State of Missouri

DEPARTMENT OF INSURANCE, FINANCIAL INSTITUTIONS AND PROFESSIONAL REGISTRATION

IN RE:	)	
	)	
MELINDA SUE MASON	)	**Case No. 150520300C**
	)	
Renewal Applicant.	)	

ORDER REFUSING TO RENEW MOTOR VEHICLE EXTENDED SERVICE CONTRACT PRODUCER LICENSE

On August 26, 2015, The Consumer Affairs Division submitted a Petition to the Director alleging cause for refusing to renew Melinda Sue Mason's motor vehicle extended service contract producer license. After reviewing the Petition, the Investigative Report, and the entirety of the file, the Director issues the following findings of fact, conclusions of law, and order:

FINDINGS OF FACT

1. Melinda Sue Mason[1] ("Mason") is a Missouri resident with a residential address of 3200 Ridgeview, St. Charles, Missouri 63301 and a business address of 215 N. Main St., St. Charles, Missouri 63301.

2. On January 3, 2012, the Department of Insurance, Financial Institutions and Professional Registration ("Department") received Mason's initial Application for Motor Vehicle Extended Service Contract Producer License ("2012 Application").

3. The "Applicant's Certification and Attestation" section of the 2012 Application states, in relevant part:

    1. I hereby certify, under penalty of perjury, that all of the information submitted in this application and attachments is true and complete. I am aware that submitting false information or omitting pertinent or material information in connection with this application is grounds for license revocation or denial of the license and may subject me to civil or criminal penalties.

[1] Formerly known as Melinda S. Charles.

4. Mason accepted the "Applicant's Certification and Attestation" section by signing the 2012 Application under oath and before a notary public.

5. Background Question No. 1 of the 2012 Application asks the following:

> Have you ever been convicted of a crime, had a judgement withheld or deferred, or are you currently charged with committing a crime?
>
> "Crime" includes a misdemeanor, felony or a military offense. You may exclude misdemeanor traffic citations or convictions involving driving under the influence (DUI), driving while intoxicated (DWI), driving without a license, reckless driving, or driving with a suspended or revoked license and juvenile offenses. "Convicted" includes, but is not limited to, having been found guilty by verdict of a judge or jury, having entered a plea of guilty or nolo contendere, or having been given probation, a suspended sentence or a fine.
>
> "Had a judgement withheld or deferred" includes circumstances in which a guilty plea was entered and/or a finding of guilt was made, but imposition or execution of the sentence was suspended (for instance, the defendant was given a suspended imposition of sentence or a suspended execution of sentence—sometimes called an "SIS" or "SES").
>
> If you answer yes, you must attach to this application:
> a) a written statement explaining the circumstances of each incident,
> b) a copy of the charging document, and
> c) a copy of the official document which demonstrates the resolution of the charges or any final judgement[.]

6. Mason answered "No" in response to Background Question No. 1 on the 2012 Application.

7. Relying on Mason's representation on her 2012 Application, the Department issued Mason a motor vehicle extended service contract ("MVESC") producer license (License No. 8088833) on January 4, 2012.

8. Mason's MVESC producer license expired on January 3, 2014.

9. On August 12, 2014, the Department received Mason's competed Application for Motor Vehicle Extended Service Contract Producer License Renewal ("Renewal Application").

10. The "Applicant's Certification and Attestation" section of the Renewal Application states, in relevant part:

1. I hereby certify, under penalty of perjury, that all of the information submitted in this application and attachments is true and complete. I am aware that submitting false information or omitting pertinent or material information in connection with this application is grounds for license revocation or denial of the license and may subject me to civil or criminal penalties.

11. Mason accepted the "Applicant's Certification and Attestation" section by signing the Renewal Application under oath and before a notary public.

12. Employment History Question No. 35 of the Renewal Application requests the following, in relevant part:

    Account for all time for the past five years. List all employment experience starting with your current employer working back five years.

13. In response to Employment History Question No. 35, Mason indicated that she was employed in "Sales" at VSC Administration, in St. Charles, Missouri, from April, 2013, to July, 2014.

14. VSC Administration, Inc. was a MVESC business entity producer, License No. 8287487, licensed by the Department to sell, offer, negotiate, or solicit motor vehicle extended service contracts. Their license was active from March 14, 2013 to March 14, 2015.

