

BEFORE THE IOWA INSURANCE COMMISSIONER

IN THE MATTER OF)	Division Case No. 99825
)	
RENEE L. HILL,)	ORDER AND CONSENT
)	TO ORDER
NPN 6845001,)	
DOB 11/08/XXXX,)	
)	
Respondent)	

NOW THEREFORE, upon motion of the Iowa Insurance Division (“Division”) and by the consent of Respondent Renee L. Hill, pursuant to the provisions of Iowa Code Chapter 522B—Licensing of Insurance Producers, the Commissioner enters the following Order and Consent to Order (“Consent Order”):

I. PARTIES AND JURISDICTION

1. The Commissioner of Insurance, Doug Ommen, directly and through his designees, administers and enforces Iowa Code Chapter 522B—Licensing of Insurance Producers pursuant to Iowa Code § 505.8.
2. Renee L. Hill (“Respondent”) is an individual with a last-known residence address of 33282 320th Avenue, Richland, Iowa 52585.
3. Respondent is and has been licensed in the state of Iowa as a resident insurance producer since June 11, 1996. She is licensed under National Producer Number 6845001.
4. Pursuant to Iowa Code § 505.28, Respondent has consented to the jurisdiction of the Commissioner of Insurance by committing acts governed by chapter 522B.
5. From on or about January 16, 2013 to May 2017, Respondent has engaged in acts and practices within the state of Iowa constituting cause for probation, suspension, or revocation of

her insurance producer license; cease and desist orders; and civil penalties or other relief under Iowa Code Chapters 505, 507B, 522B, and rules adopted pursuant to these chapters.

II. FINDINGS OF FACT

6. Respondent applied for an insurance producer license with the Division and the Division issued Respondent a license as an insurance producer on June 11, 1996 and assigned to her National Producer Number 6845001.

7. Respondent renewed her resident insurance producer license with the Division on October 6, 2016 by submitting an application for renewal through the National Insurer Producer Registry (“NIPR”). In this renewal application, Respondent designated the Commissioner as an agent for service of process.

8. During an interview with the Division on September 12, 2018, when asked if the address notated in Respondent’s licensing record at that time, 205 Maplewood Circle, Libertyville, Iowa 52567, was still current, Respondent admitted that the Maplewood address was no longer her current address. Respondent identified 33282 320th Avenue, Richland, Iowa 52585 as her current address.

9. Respondent’s producer licensing record, maintained by the Division, was updated on November 1, 2018, to reflect her current mailing and residence address of 33282 320th Avenue, Richland, Iowa 52585.

10. As of November 29, 2018, Respondent’s producer licensing record, maintained by the Division, still notates a business address of 306 W. Burlington Avenue, Fairfield, Iowa 52556.

11. Respondent owned and operated Erickson Insurance, Inc., an Iowa Corporation with its principal place of business in Fairfield, Iowa, from 2010 to May 2014.

12. Respondent sold her book of business to Century Insurance, LLC (“Century”) in May 2014.

13. Century retained Respondent as a customer service representative (“CSR”) for the acquired Fairfield location.

14. Respondent and Century began having disputes. As a result of these difficulties, Respondent resigned from her position as a CSR on May 30, 2017.

15. Respondent’s last day as an employee in the Fairfield Century office was June 2, 2017.

Consumer VC

16. Sometime in early July 2017, after Respondent’s departure, Consumer VC contacted Century to obtain a certificate of liability insurance for his business, Business R. Business R installs fire suppression systems.

17. Respondent obtained Consumer VC as an account when she owned Erickson Insurance, Inc. and continued to provide service for that account while employed as a CSR for Century.

18. In the course of servicing Consumer VC’s request for a certificate of liability insurance, Century discovered that Respondent had prepared and presented Consumer VC with numerous certificates of liability insurance referencing insurance coverage for policies that did not actually exist.

19. From January 2013 to May 2017, Respondent prepared and presented Consumer VC with numerous certificates of liability insurance that falsely indicated Business R had various insurance policies in place even though Respondent knew that Consumer VC’s business had no such coverage.

20. The certificates of liability insurance list various certificate holders.

21. On or about April 21, 2017, Respondent created false insurance documents from Grinnell Mutual, an insurer with no association with Business R, in order to provide supporting documentation for policies that did not exist.

22. Business R presented the numerous, false certificates of liability insurance to various entities during the course of regular business in order to provide proof of the required coverage.

23. Respondent was listed as the authorized representative on each of the false certificates of liability insurance created for Business R.

24. One of the certificates created by Respondent was later questioned when a claim was made to National Indemnity Company (“NICO”) relating to water damage resulting from work performed by Business R. Although the certificate of insurance created by Respondent dated December 16, 2016, indicated that Business R had general liability, umbrella and professional liability coverage through NICO, the policy numbers are inconsistent with NICO’s policy format. Furthermore, NICO has no record of any coverage being in place for Business R.

25. During an interview with a Division investigator on September 12, 2018, Respondent admitted to falsifying numerous certificates of liability insurance for Business R, but stated that Consumer VC did not pay her any premium or monetary amounts for the fictitious coverage.

