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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 VERONICA ALEXANDRA RAFE
NPN: 20978490

VOLUNTARY SETTLEMENT AGREEMENT

NOW COME, Veronica Alexandra Rafe (hereinafter "Ms. Rafe") and the Agent Services Division of 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 agents; and

WHEREAS, Ms. Rafe currently holds a Non-Resident Producer's license with authority for Accident and Health or Sickness line of insurance 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, on October 11, 2024 the Florida Department of Financial Services issued an Administrative Complaint alleging cheating by Ms. Rafe on an examination for licensure and demonstrating a lack of fitness and trustworthiness to engage in the business of insurance. Ms. Rafe failed to answer the complaint or request a hearing, a basis for license revocation. The Florida Department thereafter revoked Ms. Rafe's producer's license effective March 06, 2025. Florida rescinded the revocation and issued an order to retest on May 15,2025; and

WHEREAS, the Ohio Department of Insurance issued a Findings of Facts and Supervision Order on March 26, 2025 suspending Ms. Rafe's non-resident producer's license for failure to maintain her license in good standing in Florida. The Florida Department of Financial Services issued an Order of Revocation for demonstrating a lack of fitness and trust and worthiness to engage in the business of insurance. The Florida Department later entered a Consent Order dated May 15, 2025 and Settlement Stipulation for Consent Order dated April 02, 2025 in which Ms. Rafe was allowed to retake Florida's agent licensing examination. If she passed the examination Florida would issue her a license. Subsequently Ms. Rafe took the examination and passed it allowing her license to be reinstated.

In addition, since Ms. Rafe answered "no" to the questions on her November 03, 2025 application for licensure in Ohio as to whether she had been involved in administrative hearings with other regulators, which was not truthful and a basis for revoking her insurance license. Ms. Rafe agreed to pay a civil penalty in the amount of $400.00 and administrative costs of $100.00 to resolve the issues whereupon her license would be and was issued to her; and

WHEREAS, the Kansas Department of Insurance reviewed Ms. Rafe's November 03, 2025 application for a non-resident insurance producer's license and denied it based on her failure to disclose several administrative actions taken against her license by the Florida Department of Financial Services (FL DFS):

(1) March 06, 2025-FL DFS-Case No. 03062025134402-License revoked for cheating on licensing exam and demonstrating a lack of fitness or untrustworthiness.

(2) March 26, 2025-Indiana DOI – Case No. 24092-51381-license suspended for other state action against insurance license.

(3) May 15, 2025-FL DFS- Rescinded revocation order for cheating on license exam and demonstrating lack of fitness and trustworthiness.

(4) May 15, 2025- FL DFS-Case 05752025-Consent Order to retake license exam and pass in 30 days or surrender license.

(5) December 02, 2025-sent letter requesting documentation of administrative hearings-failed to respond.

WHEREAS, Ms. Rafe failed to report the administrative actions taken by the Ohio and Kansas Departments of Insurance within 30 days after the final disposition of those matters as required by North Carolina General Statute § 58-33-32(k) Services Division, and therefore, was in violation thereof; and

WHEREAS, North Carolina General Statute § 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, Ms. Rafe has agreed to settle, compromise, and resolve the matter referenced in this Agreement on behalf of herself, and the Agent Services Division has agreed not to pursue additional civil ramifications, including penalties, sanctions, remedies, or restitution based on this matter against Ms. Rafe; and

WHEREAS, the parties to this Agreement mutually wish to resolve this matter by consent before the Agent Services Division initiates an administrative hearing and have reached a mutually agreeable resolution of this matter as set out in this Agreement.

NOW, THEREFORE, in exchange for the consideration and promises and agreements set out herein, Ms. Rafe and the Department hereby agree with the following:

1. Immediately upon the signing of this Agreement, Ms. Rafe shall pay a civil penalty of **$500.00** to the Agent Services Division. The form of payment shall be 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." Ms. Rafe 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 Department must receive the civil penalty and the signed Agreement no later than **July 15, 2026** The civil penalty shall be subject to disbursement 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 Ms. Rafe or in any other complaints involving Ms. Rafe.

3. Ms. Rafe enters into this Agreement, on behalf of herself, freely and voluntarily and with the knowledge of her right to have an administrative hearing on this matter. Ms. Rafe understands she 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. Ms. Rafe 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 Agents Services Division to Ms. Rafe shall reflect that Regulatory Action has been taken against her. 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, routinely 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.

[redacted]

By: Veronica Alexandra Rafe
NPN: 20978490

N. C. Department of Insurance
Agent Services Division

[redacted]

By: Joe Wall
Deputy Commissioner

Date: 07/13/2026

Date: 7/22/2026