

NORTH CAROLINA DEPARTMENT OF INSURANCE
RALEIGH, NORTH CAROLINA

STATE OF NORTH CAROLINA
COUNTY OF WAKE

BEFORE THE
COMMISSIONER OF INSURANCE

IN THE MATTER OF:

THE LICENSURE OF
PAUL MEDRANO
(NPN # 11483629)

Respondent.

ORDER AND
FINAL AGENCY DECISION

Docket Number: 2320

THIS MATTER came on for hearing on 22 October 2025, in the Hearing Room #211, located at 3200 Beechleaf Court, Raleigh, North Carolina before the undersigned Hearing Officer, as designated by the North Carolina Commissioner of Insurance ("Commissioner") under N.C. Gen. Stat. § 58-2-55.

Petitioner, the Agent Services Division of the North Carolina Department of Insurance ("Petitioner" "NCDOI" or "ASD"), was represented by Special Deputy Attorney General Gina M. Von Oehsen Cleary. Respondent Paul Medrano ("Respondent") did not appear and was not represented by counsel at the hearing.

ASD moved, pursuant to 11 NCAC. 1. 0423(a), for the imposition of sanctions due to Respondent's failure to appear at the hearing. Petitioner's motion for sanctions for failure to appear was DENIED. The undersigned Hearing Officer did however accept and consider both testimony and evidence offered by ASD in support of its Petition at the hearing.

ASD's Exhibits 1 through 18, and all subparts, were admitted into evidence.

Roy Foster ("Mr. Foster"), Complaint Analyst, appeared and testified on behalf of ASD.

BASED UPON the careful consideration of the evidence and arguments presented at the hearing by ASD, as well as the entire record in this proceeding, the Hearing Officer hereby makes the following Findings of Fact and Conclusions of Law:

FINDINGS OF FACT

1. ASD is a division of the North Carolina Department of Insurance (“NCDOI”), which is a state agency responsible, in accordance with Chapter 58 of the North Carolina General Statutes, for enforcement of insurance laws and regulation and licensing of insurance producers.

2. Respondent at all times relevant to this matter is a resident of California. *See* Pet’r’s Exs. 3 and 4.

3. Respondent currently holds an active nonresident North Carolina insurance producer license with lines of authority for Accident & Health or Sickness and Life (“License”). Respondent’s nonresident insurance producer license was first issued by NCDOI on September 20, 2021. *See* Pet’r’s Exs. 3 and 4.

4. Service of the Notice of Administrative Hearing (“Notice”) and Petition for Administrative Hearing (“Petition”) was initiated on 10 September 2025, when copies of the Notice and Petition were deposited in U.S. Mail *via* first class mail and *via* certified mail, return receipt requested. Both mailings were addressed (among other addresses) to Respondent’s residential address: 10564 Woodale Avenue, Mission Hills, CA 91345. *See* Pet’r’s Exs. 1 and 1A. Service of the Notice and Petition were done for the purpose of providing Respondent with due notice of the 22 October 2025 Administrative Hearing. *See* Pet’r’s Exs. 1 and 1A.

5. Pursuant to N.C. Gen. Stat. § 58-33-46(a)(2) the Commissioner may place on probation, suspend, revoke, or refuse to renew any license issued in accordance with the provisions of Article 3A of Chapter 150B of the General Statutes, for a licensee “[v]iolating any insurance law of this or any other state...”

6. N.C. Gen. Stat. § 58-30-32(k) is an insurance law in North Carolina that provides interstate reciprocity requiring that “[a] producer shall report to the Commissioner any administrative action taken against the producer in another state or by another governmental agency in this State within 30 days after the final disposition of the matter. As used in this subsection, “administrative action” includes enforcement action taken against the producer by the FINRA. This report shall include a copy of the order or consent order, and other information or documents filed in the proceeding necessary to describe the action.”

7. On 20 October 2022, Respondent was the subject of an Administrative Action when the Illinois Department of Insurance denied Respondent’s nonresident Illinois Insurance producer license (“Illinois Administrative Action”). *See* Pet’r’s Ex. 9.

8. The Illinois Administrative Action was served on Respondent by the Illinois Department of Insurance via e-mail to PAULMEDDRANO1@gmail.com and U.S. certified mail on 21 October 2022. *See* Pet'r's Ex. 8.

9. The Illinois Department of Insurance entered the Illinois Administrative Action into the National Insurance Producer Registry's ("NIPR") Regulatory Information Retrieval System ("RIRS"), which is an automatic notification system through the National Association of Insurance Commissioners on 3 December 2022. This entry by the Illinois Department into RIRS triggered a Personal Information Captive System ("PICS") Alert relating to Respondent to be sent to ASD on or about 22 December 2022. *See* Pet'r's Exs. 5, 5A, and 6.