26. During the September 12th interview, Respondent alleged that she only falsified documents for Consumer VC. However, Respondent created untrue policy documents for at least two other individuals.

Consumer EF

27. On November 17, 2016, Respondent prepared and presented Consumer EF with a certificate of liability insurance that falsely indicated general liability coverage was in place from August 28, 2016 through August 28, 2017.

28. Consumer EF received a cancellation notice with an effective cancellation date of November 18, 2016. Consumer EF provided the cancellation notice to Respondent.

Consumer KF

29. On or about February 18, 2015, Respondent submitted an application, on behalf of Consumer KF, for aircraft insurance through American International Group, Inc. ("AIG"). The application was sent to the broker RPS Scobie Group ("RPS").

30. That same day, Respondent had Consumer KF pay \$500.00 in premium at the time of application even though the actual premium was unknown.

31. Additionally, Respondent prepared and presented Consumer KF with a binder of insurance that indicated Consumer F had coverage in place for his airplane.

32. Respondent was not authorized to bind coverage.

33. RPS emailed Respondent later that day instructing Respondent to resubmit the application because it was illegible.

34. Consumer KF had an accident, resulting in the total loss of his airplane, on February 21, 2015.

35. Respondent resubmitted the application to RPS on February 23, 2015.

36. AIG issued a quote on March 5, 2015 with a policy effective date of March 10, 2015. AIG cancelled the policy due to the total loss of the airplane prior to the policy effective date.

37. As a result of Respondent's actions, Century filed an errors and omissions claim with Westport Insurance Corporation ("Westport"). Westport paid Consumer KF \$50,750.00 and Century was responsible for directly paying \$5,000 to Consumer KF.

III. CONCLUSIONS OF LAW

COUNT ONE

Misrepresentation of Insurance

38. Iowa Code § 522B.11(1)(e) states that an insurance producer's license may be placed on probation, suspended, or revoked or civil penalties may be levied as provided in Iowa Code § 522B.17 for "intentionally misrepresenting the terms of an actual or proposed insurance contract."

39. Respondent intentionally misrepresented the terms of an actual or proposed insurance contract when she created numerous certificates of insurance which indicated Business R had insurance coverage and which listed policy numbers and effective coverage dates for policies that did not actually exist.

40. Respondent intentionally misrepresented the terms of an actual or proposed insurance contract when she manufactured supporting documentation, including policy endorsements and waivers, to provide proof of coverage for Business R.

41. Respondent intentionally misrepresented the terms of an actual or proposed insurance contract when she used existing policy documents from one account to forge a certificate of liability insurance and endorsement for Business R by cutting and taping Business R's name and policy number onto the other account's documents.

42. Respondent misrepresented the terms of an actual or proposed insurance contract when she created a binder of insurance for Consumer KF indicating that insurance coverage had been bound when in fact only an application for coverage had been submitted at that time and Respondent did not have authority to bind coverage.

43. Respondent's acts and practices have been in violation of Iowa Code § 522B.11(1)(e) subjecting Respondent to probation, suspension, or revocation of Respondent's insurance

producer license, the imposition of a civil penalty, an order requiring Respondent to cease and desist from engaging in such acts or practices, the imposition of costs of the investigation and prosecution of the matter, and any other corrective action the Commissioner deems necessary and appropriate pursuant to Iowa Code §§ 522B.11, 522B.17, and 505.8.

COUNT TWO
**Using Fraudulent, Coercive, or Dishonest Practices,
or Demonstrating Incompetence or Untrustworthiness**

44. Under Iowa Code § 522B.11(1)(h), a license may be subject to probation, suspension, or revocation and civil penalties may be levied, as provided in Iowa Code § 522B.17, for using fraudulent, coercive, or dishonest practices or demonstrating incompetence or untrustworthiness in the conduct of business.

45. Respondent created and provided a certificate of insurance for Consumer EF even though his policy had a cancellation date of the very next day.

46. Respondent created and provided a binder of insurance for Consumer KF when she was not authorized to do so.

47. Respondent told Consumer KF that he had insurance coverage even though she had only submitted an application for coverage and the broker responded to her on the same day stating that the application was illegible and would need to be resubmitted.

48. Respondent's actions in stating that consumers had coverage that did not, in fact, exist could have exposed policy holders, consumers, and Century to great financial harm. Indeed, two separate claims were filed during which it was discovered that Respondent had created documents indicating coverage when policies did not exist.

49. Respondent disputed that she dishonestly created the documents described in paragraphs 45 and 46.

50. Respondent's acts and practices have been in violation of Iowa Code § 522B.11(1)(h) subjecting Respondent to probation, suspension, or revocation of Respondent's insurance producer license, the imposition of a civil penalty, an order requiring Respondent to cease and desist from engaging in such acts or practices, the imposition of costs of the investigation and prosecution of the matter, and any other corrective action the Commissioner deems necessary and appropriate pursuant to Iowa Code §§ 522B.11, 522B.17, and 505.8.

