action: \$2,500 Civil Penalty

Respondent: Stephen Smith - Home Depot U.S.A., Inc., Atlanta, GA
Violation: Submitted a bid on envelope by using a name other than licensee
Action: \$4,000 Civil Penalty

Respondent: The Adventure Guild, LLC, Chattanooga, TN
Violation: Unlicensed Activity
Action: \$250 Civil Penalty

BURIAL SERVICES

Respondent: Benton Memory Gardens, Camden, TN
Violation: Failed to deposit moneys into trust funds which resulted in a deficiency, failed to make trust fund deposits timely, failed to file

trust certification document with trustee, and filed an improperly completed annual report
Action: \$250 Civil Penalty

Respondent: Click Funeral Home and Cremations Middlebrook Chapel, Knoxville, TN
Violation: Provided discounts on preneed funeral contracts
Action: \$250 Civil Penalty

Respondent: Doughty-Stevens Funeral Home, Greeneville, TN
Violation: Provided discounts on preneed funeral contracts and failed to keep and maintain accurate accounts, books, and records of all prearrangement insurance policy data
Action: \$525 Civil Penalty

Respondent: East Lawn Memorial Park, Kingsport, TN
Violation: Failed to deposit moneys into trust fund, charged customer an amount in excess of the maximum price allowed for installation and memorial care, charged processing fee in excess of the maximum allowed per agreement, and failed to file trust certification document with trustee
Action: \$500 Civil Penalty

Respondent: Forest Hills Cemetery Association, Chattanooga, TN
Violation: Failed to deposit moneys into trust fund which resulted in a deficiency and failed to make deposits timely
Action: \$1,000 Civil Penalty and pay a \$196 Penalty to the Improvement Care Trust Fund

Respondent: H.C. Jett/H.C. Ford & Son Funeral Home, Collierville, TN
Violation: Used preneed funeral contracts not approved, failed to execute a trust agreement, and failed to file multiple annual reports
Action: \$750 Civil Penalty, submit evidence of an approved preneed funeral contract, submit evidence of an executed trust agreement, and must file delinquent annual reports

Respondent: H.C. Jett/H.C. Ford & Son Funeral Home, Collierville, TN
Violation: An employee/agent sold preneed funeral contracts without first being properly registered as a preneed sales agent, used preneed funeral contracts not approved, failed to have a trustee for preneed funeral funds, and failed to properly remit consumer protection fees
Action: \$3,500 Civil Penalty

Respondent: Hamblen Memory Gardens, Morristown, TN
Violation: Failed to deposit moneys into trust funds correctly regarding installment sales and failed to make a trust fund deposit timely
Action: \$750 Civil Penalty

Respondent: Heritage Funeral Homes and Cremation Services, Chattanooga, TN
Violation: Provided discount on preneed funeral contract and multiple contracts failed to clearly identify whether each was a guaranteed or non-guaranteed contract
Action: \$500 Civil Penalty

Respondent: Jeffers Funeral and Cremation Service, Greeneville, TN
Violation: An employee/agent sold a preneed funeral contract without first being properly registered as a preneed sales agent
Action: \$250 Civil Penalty

Respondent: Johnson's House of Atena, Nashville, TN
Violation: Sold a preneed funeral contract while preneed seller registration was expired and failed to timely file a properly completed annual report
Action: \$350 Civil Penalty

Respondent: J. W. Adkins Funeral Home, Nashville, TN
Violation: An employee/agent sold a preneed funeral contract while preneed sales agent registration was expired, failed to keep and maintain accurate accounts, books, and records of all prearrangement insurance policy data, lacked appropriate documentation pertaining to the decedent's proof of death, failed to file an annual report, and failed to properly remit consumer protection fees
Action: \$500 Civil Penalty

