

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  
SYLENA A. RICH-SALVEY  
(NPN #6602403)

ORDER  
REINSTATING SURETY  
BAIL BONDSMAN LICENSE

1. On January 7, 2020, the N.C. Department of Insurance's Agent Services Division opened an investigation into Overflow Financial Insurance in Dunn, North Carolina. Sylena A. Rich-Salvey was the sole employee for Overflow Financial Insurance.

2. As of the date of the investigation, Ms. Rich-Salvey held the following licenses issued by the Department:

- a. Insurance Producer, with lines of authority for Property, Casualty, Life and Health; and
- b. Surety Bail Bondsman

3. On March 10, 2020, Ms. Rich-Salvey attended an Informal Conference regarding the investigation. Present at the Informal Conference on behalf of the Department were Deputy Commissioner Angela Hatchell, Assistant Deputy Commissioner Tom West, Supervisor Cathy O'Connor, Investigator Rod Davis and Investigator Sherri Bumgarner.

4. At the Information Conference, the Department offered to resolve the matter by having Ms. Rich-Salvey surrender her insurance licenses.

5. On April 13, 2020, Ms. Rich-Salvey emailed Ms. O'Connor as follows: "In reference to the voluntary surrender [I] was trying to make sure I understood if the surrender is just for [my] Property and Casualty license?"

6. Ms. O'Connor responded on April 14, 2020 as follows: "The surrender would be for the property, casualty, life and [health] licenses. If you choose to surrender, the Bail Bonds license would be determined by the Bail Bonds Division."

7. Thereafter, on April 24, 2020, Ms. Rich-Salvey executed a Voluntary Surrender of License or Licenses in which she "voluntarily surrender[ed] all licenses issued to me by the North Carolina Department of Insurance (NCDI) **for a period of twenty (20) years** from today's date." (emphasis in original).

8. Subsequently, the Agent Services Division updated the information for Ms. Rich-Salvey's licenses in the State Based System to indicate that Ms. Rich-Salvey's Insurance Producer and Surety Bail Bondsman licenses were both "Surrendered With Prejudice," effective April 24, 2020.

9. The Bail Bond Regulatory Division never took action against Ms. Rich-Salvey's Surety Bail Bondsman license.

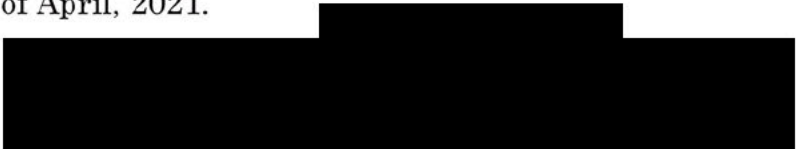
10. Based upon email correspondence between Ms. O'Connor and Ms. Rich-Salvey, it is apparent that Ms. Rich-Salvey only intended to surrender her Insurance Producer license, and not her Surety Bail Bondsman license.

11. As a result, the update to the State Based System on April 24, 2020 indicating that Ms. Rich-Salvey had "Surrendered With Prejudice" her Surety Bail Bondsman license was in error and must be corrected.

### ORDER

Based upon the foregoing, Ms. Rich-Salvey's Surety Bail Bondsman license is hereby reinstated, backdated to April 24, 2020.

This the 16<sup>TH</sup> day of April, 2021.

  
John G. Cable  
Deputy Commissioner  
Fraud Control Group  
Bail Bond Regulatory Division