15. Mason held a sales position at VSC Administration with an expired MVESC producer license from January 3, 2014 until at least July 1, 2014, the date she signed her Renewal Application before a notary public.

16. Background Question No. 1 of the Renewal Application asks the following:

    Have you ever been convicted of a crime, had a judgment withheld or deferred, received a suspended imposition of sentence ("SIS") or suspended execution of sentence ("SES"), or are you currently charged with committing a crime, which has not been previously reported to this insurance department?

    "Crime" includes a misdemeanor, felony, or a military offense. You may exclude any of the following if they are/were misdemeanor traffic citations or misdemeanors: driving under the influence (DUI), driving while intoxicated (DWI), driving without a license, reckless driving, or driving with a suspended or revoked license. You may also exclude misdemeanor juvenile convictions.

    "Convicted" includes, but is not limited to, having been found guilty by verdict of a judge or jury, having entered a plea of guilty or nolo contendere, having entered an Alford Plea, or having been given probation, a suspended

sentence, or a fine.

"Had a judgment withheld or deferred" includes circumstances in which a guilty plea was entered and/or a finding of guilt was made, but imposition or execution of the sentence was suspended (for instance, the defendant was given a suspended imposition of sentence or a suspended execution of sentence—sometimes called an "SIS" or "SES").

Unless excluded by the language above, you must disclose convictions that have been expunged.

If you answer yes, you must attach to this application:
a) a written statement explaining the circumstances of each incident,
b) a certified copy of the charging document, and
c) a certified copy of the official document which demonstrates the resolution of the charges or any final judgment.

17. Mason answered "No" in response to Background Question No. 1 on the Renewal Application.

18. During its investigation, the Consumer Affairs Division ("Division") of the Department discovered the following criminal history that Mason failed to disclose on her 2012 Application and her Renewal Application:

    a. On June 18, 1998, Mason pled guilty to Peace Disturbance, a Class B Misdemeanor, in violation of § 574.010 RSMo.[2] The court sentenced Mason to pay a fine of $50.00. *State v. Melinda S. Charles*, Lincoln Co. Cir. Ct., Case No. 45R019800151.

    b. On October 30, 2006, Mason pled guilty to Robbery – 2nd Degree, a Class B Felony, in violation of § 569.030 RSMo. The court sentenced Mason to five (5) years' incarceration, but suspended the execution of her sentence, ordered that Mason serve one-hundred and twenty (120) days' shock incarceration, and placed her on supervised probation for five (5) years. *State v. Melinda S. Mason*, St. Louis Co. Cir. Ct., Case No. 2106R-01294-01.

    c. On January 19, 2007, Mason pled guilty to Forgery, a Class C Felony, in violation of § 570.090 RSMo. The court sentenced Mason to five (5) years' incarceration, but suspended the execution of her sentence, ordered that Mason serve one-hundred and twenty (120) days' shock incarceration, and placed her

[2] All references to criminal statutes are to those contained in the version of the Revised Statutes of Missouri under which the court rendered judgment.

on supervised probation for five (5) years.[3] *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR01860-01.

d. On January 19, 2007, Mason pled guilty to Identity Theft or Attempt (Value of $501 – $5,000), a Class C Felony, in violation of § 570.223 RSMo. The court sentenced Mason to five (5) years' incarceration, but suspended the execution of her sentence, ordered that Mason serve one-hundred and twenty (120) days' shock incarceration, and placed her on supervised probation for five (5) years.[4] *Id.*

e. On January 22, 2007, Mason pled guilty to Endangering the Welfare of a Child, 2nd Degree, a Class A Misdemeanor, in violation of § 568.050 RSMo. The court sentenced Mason to one-hundred and twenty (120) days' incarceration.[5] *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR04897.

f. On July 05, 2007, Mason pled guilty to Unlawful Use of Drug Paraphernalia, a Class A Misdemeanor, in violation of § 195.233 RSMo. The court sentenced Mason to six (6) days' confinement. *State v. Melinda Sue Mason*, St. Louis City Cir. Ct., Case No. 22059-04329B.

g. On April 7, 2009, Mason was charged with Theft/Stealing (Value of Property or Services is Less than $500), a Class A Misdemeanor, in violation of § 570.030 RSMo. On July 28, 2009, the St. Charles County Sheriff's Department served Mason with notice of this pending charge. On March 11, 2013, Mason pled guilty to this charge. The court sentenced Mason to one-hundred and eighty (180) days' incarceration.[6] *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0911-CR02150.