10. On or about 22 December 2022, ASD became aware of the Illinois Administrative Action relating to Respondent by way of the PICS Alert. *See* Pet'r's Exs. 5, 5A, 6, 8, and 9.

11. Mr. Foster, a 20-year employee of NCDOI, is a Complaint Analyst with ASD and been employed in this role for 10 years. Among his job duties, Mr. Foster handles investigations and enforcement files relating to North Carolina insurance producers.

12. On or about 29 December 2022, ASD assigned Mr. Foster the enforcement file relating to Respondent's PICS Alert, and Mr. Foster was tasked with investigating the Illinois Administrative Action and Respondent's lack of reporting required by North Carolina law. *See* Pet'r's Ex. 6.

13. Mr. Foster in investigating Respondent's enforcement file, reviewed Respondent's licensee summary and confirmed Respondent's address and contact information he had previously provided to ASD. Mr. Foster also confirmed both the dates that Respondent was issued a nonresident produce licensure by NCDOI and Respondent's assigned lines of authority. Mr. Foster saved this information to his enforcement file. *See* Pet'r's Ex. 3.

14. Mr. Foster, in investigating Respondent's enforcement file, reviewed NIPR's Producer's Database, which lists all the states where Respondent holds licenses and outlines his appointments. *See* Pet'r's Ex. 4. Mr. Foster also reviewed the contact information Respondent had provided the various other states (including his home State of California), which included Respondent's residence address and his personal e-mail address. *See* Pet'r's Ex. 4. Mr. Foster saved this information to his enforcement file. *See* Pet'r's Ex. 4

15. Mr. Foster also reviewed and saved to his enforcement file, the RIRS Report relating to Respondent, which outlined the basis for the Illinois Department of Insurance's denial of Respondent's application for licensure in Illinois. *See* Pet'r's

Exs. 5, 8, and 9. The RIRS Report he reviewed stated that the basis for the denial, was for Respondent's "FAILURE TO MAKE REQUIRED DISCLOSURE ON LICENSE APP." See Pet'r's Exs. 5, 8, and 9.

16. On or about 3 January 2023, Mr. Foster obtained a copy of the Illinois Administrative Action directly from the Illinois Department of Insurance's public facing website and attached a copy of the redacted Administrative Action to his enforcement file. See Pet'r's Ex. 6 (at page 6); See also Pet'r's Ex. 8.

17. Licensees in North Carolina can report adverse Administrative Actions to comply with N.C. Gen. Stat. § 58-33-32(k) within 30 days of the effective date(s) of those actions in one of two ways. The first acceptable way is to report the action to NCDOI directly. The second acceptable way is for a licensee to report an adverse action is to upload copies of any adverse Administrative Actions to their landing page on the NIPR's Attachment Warehouse, which is a place within NIPR that electronically receives and stores licensing related documents and information. See Pet'r's Exs. 7 and 7A.

18. On or about 3 January 2023, Mr. Foster viewed Respondent's landing page of the NIPR's Attachment Warehouse by logging into NIPR's system and then entering in Respondent's NPN number. He reviewed this information to determine whether Respondent had timely reported the Illinois Administrative Action within 30 days of the effective date of 20 October 2022. See Pet'r's Exs. 6 and 7.

19. Mr. Foster reviewed Respondent's uploads on or about 3 January 2023, and none of Respondent's documents he reviewed had been uploaded after the effective date of the Illinois Administrative Action (20 October 2022) and none of Respondent's uploads referred to the Illinois Administrative Action. See Pet'r's Exs. 5 and 6-8.

20. On or about 3 January 2023, Mr. Foster sent correspondence to Respondent via e-mail to PAULMEDDRANO1@gmail.com, which is the e-mail address Respondent supplied NCDOI. See Pet'r's Exs. 3 and 10. Mr. Foster saved a copy of this correspondence to Respondent's enforcement file. See Pet'r's Exs. 6 and 10. This correspondence notified Respondent that ASD was made aware of the Illinois Administrative Action, which was effective 20 October 2022, and notified Respondent that he had not timely reported it to NCDOI or NIPR as required by N.C. Gen. Stat. § 58-33-32(k). Mr. Foster's e-mail correspondence requested that he provide ASD with a written explanation along with providing the documentation of the Illinois Administrative Action within 10 days. See Pet'r's Exs. 3 and 4 (showing that the correspondence was sent to Respondent's e-mail address that he had supplied to NCDOI); See also Pet'r's Exs. 6 and 10.

