

# NC DEPARTMENT OF INSURANCE

## NEWSLETTER

MAY 2025



## COMMISSIONER'S CORNER



Anyone who has lived in North Carolina for a period has likely experienced the impact of a major storm or two. Last year, North Carolina was hit with the deadliest and costliest storm in our state's history, Hurricane Helene.

Helene ultimately proved fatal to 106 people, and 26 other people are still missing among the 25 counties it impacted. The damage it caused is currently estimated at \$59.6 billion dollars. But despite the chaos the storm caused, the N.C. Department of Insurance responded quickly, and in the coming days, worked with the many local, state and federal agencies, as well as dozens of charities and faith-based organizations to respond as quickly as possible. Within minutes of the storm passing, NCDOI representatives were on the ground performing rescues, and working to help pick up the pieces.

In December, I presented 41 members of NCDOI's Criminal Investigations Division with a special "Operation Helene" award during a presentation held in Raleigh. The award, created in October, honored those special agents and staff members who responded immediately following the storm. Their actions undoubtedly saved numerous lives and made a tremendous impact on North Carolinians who suffered the worst of Helene's impacts, particularly in McDowell County.

Since the storm passed, our regional directors and other representatives have organized over 40 victim assistance centers to help individuals with their storm-related insurance needs. We've also partnered with the insurance industry, to host insurance camps, so that individual companies can reach their mountain policy holders directly.

Also in December, we announced our total savings and recoveries for 2024. In total, we saved consumers over \$48 million from consumer complaints, our SHIP Division and Smart NC. We also recovered \$70.5 million in lost life insurance policies and \$22.1 million in insurance fraud recoveries.

In January we announced that the N.C. Department of Insurance has ended its legal dispute with insurance companies about their proposed homeowners' insurance rate increase filed in January 2024. The N.C. Rate Bureau originally requested an

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average 42.2% increase last year, with proposed increases of up to 99.4% in some areas. Under the agreement signed by the Rate Bureau and me, the average statewide base rate will increase by 7.5% on June 1, 2025, and 7.5% on June 1, 2026.

I was proud to fight for consumers and knock them back to 7.5% increases over two years with a maximum of 35% in any territory. We consider this settlement a big win for both homeowners and North Carolina.

As we move through 2025, I am confident that we will continue to proudly advocate for consumers, for the state's healthy insurance industry, and to help North Carolina continue in its ongoing efforts to recover from Helene. It's going to take some time, but I believe in working together we can help the mountain communities come out even stronger on the other side.

Thank you for all that you do.



## SAVINGS AND RECOVERIES

**\$82.9M** from Consumer Complaints and Lost Life Insurance Policies

**\$3.7M** through Market Conduct Examination and Market Analysis

**\$2.4M** through Smart NC External Reviews and Appeals

**\$33M** Seniors' Health Insurance Information Program Cost Savings

**\$22M** Insurance Fraud Restitution and Recoveries



# FROM THE DEPUTY'S DESK

## JACQUELINE R. OBUSEK NCDOT CHIEF DEPUTY COMMISSIONER



Over the past year, the Department has received numerous complaints from North Carolina consumers who were enrolled in, or had changes made to, their Marketplace plans without their knowledge or consent. Investigations revealed that some insurance agencies designate a few agents to obtain insurer appointments while allowing unappointed agents to solicit, complete, and submit applications using the NPNs of appointed agents. This practice, known as “NPN overrides,” is often facilitated by web-brokers that enable such submissions through their platforms.

The North Carolina Department of Insurance prohibits the use of the NPN override feature on Enhanced Direct Enrollment (EDE) platforms, as it violates state insurance laws. Investigations revealed that some agencies allow unappointed agents to submit Marketplace applications using the NPNs of appointed agents, leading to unauthorized enrollments and plan changes. Some of the key violations related to this matter have been as follows:

- Licensing and Appointment Requirements
  - Under N.C. Gen. Stat. § 58-33-5, agents must be licensed to sell, solicit, or negotiate insurance.
  - N.C. Gen. Stat. § 58-33-40(a) prohibits agents from acting on behalf of an insurer without an appointment from that insurer.
- Unlawful Compensation
  - N.C. Gen. Stat. § 58-33-82 prohibits insurers from paying commissions to unlicensed or unappointed agents and prohibits agents from accepting such payments.
  - Appointed agents receiving commissions for applications submitted by unappointed agents using the NPN override feature violate N.C. Gen. Stat. § 58-33-82(e).
- Fraud and Misrepresentation
  - N.C. Gen. Stat. § 58-33-105 makes it a Class 1 misdemeanor to knowingly make false or fraudulent statements in an insurance application to obtain commissions or other benefits.
- Unfair Trade Practices
  - N.C. Gen. Stat. § 58-63-10 prohibits unfair or deceptive practices in the business of insurance. The Department considers the use of NPN overrides to fall under this prohibition.