Respondent: Loudon Memory Gardens, Inc., Loudon, TN
Violation: Failed to either deposit moneys into trust funds or make deposits timely which resulted in substantial deficiencies, unlawfully used trust income as a credit instead of making required deposits for new liabilities, monument sales were neither ordered nor moneys trusted timely, used a non-allowable trustee, and failed to file annual reports timely
Action: \$2,500 Civil Penalty

Respondent: Manchester Funeral Home, Manchester, TN
Violation: Provided discount on preneed funeral contract
Action: \$250 Civil Penalty

Respondent: New Gray Cemetery, Knoxville, TN
Violation: Failed to deposit moneys into trust funds correctly regarding installment sales, failed to keep burial records up to date, and failed to file trust certification document with trustee
Action: \$1,000 Civil Penalty

Respondent: Northridge Woodhaven Cemetery, Millington, TN

Violation: Failed to either deposit moneys into trust funds or make deposits timely, and charged customers an amount in excess of the maximum price allowed for installation fees
Action: \$1,000 Civil Penalty

Respondent: Polk Memorial Gardens, Columbia, TN
Violation: Failed to deposit moneys into trust funds timely and failed to file annual reports
Action: \$1,000 Civil Penalty

Respondent: Ridgecrest Cemetery, Jackson, TN
Violation: Violation of professional conduct (deceptive acts or practices)
Action: \$250 Civil Penalty

Respondent: Rogers Funeral Home, South Pittsburg, TN
Violation: An employee/agent sold a preneed funeral contract while their preneed sales agent registration was expired and failed to file an annual report
Action: \$250 Civil Penalty

Respondent: Sand Springs Memorial Gardens, Monterey, TN
Violation: Operated a cemetery while the registration was expired, failed to execute a proper trust agreement, failed to utilize a sales contract containing required disclosure language, failed to carry fidelity bond coverage for officers and employees who handle money and securities, and failed to file annual reports
Action: \$2,000 Civil Penalty

Respondent: Sellars Funeral Home at Mt. Juliet, Mount Juliet, TN
Violation: Sold preneed funeral contracts while preneed seller registration was expired and contracts failed to clearly identify whether each was a guaranteed or non-guaranteed contract
Action: \$500 Civil Penalty

Respondent: Sherwood Memorial Gardens, Knoxville, TN
Violation: Failed to update master map and records within allotted time, failed to either deposit moneys into trust funds or make deposits timely, failed to file trust certification document with trustee, and filed an annual report that was not completed correctly
Action: \$2,500 Civil Penalty

Respondent: Smith Brothers Funeral Directors, Nashville, TN
Violation: Used a preneed funeral contract that had not been approved, failed to file an annual report timely, and when filed was not completed correctly
Action: \$750 Civil Penalty

Respondent: Smoky Mountain Memory Gardens, LLC, Pigeon Forge, TN

Violation: Failed to either deposit moneys into trust funds or make deposits timely, charged customer an amount in excess of the maximum price allowed for installation fees, failed to prepare sales contract for monuments, failed to maintain adequate books and records, and filed an annual report that was not completed correctly

Action: \$250 Civil Penalty

Respondent: Sunset Memorial Gardens, Cleveland, TN

Violation: Failed to install nameplate on mausoleum crypt

Action: \$250 Civil Penalty

Respondent: Woodhaven Funeral Home & Memorial Gardens, Powell, TN

Violation: Sold preneed funeral contracts while preneed seller registration was expired, failed to keep and maintain accurate accounts, books, and records of all prearrangement insurance policy data, and failed to file an annual report timely, and when filed was not completed correctly

Action: \$500 Civil Penalty

Respondent: Woodhaven Funeral Home & Memorial Gardens, Powell, TN

Violation: Failed to either order merchandise, deposit moneys into trust funds or make deposits timely, and failed to properly remit consumer protection fees

Action: \$500 Civil Penalty

COLLECTION SERVICES

No actions taken.