21. Respondent failed to respond within 10 days, so on or about 13 January 2023, Mr. Foster sent a second e-mail to Respondent seeking the same information. *See* Pet'r's Exs. 6 and 11.

22. On or about 17 January 2023, Mr. Foster received an e-mail from Respondent from his personal e-mail address (PAULMEDRANO1@gmail.com) stating that Respondent had been on vacation and indicating that he would send the information "as soon as possible." Mr. Foster saved this information to his enforcement file. *See* Pet'r's Exs. 6 and 12.

23. Because Respondent failed to provide copies of the Illinois Administrative Action along with a written statement as requested in several e-mails, on 3 February 2023, Mr. Foster e-mailed Respondent again letting him know that ASD would discuss Respondent's untimely reporting of the Illinois Administrative Action at an Informal (telephone) Conference, which was scheduled for 11:30 a.m. on 3 April 2023. *See* Pet'r's Exs. 6 and 13.

24. The purpose of Informal Conferences is to discuss and explain the alleged allegations to the licensee, while also giving the particular licensee an opportunity to respond or to contest the accusations. *See* Pet'r's Ex. 13.

25. Mr. Foster e-mailed Respondent on 31 March 2023, reminding him of the upcoming Informal Conference scheduled for 3 April 2023. *See* Pet'r's Exs. 13 and 14.

26. Mr. Foster thereafter took time to prepare for the Informal Conference by drafting notes. These notes identified all of Respondent's alleged statute violations, and also set forth the effective date of the Illinois Administrative Action. *See* Pet'r's Exs. 6 and 16.

27. On 3 April 2023, Mr. Foster shared his Informal Conference notes with his Supervisor, Nadine Scott, and then they called Respondent at 11:30 a.m. using the phone number Respondent had provided to NCDOL. *See* Pet'r's Exs. 3 and 6. However, Respondent failed to answer ASD's call, so Mr. Foster and Ms. Scott left him a message, which went unreturned. This information was documented in the case file enforcement notes. *See* Pet'r's Ex. 6.

28. On 6 April 2023, Mr. Foster sent a follow-up e-mail to Respondent stating that although they had attempted to resolve the matter with him at the Informal Conference on 3 April 2023, they were unable to speak with him directly. The e-mail also informed him that because of this, ASD was to initiate an Administrative Hearing pursuant to Article 3A of Chapter 150B of the North Carolina General Statutes at a time and date to be determined. *See* Pet'r's Ex. 16. Mr. Foster saved this e-mail to his enforcement file. *See* Pet'r's Ex. 16.

29. Respondent did not respond to Mr. Foster's e-mail dated the 6 April 2023. Mr. Foster, while waiting for a hearing continued his investigation of this enforcement file. On or about 15 July 2024, Mr. Foster again reviewed the Respondent's landing page on NIPR's Attachment Warehouse to determine if Respondent had uploaded anything new relating to the Illinois Administrative Action, or whether he uploaded a letter of explanation about denial of his license application by Illinois. See Pet'r's Ex. 7A. Mr. Foster's review revealed that on or about 26 July 2024, Respondent did upload a general letter of explanation to the Attachment Warehouse. But, when Mr. Foster downloaded and reviewed the letter, it made no mention of the Illinois Administrative Action. See Pet'r's Exs. 7A, 8-9, and 17.

30. Respondent failed to report the Illinois Administrative Action to either ASD or NIPR within thirty days of 20 October 2022, which was the final disposition of the matter as required by N.C. Gen. Stat. § 58-33-32(k).

CONCLUSIONS OF LAW

1. This matter is properly before the Commissioner, and the Commissioner has jurisdiction over the parties and the subject matter.

2. Service of the Notice and Petition by U.S. first class mail, deposited on 10 September 2025, was deemed perfected pursuant to N.C. Gen. Stat. §§ 58-2-69(e) and 150B-38(b) no later than 15 September 2025 addressed to Respondent's residential address: 10564 Woodale Avenue, Mission Hills, CA 91345, as N.C. Gen. Stat. § 58-2-69(e) provides that service is "complete upon the expiration of four days after the deposit of the notice in the post office. See Pet'r's Exs. 1-2A.

3. Service of the Notice and Petition by certified U.S. mail deposited on 10 September 2025, was deemed perfected and complete to Respondent's residential address: 10564 Woodale Avenue, Mission Hills, CA 91345 when delivered and signed for on 25 September 2025 as reflected by the Affidavit of Service dated 21 October, 2025. See Pet'r's Exs. 1, 1A, 2, and 2A.