Violations may result in fines, license suspension, or revocation. All agencies, agents, and web-brokers must ensure compliance with North Carolina insurance laws. Any entity engaging in NPN overrides will be subject to disciplinary action.

On November 4, 2024 the Department issued an Advisory Memorandum detailing its position regarding this NPN Override feature and posted it on the Department’s website: <https://www.ncdoi.gov/npn-override-advisory-memorandum>.

# REGULATORY ACTIONS

NC License/NPN#	Action	Date of Action
<b>PRODUCERS</b>		
Reynaldo Rigaud License #: 17686007	License Revocation Nonresident Life, Accident & Health	9/22/23
Corey Jameson License #: 17938369	License Revocation Nonresident Life, Accident & Health, Medicare Supplement/LTC	6/25/24
Kayla D Lowe License #: 17325385	Voluntary Surrender Nonresident Accident & Health, Medicare Supplement/LTC	6/25/24
Grant Matthew Gibson License #: 16808734	Voluntary Settlement Agreement Nonresident Property, Casualty	7/1/24
Agnes Collins License #: 19273002	Voluntary Surrender Nonresident Life, Accident & Health	7/11/24
Rosalyn Camacho Rosa License #: 16638687	Voluntary Settlement Agreement Life, Accident & Health, Property, Casualty	7/12/24
Daniel Noshay License #: 19059820	Voluntary Surrender Nonresident Accident & Health, Medicare Supplement/LTC	7/17/24
L Victor Taylor License #: 20015796	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/ LTC	7/17/24
Justin E Ander License #: 7099201	Voluntary Surrender Nonresident Property, Casualty	7/18/24
Jesse Matthew Abrams License #: 18855717	Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC	7/23/24
Joshua Michael Allen License #: 19022567	Voluntary Settlement Agreement Nonresident Life, Accident & Health	7/23/24
Paul Solomon Jacob License #: 18429216	Voluntary Surrender Nonresident Accident & Health	7/23/24
Marcella Ionita Barnes License #: 16886189	Voluntary Settlement Agreement Nonresident Life	7/26/24
Stephen D Mizell License #: 18397788	Voluntary Settlement Agreement Nonresident life, Accident & Health, Medicare Supplement/LTC	7/29/24
Miriam Matilde Alvarez Pulido License #: 20647216	Voluntary Settlement Agreement Nonresident Accident & Health	7/30/24
Mariam Anez License #: 18674070	License Revocation Nonresident Life, Accident & Health	8/5/24
Dean Michael Gardella License #: 102785	Voluntary Surrender Nonresident Life, Accident & Health. Medicare Supplement/LTC	8/8/24
Roxanna Marie Brao License #: 20547815	Voluntary Settlement Agreement Nonresident Accident & Health	8/13/24
Arturo Barcenas License #: 14683937	Voluntary Surrender Life, Accident & Health, Property, Casualty	8/15/24



NC License/NPN#	Action	Date of Action
Frank Roland Dietrich License #: 2505551	Voluntary Settlement Agreement Nonresident Life, Accident & Health	8/15/24
Christine Killian-Strickland License #: 20205407	Voluntary Surrender Life	8/16/24
Eliazar Santos License #: 18099135	Voluntary Surrender Nonresident Life	8/19/24
Crystal Renae Weeks License #: 16207988	Voluntary Surrender Nonresident Property, Casualty	8/26/24
Derek U Ezzell License #: 6601469	Voluntary Settlement Agreement and License Suspension Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC	8/27/24
Stephanie Stewart License #: 8805850	Voluntary Surrender Nonresident Accident & Health, Medicare Supplement/LTC	8/28/24
Ariel Perkins License #: 20761235	License Revocation Nonresident Personal Lines	8/30/24
Sean Michael Bachman License #: 20627698	Voluntary Surrender Property, Casualty	9/3/24
Jonathan Michael Vlasak License #: 18602807	Voluntary Surrender Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC	9/5/24
Abdi Jean Pierre License #: 19895309	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC	9/6/24
Steven Cox License #: 20632880	License Denial Property, Casualty	9/9/24
Jeffrey Pollard License #: 18496374	Voluntary Surrender Nonresident Personal Lines	9/9/24
Jaemes Bonanno License #: 19747122	Voluntary Surrender Nonresident Life, Accident & Health	9/11/24
John Lohrenz License #: 2602539	Voluntary Surrender Nonresident life, Accident & Health, Variable Life & Variable Annuity	9/12/24
Dionne Bouyer License #: 20046471	Voluntary Surrender Nonresident Accident & Health, Medicare Supplement/LTC	9/13/24
Fernanado Concepcion License #: 5725806	Voluntary Settlement Agreement Life, Accident & Health, Medicare Supplement/LTC	9/13/24
Timothy Allen Dawson License #: 19966193	Voluntary Settlement Agreement Nonresident Life	9/13/24
Brendon William Thomas License #: 17645651	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC	9/16/24
Timothy Fitzpatrick License #: 19840639	Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC	9/18/24
Orlando Charles Ferrell License #: 17701363	Voluntary Surrender Nonresident Life	9/19/24
Ethan Pearcy Heisey License #: 18801301	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC	9/23/24