COSMETOLOGY BOARD

Respondent: Thanh Van Nguyen, Clarksville, TN

Violation: License not properly displayed

Action: \$250.00 Civil Penalty

Respondent: Thanh V. Tran, Clarksville, TN

Violation: Unlicensed activity

Action: \$250.00 Civil Penalty

Respondent: Larry's Nails, Clarksville, TN

Violation: Unlicensed activity

Action: \$1,000.00 Civil Penalty

Respondent: Apple Nails & Pedispa, Hixson, TN

Violation: Name tag violations; no manager present

Action: \$500.00 Civil Penalty

Respondent: Pyramid Beauty School, Memphis, TN
 Violation: Sanitation violations
 Action: \$750.00 Civil Penalty

Respondent: San's Salon of Glamour, Memphis, TN
 Violation: Unlicensed activity
 Action: \$500.00 Civil Penalty

Respondent: Glossy Nails, Memphis, TN
 Violation: Unlicensed activity; name tag violations; sanitation violations
 Action: \$250.00 Civil Penalty

Respondent: Nail Studio, Collierville, TN
 Violation: Unlicensed activity; name tag violations; sanitation violations;
 improper shop license certification
 Action: \$1,000.00 Civil Penalty

Respondent: Natural Nails, Cleveland, TN
 Violation: Unlicensed activity; sanitation violations
 Action: \$500.00 Civil Penalty

Respondent: Salon 1031, Memphis, TN
 Violation: Unlicensed activity; sanitation violations
 Action: \$1,000.00 Civil Penalty

Respondent: Stan L. Phillips, Memphis, TN
 Violation: Unlicensed activity; sanitation violations
 Action: \$1,250.00 Civil Penalty

Respondent: Hang Phan Nguyen, Memphis, TN
 Violation: Name tag violation
 Action: \$250.00 Civil Penalty

Respondent: VT Nails, Collierville, TN
 Violation: Unlicensed activity; name tag violation
 Action: \$500.00 Civil Penalty

Respondent: Safety Nail Spa, Lakeland, TN
 Violation: Unlicensed activity; name tag violations; sanitation violations
 Action: \$750.00 Civil Penalty

Respondent: Kevin Phong Nguyen, Sterling Height, MI
 Violation: Unprofessional conduct
 Action: Surrendered license

Respondent: Virtuous Beauty Salon, Memphis, TN
 Violation: Unlicensed activity; sanitation violations

Action: \$750.00 Civil Penalty

Respondent: In the Spalight, Dickson, TN

Violation: Unlicensed activity

Action: \$250.00 Civil Penalty

Respondent: Rachel Lee Stembridge, Dickson, TN

Violation: Unlicensed activity; name tag violation

Action: \$250.00 Civil Penalty

Respondent: Nails Tech, Memphis, TN

Violation: Licenses not properly displayed; improper shop license certification; sanitation violations

Action: \$1,250.00 Civil Penalty

Respondent: Bich Thuy Thi Truong, Memphis, TN

Violation: Unlicensed activity

Action: \$500.00 Civil Penalty

Respondent: Nail Pro, Memphis, TN

Violation: Unlicensed activity; name tag violations; sanitation violations

Action: \$500.00 Civil Penalty

Respondent: Elite Boutique, Memphis, TN

Violation: Inspection sheet not displayed; sanitation violations

Action: \$500.00 Civil Penalty

GEOLOGY REGISTRATION PROGRAM

No actions taken.

HOME IMPROVEMENT COMMISSION

HOME INSPECTOR LICENSING PROGRAM

Respondent: Christopher P. Vick, Spring Hill, TN

Violation: Failed to continuously maintain General Liability Insurance and Errors and Omissions Insurance.

Action: \$900 civil penalty and \$200 of investigatory and hearing costs assessed by Agreed Final Order.