4. Respondent was properly served with the Notice of Administrative Hearing and Petition in this matter but failed to attend the 22 October 2025 hearing or retain counsel to represent him at the hearing.

5. Pursuant to N.C. Gen. Stat. § 58-33-46(a)(2), one basis for revocation of a license issued by the Department is a violation of the insurance laws of North Carolina or any other State.

6. Respondent violated the insurance law of North Carolina, specifically N.C. Gen. Stat. § 58-33-32(k), when he failed to report the 20 October 2022 Illinois

Administrative Action to the Commissioner “within 30 days after the final disposition of the matter.” The statute specifies that “[t]he report shall include a copy of the order or consent order and other information or documents filed in the proceeding necessary to describe the action.”

7. ASD’s evidence shows that Respondent was the subject to an administrative action taken against him by the Illinois Department of Insurance and the undersigned finds that Respondent was required to timely report this action to the Commissioner pursuant to N.C. Gen. Stat. § 58-33-32(k). *See* Pet’r’s Exs. 5, 7, 7A, and 9.

8. ASD’s evidence establishes that Respondent failed to report the Illinois Administrative Action within 30 days of the action’s final disposition, which was 20 October 2022, as mandated by N.C. Gen. Stat. § 58-33-32(k). *See* Pet’r’s Exs. 5, 7, 7A and 9.

9. By failing to timely report the Illinois Administrative Action within 30 days of the final disposition, Respondent violated a North Carolina insurance law (N.C. Gen. Stat. §58-33-32(k)) within the meaning of N.C. Gen. Stat. § 58-33-46(a)(2).

10. ASD’s evidence also shows that Respondent failed to respond to written requests from ASD for documents and other information related to ASD’s licensure investigation and enforcement file relating to Respondent, despite Respondent’s obligations to provide information to ASD “on demand” pursuant to N.C. Gen. Stat. §§ 58-2-185 and 58-2-195.

11. Based on the evidence received and the applicable law, the undersigned Hearing Officer concludes that Respondent’s North Carolina nonresident insurance producer should be revoked pursuant to N.C. Gen. Stat. §§ 58-33-46(a)(2) for violating an insurance law of this State.

BASED UPON the foregoing Findings of Fact and Conclusions of Law, the Hearing Officer enters the following:

ORDER

It is ORDERED that Respondent’s nonresident North Carolina Insurance Producer’s license is hereby **REVOKED**.

This 22 day of January, 2026.



Amy Funderburk
Hearing Officer
N.C. Department of Insurance

APPEAL RIGHTS

This is a Final Agency Decision issued under the authority of N.C. Gen. Stat. § 150B, Article 3A.

Under the provisions of N.C. Gen. Stat. 150B-45, any party wishing to appeal a final decision of the North Carolina Department of Insurance must file a Petition for Judicial Review in the Superior Court of the County where the person aggrieved by the administrative decision resides, or in the case of a person residing outside the State, the county where the contested case which resulted in the final decision was filed. The appealing party must file the petition within 30 days after being served with a written copy of the Order and Final Agency Decision. In conformity with 11 NCAC 01 .0413 and N.C. Gen. Stat. § 1A-1, Rule 5, this Order and Final Agency Decision was served on the parties on the date it was placed in the mail as indicated by the date on the Certificate of Service attached to this Order and Final Agency Decision. N.C. Gen. Stat. § 150B-46 describes the contents of the Petition and requires service of the Petition on all parties. The mailing address to be used for service on the Department of Insurance is: Amy Funderburk, General Counsel, 1201 Mail Service Center, Raleigh, NC 27699-1201.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that I have this day served the foregoing **ORDER AND FINAL AGENCY DECISION** by mailing copies of the same via certified U.S. Mail, return receipt requested and via First Class U.S. Mail to the Respondent at the residence address provided to the Commissioner pursuant to N.C. Gen. Stat. § 58-2-69(b); via courtesy e-mail to Respondent; and *via* State Courier to Attorney for Petitioner, addressed as follows:

Mr. Paul Medrano
10564 Woodale Ave.
Mission Hills, CA 91345
paulmedrano1@gmail.com
(Respondent)

Certified Mail Tracking Number: 9589 0710 5270 1723 5216 88

Gina M. Von Oehsen Cleary
Special Deputy Attorney General
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(Attorney for Petitioner)

This 2nd day of January, 2026.



Raheema I. Moore
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