NC License/NPN#	Action	Date of Action
Michael Bryan Kessler License #: 7623426	Voluntary Settlement Agreement Nonresident Life, Accident & Health	9/24/24
Mario Vidal License #: 17563449	Voluntary Surrender Life, Property, Casualty	9/26/24
John J Powter License #: 1006023	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Property, Casualty	9/27/24
Yelly Ocando Quintero License #: 18847408	Voluntary Surrender Nonresident Life, Accident & Health	9/27/24
Rudy Armando Aguilera Jr. License #: 18623363	Voluntary Settlement Agreement Life, Property, Casualty	10/1/24
Cristina Lopez Silva License #: 9192122	Voluntary Settlement Agreement Property, Casualty, Personal Lines	10/1/24
Juan Carlos Ramos Pacheco License #: 20869335	Voluntary Surrender Nonresident Accident & Health	10/2/24
Jaime Montero License #: 9080376	License Suspension Nonresident Life, Accident & Health, Medicare Supplement/LTC	10/3/24
Ryan Chase Jennison License #: 19611264	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC	10/8/24
Troy Graham Baldridge License #: 17298255	Voluntary Surrender Nonresident Life, Accident & Health	10/10/24
Jerry Duckworth License #: 21203047	License Denial Life	10/10/24
Kieara Tumblin License #: 20413101	Voluntary Settlement Agreement Nonresident Personal Lines	10/11/24
Dean Edward James License #: 6083829	Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC	10/14/24
Lane Cook, Sr. License #: 7498317	Voluntary Settlement Agreement Life, Accident & Health, Property, Casualty, Medicare Supplement/LTC, Variable Life & Variable Annuity	10/21/24
Idalys Alfonso-Montero License #: 21094966	Voluntary Surrender Nonresident Accident & Health	10/21/24
Jason Jennings License #: 18529587	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC	11/1/24
Nehemiah Perry License #: 19868285	Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC	11/4/24
Patricia Lynn Jarvis License #: 15842512	License Revocation Nonresident Life, Accident & Health, Personal Lines, Medicare Supplement/LTC	11/5/24
Meleisa Rush-Lane License #: 20739736	Voluntary Surrender Life	11/6/24
Demetra Bates Poag License #: 16893118	Voluntary Surrender Life, Accident & Health, Property, Casualty	11/8/24
Landon Tyler Harper License #: 19395229	Voluntary Surrender Life, Property, Casualty	11/11/24

NC License/NPN#	Action	Date of Action
Durron Branch License #: 19830681	License Revocation Nonresident Property, Casualty	11/12/24
Rosie Hardway Thomas License #: 19284063	Voluntary Surrender Nonresident Life, Accident & Health, Medicare Supplement/LTC	11/13/24
Lerone Lavell Loveless License #: 20228125	License Revocation Nonresident Life, Accident & Health, Medicare Supplement/LTC	11/18/24
William J Jones License #: 20093947	License Revocation Nonresident Life, Accident & Health	11/20/24
Michael Saunders License #: 16129666	License Revocation Nonresident Life, Accident & Health	11/20/24
Luis Alberto Sena License #: 16905332	License Revocation Nonresident Property, Casualty	11/20/24
Razell Octavious Smart License #: 18475838	Voluntary Settlement Agreement Nonresident Life, Accident & Health	11/21/24
Thomas L Schecher License #: 19398768	License Revocation Nonresident Property, Casualty	11/22/24
Alexander Tae Il Kim License #: 19166656	Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC	11/26/24
Joshua Santiago License #: 17381201	Voluntary Surrender Life, Accident & Health, Property, Casualty	11/27/24
Karina Marquez Santiago License #: 18193777	Voluntary Surrender Life, Accident & Health, Property, Casualty	11/27/24
David Christopher Stuart License #: 9241599	Voluntary Surrender Nonresident Life, Accident & Health	12/2/24
Shelby Lea Clark License #: 19995778	Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC	12/3/24
Luis Antonio Ramos Guette Jr License #: 17294868	Voluntary Settlement Agreement Nonresident Life, Accident & Health	12/9/24
Mohan Gumnani License #: 18277655	Voluntary Settlement Agreement Nonresident Life, Accident & Health	12/11/24
Ellena Chanthel Peters Escamin License #: 19233278	Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC	12/17/24
Jerry Allen Villagrana License #: 18872691	Voluntary Settlement Agreement Nonresident Accident & Health, Medicare Supplement/LTC	12/17/24
Brandi Lanell Whitt License #: 17527322	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC	12/17/24
Princess Sheila Baker License #: 18910087	Voluntary Settlement Agreement Nonresident Life, Accident & Health	12/18/24
William R Beaird License #: 7813780	Voluntary Settlement Agreement Life, Accident & Health, Property, Casualty Medicare Supplement/LTC	12/18/24
Daniel L Gilbert License #: 2779425	Voluntary Settlement Agreement Nonresident Life, Variable Life & Variable Annuity	12/18/24