COUNT THREE
Failure to Update Address

51. Under Iowa Code § 522B.6(7) a licensee shall inform the Commissioner of a change of address within thirty days of the change.

52. Respondent did not inform the Commissioner of the change to her residence and mailing address within thirty days of the change and despite being reminded by the Division's investigator of her obligation to update her address and her acknowledgment of this obligation, Respondent still failed to timely update her residence and mailing addresses.

53. Respondent has yet to update her business address.

54. Respondent's failure to inform the Commissioner of a change in address is a violation of Iowa Code § 522B.6(7) subjecting Respondent to a penalty, the imposition of costs of the investigation and prosecution of the matter, and any other corrective action the Commissioner deems necessary and appropriate pursuant to Iowa Code §§ 522B.17, 507B.7, and 505.8.

IV. ORDER

WHEREFORE, IT IS ORDERED pursuant to the powers granted to the Commissioner of Insurance by Iowa Code Chapter 522B:

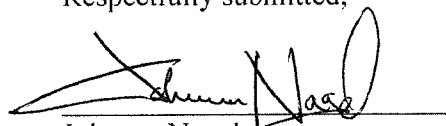
- A. Respondent's Iowa resident insurance producer license is permanently revoked and Respondent is permanently prohibited from engaging in the business of insurance in this state pursuant to Iowa Code §§ 507B.7 and 522B.11;
- B. Respondent shall immediately cease and desist from engaging in the practice of insurance in this state pursuant to Iowa Code § 522B.17; and
- C. Respondent shall, contemporaneously with this Consent Order, pay the amount of \$1,500.00 for costs of investigation and prosecution pursuant to Iowa Code § 505.8. Payment shall be made payable to the Iowa Insurance Division, to be credited to the Iowa Enforcement Fund, to provide funds for insurance enforcement and education.
- D. This order may be enforced under Iowa Code §§ 505 and 522B, including but not limited to Iowa Code § 522B.17(3), and additionally, by any collection remedies available to the State of Iowa Department of Revenue for any unpaid ordered monetary amounts.

SO ORDERED on the 11th day of February, 2019.



DOUGLAS M. OMMEN
Iowa Insurance Commissioner

Respectfully submitted,



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ATTORNEY FOR RESPONDENT

Renee Hill
33282 320th Avenue
Richland, Iowa 52585
RESPONDENT

CERTIFICATE OF SERVICE

The undersigned certifies that the foregoing instrument was served upon all parties to the above cause, or their attorney, at their respective addresses disclosed on the pleadings on February 11, 2019.

By: () First Class Mail () Personal Service
() Restricted certified mail, return receipt (x) Email, by consent
() Certified mail, return receipt () _____

Signature: _____

Hilary Foster
Hilary Foster

NOTICE OF PENALTIES FOR WILLFUL VIOLATION OF THIS ORDER

YOU ARE NOTIFIED that acting as an insurance producer, as defined in Iowa Code Chapter 522B, in violation of this Order, is a felony under Iowa Code § 507A.10, subjecting you to punishment of imprisonment, jail, fines, or any combination of custody and fines.

YOU ARE ALSO NOTIFIED that if you violate this Order, you may be subject to administrative and civil penalties pursuant to Iowa Code § 522B.17(3). The Commissioner may petition the district court to hold a hearing to enforce the order as certified by the Commissioner. The district court may assess a civil penalty against you in an amount not less than three thousand dollars but not greater than ten thousand dollars for each violation, and may issue further orders as it deems appropriate.

NOTICE OF FINAL ORDER IMPACT

A final order of license revocation or a cease and desist order may adversely affect other existing business or professional licenses and may result in license revocation or disciplinary action.

A final order in an administrative action does not resolve any potential criminal or civil violations or causes of action that might arise from the same or similar conduct that is the subject of this this order. It may result in criminal law enforcement authorities, including the fraud bureau of the Iowa Insurance Division, pursuing a criminal investigation or prosecution of potential criminal law violations.

CONSENT TO ORDER AND AGREEMENT

I, Renee L. Hill, Respondent in this matter, have read, understood, and do knowingly consent to this Order in its entirety. By executing this Consent, I understand that I am waiving my rights to a hearing, to confront and cross-examine witnesses, to produce evidence, and to judicial review.

I further understand that this Order is considered a final administrative action that may be reported by the Division to the National Association of Insurance Commissioners and to other regulatory agencies. I also understand that this Order is a public record under Iowa Code Chapter 22, which will be disclosed to other state regulatory authorities, upon request, pursuant to Iowa Code § 505.8(8)(d). I also understand that this Order will be posted to the Division's website and a notation will be made to the publicly available website record that administrative action has been taken against me.

Dated: January 25 2019

Renee L Hill
Renee L. Hill, Respondent

33082 320th Ave Richland IA 52585
Address of Signatory

Subscribed and sworn before me by Renee L. Hill on this 25th day of January, 2019.

Rebecca A. Fritz
Notary Public for the State of Iowa

4/11/2020