LOCKSMITH LICENSING PROGRAM

Respondent: 24 Hours Locksmith, Portland, OR
Violation: Unlicensed activity
Action: \$3,000 Civil Penalty plus Hearing costs

MOTOR VEHICLE COMMISSION

Respondent: Bayird Chevrolet, Inc., Covington, TN
Violation: Unlicensed activity
Action: \$6,000 Civil Penalty

Respondent: Abdul Nooh, Memphis, TN
Violation: Deceptive Acts
Action: Revocation of License

Respondent: Motor World, LLC, Memphis, TN
Violation: Deceptive Acts
Action: Revocation of License

Respondent: Heaven Sent, LLC, Memphis, TN
Violation: Deceptive Acts
Action: \$1,700 Civil Penalty

PRIVATE INVESTIGATION & POLYGRAPH COMMISSION

No actions taken.

PRIVATE PROBATIONS SERVICES

No actions taken.

PRIVATE PROTECTIVE SERVICES

Respondent: Freeman Protective Services, LLC, Nashville, TN, CSC-12852
Violation: Unlicensed activity
Action: \$500 Civil Penalty

Respondent: Sears Roebuck & Company, Hoffman Estates, IL, PSO-10444
Violation: Unlawful employment
Action: \$2,200 Civil Penalty

Respondent: James T. Hibbler, Memphis, TN, AG-600263
Violation: Unlicensed activity
Action: \$600 Civil Penalty

RACE TRACK PROGRAM

No actions taken.

REAL ESTATE APPRAISERS

Respondent: Richard W. Rajotte, Mount Pleasant, TX
Violation: Respondent performed a residential appraisal report that was misleading and confusing to the reader/user.

Action: Voluntary surrender of residential appraiser license.

Respondent: Sandra K. Parker, McEwen, TN
Violation: Committed numerous violations of USPAP including: neighborhood market trends and marketability were not adequately or reasonably discussed or analyzed; the subject site was not properly defined; relevant characteristics of the improvements were not adequately described; analysis of sales and opinions/conclusions were not supported in the sales comparison approach; site value and cost approach was not supported; the report did not contain an adequate reconciliation of the value indications; and the work file did not contain a "true" copy of the appraisal report submitted to the client.

Action: Voluntary surrender of residential appraiser license.

Respondent: Chris Chatham, Dickson, TN
Violation: Committed numerous violations of USPAP in three (3) non-residential appraisal assignments. Respondent failed to utilize and prominently state the appropriate format; failed to sufficiently describe the real estate to include the physical and economic property characteristics; failed to include an accurate legal description; failed to summarize in the report an appropriate analysis of prior and current sales, options or listings for the last three years; misreported the zoning description; failed to provide sufficient detail for each sale as required by the scope of work decision in the sales comparison method; failed to support the land value; and the reconciliation did not adequately reconcile the approaches used.

Action: Downgraded from Certified General to Certified Residential credential.

Respondent: David M. Hicks, Murfreesboro, TN
Violation: Respondent committed numerous violations of USPAP including: failed to summarize data, analysis or support for the opinion of one-unit housing trends in the market conditions section; the appraisal failed to summarize relevant characteristics regarding the exterior

features and interior quality of construction and features that would support the cost approach; and the income approach was based only and solely on the data provided by the seller instead of including other market data.

Action: \$1000 Civil Penalty and a fifteen (15) hour Residential Site Valuation and Cost Approach course.

Respondent: David W. Harris, Jonesville, VA

Violation: Failed to fully comply with Final Order terms.

Action: Suspension of his certified general appraiser credential

REAL ESTATE COMMISSION

Respondent: Dominique Pryor Anderson, Arlington, TN

Violation: Failure to maintain Errors and Omissions insurance

Action: \$900 Penalty Fee, provided proof of errors and omissions ins.

