

**BEFORE THE COMMISSIONER OF INSURANCE  
OF THE STATE OF KANSAS**

In the Matter of the Kansas Nonresident )  
Insurance Agent's License of )  
**PAULA S. WILBANKS,** ) Docket No. **4721--SO**  
NPN 8135668. )

**SUMMARY ORDER**  
(Pursuant to K.S.A. 40-4909 and K.S.A. 77-537)

Pursuant to authority granted to the Commissioner of Insurance ("Commissioner") by K.S.A. 40-4909, the Commissioner hereby proposes to find facts and revoke the Kansas nonresident insurance agent's license of PAULA S. WILBANKS ("Respondent") by way of Summary Order as provided by K.S.A. 77-537.

**Findings of Fact**

1. Following investigation, the Commissioner has no reason to believe that protection of the public interest requires the Commissioner to give notice and opportunity to participate to anyone other than Respondent.
2. Following investigation, the Commissioner finds evidence sufficient to support the following facts:
3. Respondent was licensed as a Kansas nonresident insurance agent on April 6, 2012, and has remained so licensed to date.
4. Respondent's legal address of record is in Hiram, Georgia, and her mailing address of record is Over-by Seawell Company, PO Box 100006, Kennesaw, GA 30156-9206.
5. Based on certain regulatory information databases, KID has cause to believe the following actions have been taken against Respondent's insurance producer licenses in other states:
  - a. On or about June 25, 2013, Virginia revoked Respondent's license for surplus lines violations.
  - b. On or about October 14, 2013, Delaware fined Respondent under a consent order for failing to report another state's action.
  - c. On or about November 4, 2013, Respondent's Washington license was revoked for failure to respond and failure to report other states' actions.

- d. On or about February 21, 2014, Respondent surrendered her Florida license to resolve allegations that she failed to report other states' actions and failed to report an address change.
  - e. On or about April 5, 2014, California revoked Respondent's license for failure to respond and for other states' actions.
6. Respondent did not report the subsequent actions to KID within 30 days as required by K.A.R. §40-7-9(a) and has not reported them to date.
7. By letter dated November 12, 2014, counsel for KID summarized the foregoing facts and invited Respondent to reply by the close of business on November 24, 2014, if she disputed the statements of fact.
8. To date, Respondent has not replied and the letter has not been returned; thus the facts are deemed undisputed.

**Applicable Law**

9. K.S.A. 40-4909(a) provides, in relevant part:
- “The commissioner may deny, suspend, revoke or refuse renewal of any license issued under this act if the commissioner finds that the applicant or license holder has
- (2) Violated:
    - (A) Any provision of chapter 40 of the Kansas Statutes Annotated, and amendments thereto, or any rule and regulation promulgated thereunder;
    - (B) any subpoena or order of the commissioner;
    - (C) any insurance law or regulation of another state; or
    - (D) any subpoena or order issued by the regulatory official for insurance in another state. . . .
  - (9) Had an insurance agent license, or its equivalent, denied, suspended or revoked in any other state, district or territory.” K.S.A. 2013 Supp. 40-4909(a).
10. In addition, the Commissioner may revoke any license issued under the Insurance Agents Licensing Act if the Commissioner finds that the interests of the insurer or the insurable interests of the public are not properly served under such license. K.S.A. 2013 Supp. 40-4909(b).
11. A person whose license has been revoked or suspended may not be employed directly or indirectly by an insurance company and “may not perform any act toward the solicitation of or transaction of” insurance business in Kansas. K.S.A. 2013 Supp. 40-4909(g).

12. “Any action taken under this section which affects any license or imposes any administrative penalty shall be taken only after notice and an opportunity for hearing conducted in accordance with the provisions of the Kansas administrative procedures act.” K.S.A. 2013 Supp. 40-4909(c).

13. “Each person licensed in this state as an insurance agent shall report the following to the commissioner of insurance within 30 days of occurrence: (a) Each disciplinary action on the agent's license or licenses by the insurance regulatory agency of any other state or territory of the United States; (b) each disciplinary action on an occupational license held by the licensee, other than an insurance agent's license, by the appropriate regulatory authority of this or any other jurisdiction. . . .” K.A.R. §40-7-9(a).

### **Conclusions of Law**

14. The Commissioner has jurisdiction over Respondent as well as the subject matter of this proceeding, and such proceeding is held in the public interest.

