



DEPARTMENT OF COMMERCE AND INSURANCE

P.O. Box 690, Jefferson City, Mo. 65102-0690

In the Matter of:)
)
) **AHC Case No. 23-0687**
) **DCI Case No. 2211010675C**
ANGELICA HERNANDEZ)

ORDER OF REVOCATION PURSUANT TO § 375.141.5, RSMO

CHLORA LINDLEY-MYERS, Director of the Missouri Department of Commerce and Insurance, hereby issues the following Findings of Fact, Conclusions of Law, and Order of Revocation Pursuant to § 375.141.5, RSMo.¹

FINDINGS OF FACT

1. Chlora Lindley-Myers is the duly appointed Director of the Missouri Department of Commerce and Insurance (“Director” of the “Department”). The Director has the duty to administer Chapters 374 and 375, RSMo, which includes the supervision, regulation, and discipline of insurance companies, agencies, and producers licensed to operate and conduct business in the state of Missouri.

¹ All references are to the Revised Statutes of Missouri 2016, RSMo 2016, unless otherwise noted.

2. The Department renewed the non-resident insurance producer license held by Angelica Hernandez (“Hernandez” or “Respondent”), effective July 3, 2022 (License Number 8417523). Her license is set to expire on July 2, 2024.

3. On September 1, 2023, the Director filed a Complaint before the Administrative Hearing Commission (“Commission”), Case No. 23-0687, against Respondent alleging that the Director has cause to discipline Respondent’s insurance producer license pursuant to § 375.141.1(2), (6) and (9) for: violating the insurance laws of this or any other state by failing to report her felony conviction and failing to report disciplinary action taken against her insurance producer license in another state; having been convicted of a felony and a crime of moral turpitude; and having her insurance producer license, or its equivalent, denied, suspended or revoked in the states of Illinois and Kansas.

4. The Commission attempted to serve Respondent with the Notice of Complaint/Notice of Hearing at Respondent’s residential address of record, 8812 Reva Street, Dallas, Texas 75227-8217. The Commission was unable to serve Respondent.

5. On October 10, 2023, the Commission provided a service packet, which included the Notice of Complaint/Notice of Hearing, a copy of the complaint, and information regarding proceedings before the Commission, to the Department since the Commission was unable to serve Respondent.

6. On October 13, 2023, the Department sent the above-referenced service packet to Respondent, via UPS mail (Tracking # 1Z0R15W8A893201658), at her reported residential address, 8812 Reva Street, Dallas, Texas 75227-8217.

7. The UPS's Proof of Service indicated that on October 30, 2023, it had served Respondent at her reported residential address, 8812 Reva Street, Dallas, Texas 75227-8217.

8. On January 18, 2024, the Director served her First Set of Requests for Admissions to Respondent ("Requests"). Respondent did not respond to the discovery. On March 4, 2024, the Director filed her Motion to Deem her Requests admitted.

9. On March 5, 2024, the Administrative Hearing Commission denied the Director's motion, stating that service in the above-styled case was ineffective because the person who signed the service affidavit did not personally serve Respondent and the signature on the Proof of Service was illegible.

10. On March 11, 2024, the Director sent the service packet to Respondent by certified mail, return receipt requested, to her reported residential address, 8812 Reva Street, Dallas, Texas 75227-8217. On that same date, the Director sent the service packet to Respondent by UPS mail (Tracking # 1Z0R15W842992526676), to her reported residential address, 8812 Reva Street, Dallas, Texas 75227-8217.

11. On or about April 22, 2024, UPS returned the service packet to the Director because UPS was unable to deliver it.

12. The United States Postal Service also returned the service packet the Director had sent by certified mail, return receipt requested. The return receipt had been signed, but the signature was crossed out. The service packet was not opened, and the postal service indicated that it was returning it to "Sender, Attempted, Not Known, Unable to Forward."

13. Counsel for the Director called Respondent's reported business number and

asked whether Respondent was still employed. Counsel was told that she was no longer employed at that company.

14. Counsel for the Director also called Respondent's reported telephone number. The number has been disconnected.

15. Counsel for the Director has attempted to contact Respondent using her reported email address, but Respondent has never replied.

16. Respondent has not notified the Department of any change of address.

CONCLUSIONS OF LAW

17. Section 375.141.5 provides:

Every insurance producer licensed in this state shall notify the director of any change of address, on forms prescribed by the director, within thirty days of the change. If the failure to notify the director of the change of address results in an inability to serve the insurance producer with a complaint as provided by sections 621.045 to 621.198, RSMo, then the director may immediately revoke the license of the insurance producer until such time as service may be obtained.

18. Pursuant to § 375.141, the Director has the discretion to discipline producers' insurance licenses, including ordering revocation of such licenses.

19. Pursuant to § 375.141.5, such revocation may be immediate when an insurance producer's failure to notify the Director of any change of address within thirty (30) days of the change results in an inability to serve the insurance producer with a complaint as provided by §§ 621.045 to 621.198 RSMo. Such revocation may be effective until such time as service may be obtained.

ORDER

IT IS HEREBY ORDERED that the non-resident insurance producer license of Angelica Hernandez (License Number 8417523) is **REVOKED** until such time as service of the Complaint filed with the Administrative Hearing Commission on September 1, 2023, Case No. 23-0687 may be obtained or until such time as service of a complaint in a future Administrative Hearing Commission action against Respondent Angelica Hernandez may be obtained.

SO ORDERED, SIGNED AND OFFICIAL SEAL AFFIXED THIS 30th
DAY OF April, 2024.



Chlora Lindley Myers

CHLORA LINDLEY-MYERS,
Director
Missouri Department of
Commerce and Insurance