19. During its investigation, the Division also discovered the following convictions that Mason failed to disclose on her Renewal Application:

a. On July 9, 2012, Mason pled guilty to Possession of a Controlled Substance other than 35 Grams or Less of Marijuana, a Class C Felony, in violation of § 195.202 RSMo. The court sentenced Mason to five (5) years' incarceration.[7] *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 1011-CR00995-01.

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[3] The court ordered this sentence to run concurrent with the sentence entered in Case No. 2106R-01294-01, and the sentence referenced in paragraph 18d.

[4] The court ordered this sentence to run concurrent with the sentence entered in Case No. 2106R-01294-01, and the sentence referenced in paragraph 18c.

[5] The court ordered this sentence to run concurrent with the sentence entered in Case No. 0611-CR01860.

[6] The court ordered this sentence to run concurrent with the sentences entered in Case Nos. 0611-CR01860-01, 0911-CR05923, and 1011-CR00371.

[7] The court ordered this sentence to run concurrent with "all other sentences defendant is serving."

b. On March 11, 2013, Mason pled guilty to Theft/Stealing (Value of Property or Services is Less than $500), a Class A Misdemeanor, in violation of § 570.030 RSMo. The court sentenced Mason to one-hundred and eighty (180) days' incarceration.[8] *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 1011-CR00371.

c. On March 11, 2013, Mason pled guilty to Theft/Stealing (Value of Property or Services is Less than $500), a Class A Misdemeanor, in violation of § 570.030 RSMo. The court sentenced Mason to one-hundred and eighty (180) days' incarceration.[9] *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0911-CR05923.

d. On March 11, 2013, Mason pled guilty to Unlawful Use of Drug Paraphernalia, a Class A Misdemeanor, in violation of § 195.233 RSMo. The court sentenced Mason to one-hundred and eighty (180) days' incarceration.[10] *Id.*

20. Mason held an active MVESC producer license during the prosecution of *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 1011-CR00995-01. The St. Charles County Sheriff's Department served Mason with a warrant on April 10, 2012, her arraignment was scheduled for June 12, 2012, and she pled guilty on July 9, 2012. *Id.* Mason never reported the felony proceeding or conviction to the Director nor provided relevant legal documents.

21. After reviewing Mason's 2012 Application and her Renewal Application Special Investigator Andrew Engler of the Division sent an inquiry letter to Mason dated August 19, 2014. This inquiry letter requested additional documentation and information about Mason's criminal history and her failure to disclose it. The inquiry letter also informed Mason that failure to respond by September 8, 2014, could result in a refusal to reissue her MVESC producer license.

22. The United States Postal Service did not return the August 19, 2014 inquiry letter to the Division, and therefore it is presumed received by Mason.

23. Mason failed to provide a written response to the Division's August 19, 2014 inquiry letter by September 8, 2014, and failed to demonstrate a reasonable justification for the delay.

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[8] The court ordered this sentence to run concurrent with the sentences entered in Case Nos. 0611-CR01860-01, 0911-CR02150, and 0911-CR05923.

[9] The court ordered this sentence to run concurrent with the sentences entered in Case Nos. 0611-CR01860-01, 0911-CR02150, and 1011-CR00371 as well as the sentence referenced in paragraph 19c.

[10] The court ordered this sentence to run concurrent with the sentences entered in Case Nos. 0611-CR01860-01, 0911-CR02150, and 1011-CR00371 as well as the sentence referenced in paragraph 19d.

24. Special Investigator Engler sent a second inquiry letter to Mason, dated September 10, 2014. This inquiry letter again requested additional documentation and information about Mason's criminal history and her failure to disclose it. The inquiry letter also informed Mason that failure to respond by September 30, 2014 could result in a refusal to reissue her MVESC producer license.