15. The Commissioner finds that Respondent's license may be, and should be, revoked pursuant to K.S.A. 40-4909(a)(2)(A) because Respondent repeatedly violated K.A.R. §40-7-9(a) by failing to report actions taken against her insurance producer licenses by the insurance regulatory authorities of other states.

16. In addition, the Commissioner finds that Respondent's license may be revoked pursuant to K.S.A. 40-4909(a)(2)(C) because the actions establish Respondent's violations of the insurance law and/or regulations of other states.

17. Further, the Commissioner concludes that Respondent's license may be revoked pursuant to K.S.A. 40-4909(a)(9) because each denial, suspension, and revocation of a licensee's license in another state constitutes an independent ground for revocation in Kansas.

18. Finally, the Commissioner concludes that Respondent's license may be revoked pursuant to K.S.A. 40-4909(b) because it is not serving the interests of insurers or the insurable interests of the public.

19. Based on the facts and circumstances set forth herein, it appears that the use of summary proceedings in this matter is appropriate, in accordance with the provisions set forth in K.S.A. 77-537(a), in that the use of summary proceedings does not violate

any provision of the law, the protection of the public interest does not require the KID to give notice and opportunity to participate to persons other than Respondent, and after investigation, KID believes in good faith that the allegations will be supported to the applicable standard of proof.

**Policy to be Served**

Before issuing an insurance agent license, the Commissioner must determine that the applicant is qualified and has not committed any act that would be grounds for denial, suspension, or revocation. K.S.A. 40-4905(b). Further, the Commissioner may revoke any license issued under the Insurance Agents Licensing Act if the Commissioner finds that the interests of the insurer or the insurable interests of the public are not properly served under the license. The following action is appropriate to promote the security and integrity of the insurance business and protect insurance consumers by licensing, or continuing to license, persons or entities to sell, solicit, or negotiate insurance in the State of Kansas only if their conduct indicates they are both qualified and trustworthy.

**THE COMMISSIONER OF INSURANCE THEREFORE ORDERS** that the Kansas nonresident insurance agent's license of **PAULA S. WILBANKS** is hereby **REVOKED**, and **PAULA S. WILBANKS** shall **CEASE and DESIST** from the sale, solicitation, or negotiation of insurance, doing any act toward the sale, solicitation, or negotiation of insurance, and/or receiving compensation deriving from the sale, solicitation, or negotiation of insurance in Kansas or on Kansas risks through business conducted on and after the effective date of this order.

**It is further ordered**, pursuant to KSA 77-415(b)(2)(A), that this order is designated by KID as precedent.

IT IS SO ORDERED THIS   26th   DAY OF NOVEMBER 2014, IN THE CITY OF TOPEKA, COUNTY OF SHAWNEE, STATE OF KANSAS.



  /s/ Sandy Praeger    
Sandy Praeger  
Commissioner of Insurance

BY:

  /s/ John Wine    
John Wine  
General Counsel

**NOTICE OF RIGHTS TO HEARING AND REVIEW**

**Within fifteen (15) days of the date of service of this Summary Order, Respondent** may submit a written request for a hearing pursuant to K.S.A. 77-537 and K.S.A. 77-542. Any request for a hearing should be addressed to the following:

John Wine, General Counsel  
Kansas Insurance Department  
420 S.W. 9<sup>th</sup> Street  
Topeka, Kansas 66612

If a hearing is requested, the Kansas Insurance Department will serve notice of the time and place of the hearing and information on procedures, right of representation, and other rights of parties relating to the conduct of the hearing.

**If a hearing is not requested in the time and manner stated above, this Summary Order shall become effective as a Final Order upon the expiration of time for requesting a hearing.** In the event Respondent files a Petition for Judicial Review, pursuant to K.S.A. 77-613(e), the agency officer to be served on behalf of the Kansas Insurance Department is

John Wine, General Counsel  
Kansas Insurance Department  
420 S.W. 9<sup>th</sup> Street  
Topeka, Kansas 66612

**Certificate of Service**

The undersigned hereby certifies that she served a true and correct copy of the above and foregoing **Summary Order** and accompanying **Notice of Rights** on this \_\_\_26th\_\_\_ day of November 2014 by causing the same to be placed in the United States Mail, first class postage prepaid, addressed to the following:

Paula S. Wilbanks  
Over-by Seawell Company  
PO Box 100006  
Kennesaw, GA 30156-9206

\_/\_s/ Brenda J. Clary \_\_\_\_\_  
Brenda J. Clary  
Staff Attorney