NC License/NPN#	Action	Date of Action
Patricia Marie Shelley License #: 19698940	Voluntary Surrender Nonresident Accident & Health, Medicare Supplement/LTC	12/30/24
Robert Gregory Royer II License #: 13419965	Voluntary Settlement Agreement Nonresident Life, Accident & Health, Medicare Supplement/LTC	12/31/24
ADJUSTERS & APPRAISERS		
Porsche Shaday Jenkins License #: 20859767	Voluntary Settlement Agreement Nonresident Adjuster	7/29/24
William Wayne Cloud License #: 20870118	Voluntary Settlement Agreement Nonresident Adjuster	8/5/24
Litesha Marshelle Jones License #: 20690550	Voluntary Settlement Agreement Nonresident Adjuster	8/20/24
Douglas D'Angelo License#: 21247145	License Denial Nonresident Adjuster	9/17/24
Erich Leman Wright License: 19445168	Voluntary Settlement Agreement Nonresident Adjuster	10/29/24
Danny H Wyatt License #: 10006764	License Revocation Motor-Vehicle Damage Appraiser	11/20/24
BUSINESS ENTITIES		
Kenny Insurance NPN #: 18130595	Voluntary Settlement Agreement Nonresident Corporation	7/2/24
Latino Servi-Tax Corp NPN #: 19400069	Voluntary Settlement Agreement Corporation	7/12/24
Appalachian Underwriters Inc NPN #: 3893743	Voluntary Settlement Agreement Nonresident Corporation, Surplus Lines Business Entity	7/22/24
Burns & Wilcox Ltd NPN #: 141278	Voluntary Settlement Agreement Nonresident Corporation, Surplus Lines Business Entity	8/12/24
Barcenas Insurance Agency, LLC NPN #: 17211101	Voluntary Surrender Corporation	8/15/24
Derek Ezzell Insurance Services NPN #: 20529783	Voluntary Settlement Agreement and License Suspension Corporation	8/27/24
Element22 Ins Services Inc NPN #: 15758919	Voluntary Settlement Agreement Nonresident Corporation	8/30/24
Southern Insurance Underwriters, Inc. NPN #: 963242	Voluntary Settlement Agreement Nonresident Corporation	9/24/24
Red Rooster Insurance Agency, LLC NPN #: 18964222	Voluntary Surrender Corporation	9/26/24
Burlington Insurance Agency Inc NPN #: 18792433	Voluntary Settlement Agreement Corporation	10/1/24
New England Excess Exchange LTD NPN #: 2330408	Voluntary Settlement Agreement Nonresident Corporation, Surplus Lines Business Entity	10/21/24
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NC License/NPN#	Action	Date of Action
Supreme Alliance LLC NPN #: 16171514	Voluntary Settlement Agreement Corporation	11/20/24
Avant Underwriters, LLC NPN #: 13705659	Voluntary Settlement Agreement Nonresident Corporation, Surplus Lines Business Entity	12/6/24
Rapid Insurance Agency, Inc NPN #: 20599955	Voluntary Settlement Agreement Corporation	12/20/24

## COLLECTION AGENCIES

Luther Fisher Permit #: 119507884	Voluntary Settlement Agreement Domestic Collection Agency	9/11/24
Calvary Portfolio Services, LLC Permit #: 521632508	Voluntary Settlement Agreement Foreign Collection Agency	9/24/24
Account Services Collections, Inc. Permit #: 119500334	Voluntary Settlement Agreement Foreign Collection Agency	9/27/24
J&J Solutions LLC Permit #: 521631983	Voluntary Settlement Agreement Domestic Collection Agency	10/10/24
Community Reinvestment Fund, Inc. Permit #: 520860706	Voluntary Settlement Agreement Foreign Collection Agency	10/16/24
YSA Arm LLC Permit #: 521131924	Voluntary Settlement Agreement Foreign Collection Agency	11/22/24