Respondent: Barry "Keith" Arnold, Camden, TN

Violation: Failure to adequately supervise activities of affiliates

Action: \$1,000 Civil Penalty

Completion of 30 hour office broker management course

Attend one regularly scheduled two-day commission meeting

Respondent: David K. Balfour, Murfreesboro, TN

Violation: Failure to adequately supervise activities of affiliates (Advertising)

Action: \$250 Civil Penalty

Respondent: King Caldwell, Jr., Memphis, TN

Violation: Failure to timely complete required education

Action: \$200 Civil Penalty

Respondent: James "Chris" Carothers, Jackson, TN

Violation: Failure to adequately supervise activities of affiliates (Advertising)

Action: \$250 Civil Penalty

Respondent: Alan Sharp Castleman, Jackson, TN

Violation: Advertising violation (Agent's name larger than the firm name)

Action: \$250 Civil Penalty

Respondent: Karen Helen Diehl

Violation: Advertising: Any offer, guaranty, warranty or the like must be made in writing and must disclose all pertinent details on the face of offer/ advertisement; Violation of gift and prizes rule

Action: \$250 Civil Penalty

Respondent: Anne Kolby Gupton, Sevierville, TN

Violation: Failure to maintain Errors and Omissions insurance

Action: \$1,000 Penalty Fee, provided proof of errors and omissions ins.

Respondent: Candace L. Keith, Powell, TN
Violation: Failure to maintain Errors and Omissions insurance
Action: \$900 Penalty Fee, provided proof of errors and omissions ins.

Respondent: Julie S. Leach, Paris, TN
Violation: Advertising violation (Agent's name larger than the firm name)
Action: \$250 Civil Penalty

Respondent: Robert "Bob" Leach, Paris, TN
Violation: Advertising violation (Agent's name larger than the firm name)
Action: \$250 Civil Penalty

Respondent: Ezzard C. Lott, Memphis, TN
Violation: Unlicensed activity
Action: \$1,000 Civil Penalty, plus \$200 court cost
Cease and Desist from all unlicensed activity

Respondent: Vernon A. Miller, Sparta, TN
Violation: Failure to maintain Errors and Omissions insurance
Action: \$1,000 Penalty Fee, provided proof of errors and omissions ins.

Respondent: Hector R. Morell, Pigeon Forge, TN
Violation: Failure to maintain Errors and Omissions insurance
Action: \$1,100 Penalty Fee, provided proof of errors and omissions ins.

Respondent: Karolyn K. Richie, Germantown, TN
Violation: Failure to maintain Errors and Omissions insurance
Action: \$500 Penalty Fee, provided proof of errors and omissions ins.

Respondent: Robert "Bob" R. Snow, Paducah, KY
Violation: Failure to maintain Errors and Omissions insurance
Action: \$800 Penalty Fee, provided proof of errors and omissions ins.

Respondent: Kenneth William Truss, Maryville, TN
Violation: Failure to maintain Errors and Omissions insurance
Action: \$900 Penalty Fee, provided proof of errors and omissions ins.

Respondent: Julia B. White, Parsons, TN
Violation: Failure to timely complete required education
Action: \$100 Civil Penalty

SCRAP METAL DEALERS

No actions taken.

SOIL SCIENTISTS

No actions taken.

The following individuals have had their licenses suspended in accordance with Tenn. Code Ann. §36-5-706 or Tenn. Code Ann. §56-1-313:

Barber Board

None to report

Board of Cosmetology

Leeanne Odom	Indian Mound, TN
Nashika Robinson	Kingsport, TN
Sherida Spurlock	Memphis, TN
Nicole Williams	Chattanooga, TN
Amber Fowlkes	Jackson, TN
Gary Parrott	Maryville, TN
Joyce Smith	Knoxville, TN
Carrie Sorrow	Manchester, CT
Bobbie Stackhouse	Lakeland, TN

Private Protective Services

Billy Meadows	Portland, TN
Shawn Henry	Chattanooga, TN

Real Estate Commission

Tammy Kay Whitehead	Hampton, TN
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The Department of Commerce and Insurance works to protect consumers while ensuring fair competition for industries and professionals who do business in Tennessee.

www.tn.gov/commerce/, [@TNCommerceInsur](https://twitter.com/TNCommerceInsur) (Twitter), <http://on.fb.me/uFQwUZ> (Facebook), <http://bit.ly/ry1GyX> (YouTube)