

**N. C. DEPARTMENT OF INSURANCE AGENT SERVICES DIVISION  
RALEIGH, NORTH CAROLINA**



**STATE OF NORTH CAROLINA  
COUNTY OF WAKE**

**BEFORE THE COMMISSIONER  
OF INSURANCE**

**IN THE MATTER OF THE LICENSURE  
OF MICHELLE ZUSPAN  
NPN: 18898976**

**VOLUNTARY SETTLEMENT  
AGREEMENT**

**NOW COME**, Michelle Zuspan (hereinafter "Ms. Zuspan") and the Agents 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 agencies and agents; and

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

**WHEREAS**, North Carolina General Statute § 58-2-69(c) provides that if a licensee is convicted in any court or competent jurisdiction fines for any crime or offense other than a motor vehicle infraction, the licensee shall notify the Commissioner within 10 business days after the date of the conviction; a "conviction" includes an adjudication of guilt, a plea of guilty, or a plea of "nolo contendere"; and

**WHEREAS**, information made available to Agent Services Division revealed that on June 09, 2025 Ms. Zuspan entered a guilty of the charge of Felony Hinder Apprehension or Prosecution of a Felon in the 27<sup>th</sup> District court of Bell County, Texas (Texas Penal Code, Section 3805(d)). Adjudication was deferred for two years, and probation was granted, after which the conviction may be dismissed under certain conditions; and

**WHEREAS**, Ms. Zuspan reported the convictions to the Agent Services Division on August 11, 2025, which was not within 10 business days after the date of conviction as required by N.C. Gen. Stat. § 58-2-69(c), 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**, Ms. Zuspan has agreed to settle, compromise, and resolve the matters 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 these matters against Ms. Zuspan; and

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

1. Immediately upon the signing of this Agreement, Ms. Zuspan shall pay a civil penalty of **\$250.00** 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." Ms. Zuspan 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 18, 2026**. 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 Ms. Zuspan or in any other complaints involving Ms. Zuspan.
3. Ms. Zuspan 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. Zuspan 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. Zuspan 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 Ms. Zuspan 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, 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: Michelle Zuspan  
NPN: 18898976

By: Joe Wall  
Deputy Commissioner

Date:

08/10/2026

Date:

8/17/2026

State of TEXAS County of Bell  
On this 10th day of AUGUST, 2026,  
MICHELLE ANGELA ZUSPAN  
personally appeared before me, and proved to me through  
satisfactory evidence of identification, which were TXDL  
to be the person whose name is signed on the preceding or  
attached document in my presence.

[Signature], Notary Public  
My Commission Expires 07/21/2027

