

**NORTH CAROLINA DEPARTMENT OF INSURANCE  
RALEIGH, NORTH CAROLINA**



**STATE OF NORTH CAROLINA  
COUNTY OF WAKE**

**BEFORE THE COMMISSIONER  
OF INSURANCE  
AGENT SERVICES DIVISION**

**IN THE MATTER OF THE LICENSURE  
OF RAMI MUSTAFA  
NPN: 19442709**

**VOLUNTARY SETTLEMENT  
AGREEMENT**

**NOW COME**, Rami Mustafa (hereinafter "Mr. Mustafa") and the N.C. Department of Insurance (hereinafter "Agent Services Division"), and hereby voluntarily and knowingly enter into the following Voluntary Settlement Agreement (hereinafter "this Agreement").

**WHEREAS**, the Agent Services Division has the authority and responsibility for enforcement of the insurance laws of this State, and for regulating and licensing insurance agencies and agents; and

**WHEREAS**, Mr. Mustafa currently holds a Non-resident Producer's license with lines of authority for Life and Accident & Health or Sickness insurance and a Medicare Supplement and Long-Term Care license issued by the Agent Services Division; and

**WHEREAS**, North Carolina General Statute § 58-33-32(k) requires producers to report to the Commissioner any administrative action taken against the producer in another state or by another governmental agency in this State, including enforcement actions taken against the producer by the Financial Industry Regulatory Authority (FINRA), within 30 days after the final disposition of the matter; and

**WHEREAS**, the Pennsylvania Department of Insurance effective May 14, 2025 entered a Cease-and-Desist Order against Mr. Mustafa for enrolling Pennsylvania residents on two (2) occasions in Aetna Medicare plans on November 03, 2023 and March 25, 2024 without their consent and removed them from their plans creating problems for the insureds in trying to obtain re-enrollment in their prior plans. Mr. Mustafa signed the applications without their consent or knowledge. As a result, Mr. Mustafa's producer's license was suspended for eighteen (18) months.

Mr. Mustafa effective May 13, 2025 surrendered his producer's license to the Kentucky Department of Insurance on and was made ineligible to make application for licensure for one (1) year after March 03, 2025.

Mr. Mustafa was involved in an administrative hearing with the Nevada Department of Business & Industry, Division of Insurance. Mr. Mustafa's application for renewal of his license

was denied. He surrendered his producer's license effective March 24, 2025 because of past administrative actions taken against his license which were not included on his applications or reported as required by Nevada insurance law; and

**WHEREAS**, Mr. Mustafa did not report the three (3) administrative actions taken against his producer's license by the Pennsylvania, Kentucky and Nevada regulators to the Agent Services Division within 30 days after the final disposition of those matters as required by North Carolina General Statute § 58-33-32(k) and was therefore in violation thereof; and

**WHEREAS**, N.C. Gen. Stat. § 58-33-46(a)(2) provides that the Commissioner may place on probation, suspend, revoke, or refuse to issue or renew any license issued under Article 58 of the General Statutes of North Carolina for violating any insurance law of this or any other state, violating any administrative rule, subpoena, or order of the Commissioner or of another state's regulator; and

**WHEREAS**, N. C. Gen. Stat. § 58-2-70 provides that whenever the Commissioner has reason to believe that any person has violated any law that would subject the license or certification of that person to suspension or revocation, the Commissioner is authorized, in lieu of a hearing, to negotiate a mutually acceptable agreement as to the status of the person's license or certificate or to any civil penalty or restitution; and


**WHEREAS**, Mr. Mustafa has agreed to settle, compromise, and resolve the matters referenced in this Agreement on behalf of himself, and the Agent Services Division has agreed not to pursue additional civil ramifications, including penalties, sanctions, remedies, or restitution based on these matters against Mr. Mustafa; and

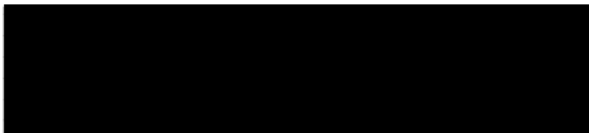
**NOW, THEREFORE**, in exchange for the consideration and promises and agreements set out herein, Mr. Mustafa and the Agent Services Division hereby agree to the following:

1. Immediately upon the signing of this Agreement, Mr. Mustafa shall pay a civil penalty of **\$300.00** to the Agent Services Division. The form of payment shall be by certified check, cashier's check, or money order. The check or money order for the payment of this civil penalty shall be payable to the "North Carolina Department of Insurance." Mr. Mustafa shall remit the civil penalty by certified mail, return receipt requested, to the Agent Services Division along with a copy of this signed Agreement. The civil penalty and the signed Agreement must be received by the Agent Services Division no later than **August 25, 2025**. The civil penalty shall be subject to disbursements in accordance with the provisions of Article IX, Section 7 of the North Carolina Constitution for the benefit of public schools.
2. This Agreement does not in any way affect the Agent Services Division's disciplinary power in any future examination of Mr. Mustafa or in any other complaints involving Mr. Mustafa.

3. Mr. Mustafa enters into this Agreement, on behalf of himself, freely and voluntarily and with the knowledge of his right to have an administrative hearing on this matter. Mr. Mustafa understands he may consult with an attorney prior to entering into this Agreement.
4. The parties to this Agreement agree that this Agreement shall have the full force and effect of an Order of the Commissioner. Mr. Mustafa understands that N.C.G.S. § 58-33-46(a)(2) provides that a producer's license may be revoked for violating an Order of the Commissioner.
5. This Agreement, when finalized, will be a public record and will **not** be held confidential by the Agent Services Division. Following the execution of this Agreement, all licenses issued by the Agent Services Division to Mr. Mustafa shall reflect that Regulatory Action has been taken against him. The Agent Services Division is free to disclose the contents of this Agreement with third parties upon request or pursuant to any law or policy providing for such disclosure. The Agent Services Division, upon request, will provide a copy of the voluntary settlement agreement to companies that have appointed the licensee.
6. The parties have read and understand this Agreement and agree to abide by the terms and conditions stated herein.
7. Be aware that if a state or federal regulator other than the Agent Services Division has issued an occupational or professional license to you, that regulator may require you to report this administrative action to it. The Agent Services Division cannot give you legal advice as to the specific reporting requirements of other state or federal regulators.

**N. C. Department of Insurance  
Agent Services Division**

By:   
NPN: 19442709

By:   
Deputy Commissioner

Date: 08/19/2025

Date: 9/3/2025