25. The United States Postal Service did not return the September 10, 2014 inquiry letter to the Division, and therefore it is presumed received by Mason.

26. Mason failed to provide a written response to the Division's September 10, 2014 inquiry letter by September 30, 2014 and failed to demonstrate a reasonable justification for the delay.

27. It is inferable, and hereby found as fact, that Mason failed to disclose her criminal convictions and pending criminal charges on her 2012 Application in order to misrepresent to the Director that she had no criminal history and consequently improve the chances that the Director would approve her 2012 Application and issue her MVESC producer license.

28. It is also inferable, and hereby found as fact, that Mason failed to disclose her criminal convictions on her Renewal Application in order to misrepresent to the Director that she had no criminal history and consequently improve the chances that the Director would approve her Renewal Application and renew her MVESC producer license.

29. It is also inferable, and hereby found as fact, that Mason sold, offered, negotiated, or solicited motor vehicle extended service contracts with consumers without an MVESC producer license between the dates of January 3, 2014 and July 1, 2014.

CONCLUSIONS OF LAW

30. Section 385.209 RSMo (Supp. 2013)[11] states, in pertinent part:

> 1. The director may suspend, revoke, refuse to issue, or refuse to renew a registration or license under §§ 385.200 to 385.220 for any of the following causes, if the applicant or licensee or the applicant's or licensee's subsidiaries or affiliated entities acting on behalf of the applicant or licensee in connection with the applicant's or licensee's motor vehicle extended service contract program has:
>
> (1) Filed an application for license in this state within the previous ten years, which, as of the effective date of the license, was incomplete

[11] All statutory references are to the Revised Statues of Missouri (2000) as updated by the 2013 Supplement, unless otherwise indicated.

in any material respect or contained incorrect, misleading, or untrue information;

(2) Violated any provision in §§ 385.200 to 385.220, or violated any rule, subpoena, or order of the director;

(3) Obtained or attempted to obtain a license through material misrepresentation or fraud;

* * *

(5) Been convicted of any felony; [or]

* * *

(11) Unlawfully acted as a producer without a license[.]

* * *

7. Within thirty days of the initial pretrial hearing date or arraignment, a producer shall report to the director any felony proceeding initiated by any state or the United States for any violation of law by the producer. The report shall include a copy of the indictment or information filed, the order resulting from the hearing and any other relevant legal documents.

31. Title 20 CSR 100-4.100(2)(A) states, in relevant part,

Upon receipt of any inquiry from the division, every person shall mail to the division an adequate response to the inquiry within twenty (20) days from the date the division mails the inquiry. An envelope's postmark shall determine the date of mailing. When the requested response is not produced by the person within twenty (20) days, this nonproduction shall be deemed a violation of this rule, unless the person can demonstrate that there is reasonable justification for that delay.

32. "There is a presumption that a letter duly mailed has been received by the addressee." *Clear v. Missouri Coordinating Bd. for Higher Educ.*, 23 S.W. 3d 896, 900 (Mo. App. 2000) (internal citations omitted).

33. Just as the principal purpose of § 375.141, the insurance producer disciplinary statute, is not to punish licensees or applicants, but to protect the public, *Ballew v. Ainsworth*, 670 S.W.2d 94, 100 (Mo. App. E.D. 1984), the purpose of § 385.209 is not to punish applicants for a MVESC producer license, but to protect the public.

34. The Director may refuse to renew Mason's MVESC producer license pursuant to

§ 385.209.1(1) because Mason filed an application for license in this state within the previous ten years which, as of the effective date of the license, was incomplete or contained incorrect, misleading, or untrue information. Specifically, Mason failed to disclose the following criminal convictions and pending charges in response to Background Question No. 1 on her 2012 Application:

a. Peace Disturbance, a Class B Misdemeanor. *State v. Melinda S. Charles*, Lincoln Co. Cir. Ct., Case No. 45R019800151.

b. Robbery – 2nd Degree, a Class B Felony. *State v. Melinda S. Mason*, St. Louis Co. Cir. Ct., Case No. 2106R-01294-01.

c. Forgery, a Class C Felony. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR01860-01.

d. Identity Theft or Attempt (Value of $501 – $5,000), a Class C Felony. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR01860-01.

e. Endangering the Welfare of a Child, 2nd Degree, a Class A Misdemeanor. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR04897.

f. Unlawful Use of Drug Paraphernalia, a Class A Misdemeanor. *State v. Melinda Sue Mason*, St. Louis City Cir. Ct., Case No. 22059-04329B.

g. Theft/Stealing, a Class A Misdemeanor (charges pending at the time of Mason's 2012 Application). *State v. Melinda S.* Mason, St. Charles Co. Cir. Ct., Case No. 0911-CR02150.

35. Each instance in which Mason's 2012 Application contained incomplete, incorrect, misleading, or untrue information, is a separate and sufficient ground for refusal pursuant to § 385.209.1(1).

36. The Director may refuse to renew Mason's MVESC producer license pursuant to § 385.209.1(2) because Mason violated a Department regulation, namely 20 CSR 100-4.100(2)(A), when she failed to respond to two (2) inquiry letters from the Division and failed to provide a reasonable justification for the delay.

37. The Director may refuse to renew Mason's MVESC producer license pursuant to § 385.209.1(2) because Mason violated a provision in §§ 385.200 to 385.220, namely § 385.206.1(6), when she, in or from this state, unlawfully sold, offered, negotiated, or solicited a motor vehicle service contract with a consumer during her employment with VSC Administration, between the dates of January 3, 2014 until at least July 1, 2014.

38. The Director may refuse to renew Mason's MVESC producer license pursuant to

§ 385.209.1(2) because Mason violated a provision in §§ 385.200 to 385.220, namely § 385.209.7, when she failed to report the following felony proceeding to the Director within thirty (30) days of the initial pretrial hearing date:

a. Possession of a Controlled Substance other than 35 Grams or Less of Marijuana, a Class C Felony. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 1011-CR00995-01.

39. Each instance in which Mason violated any provision in §§ 385.200 to 385.220 or violated any rule of the Director is a separate and sufficient ground for refusal pursuant to § 385.209.1(2).

40. The Director may refuse to renew Mason's MVESC producer license pursuant to § 385.209.1(3) because Mason obtained a license through material misrepresentation or fraud when she failed to disclose the following criminal convictions and pending charges in response to Background Question No. 1 on her 2012 Application:

a. Peace Disturbance, a Class B Misdemeanor. *State v. Melinda S. Charles*, Lincoln Co. Cir. Ct., Case No. 45R019800151.

b. Robbery – 2nd Degree, a Class B Felony. *State v. Melinda S. Mason*, St. Louis Co. Cir. Ct., Case No. 2106R-01294-01.

c. Forgery, a Class C Felony. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR01860-01.

d. Identity Theft or Attempt (Value of $501 – $5,000), a Class C Felony. *Id.*

e. Endangering the Welfare of a Child, 2nd Degree, a Class A Misdemeanor. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR04897.

f. Unlawful Use of Drug Paraphernalia, a Class A Misdemeanor. *State v. Melinda Sue Mason*, St. Louis City Cir. Ct., Case No. 22059-04329B.

g. Theft/Stealing (Value of Property or Services is Less than $500), a Class A Misdemeanor (charge pending at the time of Mason's 2012 Application). *State v. Melinda S.* Mason, St. Charles Co. Cir. Ct., Case No. 0911-CR02150.

41. The Director may refuse to renew Mason's MVESC producer license pursuant to § 385.209.1(3) because Mason attempted to obtain a license through material misrepresentation or fraud when she failed to disclose the following criminal convictions in response to Background Question No. 1 on her Renewal Application:

a. Peace Disturbance, a Class B Misdemeanor. *State v. Melinda S. Charles*, Lincoln Co. Cir. Ct., Case No. 45R019800151.

b. Robbery – 2nd Degree, a Class B Felony. *State v. Melinda S. Mason*, St. Louis Co. Cir. Ct., Case No. 2106R-01294-01.

c. Forgery, a Class C Felony. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR01860-01.

d. Identity Theft or Attempt (Value of $501 – $5,000), a Class C Felony. *Id.*

e. Endangering the Welfare of a Child, 2nd Degree, a Class A Misdemeanor. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR04897.

f. Unlawful Use of Drug Paraphernalia, a Class A Misdemeanor. *State v. Melinda Sue Mason*, St. Louis City Cir. Ct., Case No. 22059-04329B.

g. Possession of a Controlled Substance other than 35 Grams or Less of Marijuana, a Class C Felony. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 1011-CR00995-01.

h. Theft/Stealing (Value of Property or Services is Less than $500), a Class A Misdemeanor. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0911-CR02150.

i. Theft/Stealing (Value of Property or Services is Less than $500), a Class A Misdemeanor. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 1011-CR00371.

j. Theft/Stealing (Value of Property or Services is Less than $500), a Class A Misdemeanor. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0911-CR05923.

k. Unlawful Use of Drug Paraphernalia, a Class A Misdemeanor. *Id.*

42. Each instance in which Mason obtained or attempted to obtain a license through material misrepresentation or fraud is a separate and sufficient ground for refusal pursuant to § 385.209.1(3).

43. The Director may refuse to renew Mason's MVESC producer license pursuant to § 385.209.1(5) because Mason has been convicted of four (4) felonies:

a. Robbery – 2nd Degree, a Class B Felony, in violation of § 569.030 RSMo. *State v. Melinda S. Mason*, St. Louis Co. Cir. Ct., Case No. 2106R-01294-01.

b. Forgery, a Class C Felony, in violation of § 570.090 RSMo. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 0611-CR01860-01.

c. Identity Theft or Attempt (Value of $501 – $5,000), a Class C Felony, in violation of § 570.223 RSMo. *Id.*

d. Possession of a Controlled Substance other than 35 Grams or Less of Marijuana, a Class C Felony, in violation of § 195.202 RSMo. *State v. Melinda S. Mason*, St. Charles Co. Cir. Ct., Case No. 1011-CR00995-01.

44. Each felony conviction is a separate and sufficient ground for refusal pursuant to § 385.209.1(5).

45. The Director may refuse to renew Mason's MVESC producer license pursuant to § 385.209.1(11) because Mason unlawfully acted as a producer without a license when she sold, offered, negotiated, or solicited a motor vehicle extended service contract with a consumer during her employment in "Sales" at VSC Administration in St. Charles, Missouri, specifically between the dates of January 3, 2014, and July 1, 2014.

46. The Director has considered Mason's history and all of the circumstances surrounding her Renewal Application. Renewing Mason's MVESC producer license would not be in the interest of the public. Accordingly, the Director exercises his discretion and refuses to renew Mason's MVESC producer license.

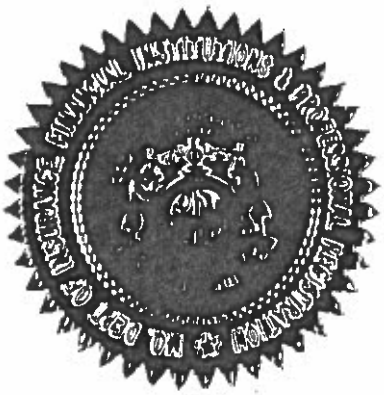
47. This order is in the public interest.

ORDER

IT IS THEREFORE ORDERED that **Melinda Sue Mason's** motor vehicle extended service contract producer license renewal application of is hereby **REFUSED.**

SO ORDERED.

WITNESS MY HAND THIS 28th **DAY OF** August**, 2015.**



JOHN M. HUFF
DIRECTOR

NOTICE

TO: Applicant and any unnamed persons aggrieved by this Order:

You may request a hearing in this matter. You may do so by filing a complaint with the Administrative Hearing Commission of Missouri, P.O. Box 1557, Jefferson City, Missouri, within 30 days after the mailing of this notice pursuant to Section 621.120, RSMo. Pursuant to 1 CSR 15-3.290, unless you send your complaint by registered or certified mail, it will not be considered filed until the Administrative Hearing Commission receives it.

CERTIFICATE OF SERVICE

I hereby certify that on this 28th day of August, 2015, a copy of the foregoing Order and Notice was served upon the Applicant in this matter by United Parcel Service, signature required, to the following address:

Melinda S. Mason
3200 Ridgeview
St. Charles, Missouri 63301

Tracking No. 1Z0R15W84298283383

Kathryn Latimer

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