
BEFORE THE UTAH INSURANCE COMMISSIONER

UTAH INSURANCE DEPARTMENT,

Complainant,

vs.

JAMIE PATRICE GONZALES,

Respondent.

DISMISSAL ORDER

Docket No. 2018-4065

Lisa Watts Baskin
Administrative Law Judge

This matter came before the undersigned for an evidentiary hearing on February 1, 2019. The matter was recorded. Respondent Jamie Patrice Gonzales, *pro se*, appeared telephonically, after failing to appear and being contacted by the court. Complainant's attorney, Helen Frohlich, Assistant Attorney General, was present.

This matter was commenced on January 3, 2019, when Respondent filed a request to appeal Complainant's denial of her license application, also dated on January 3, 2019. The matter was set for formal hearing to be held on January 16, 2019. The hearing was vacated due to the court's inability to preside. Since that time, the court's clerk made numerous attempts by telephone and email to reschedule the evidentiary hearing but Respondent was repeatedly unresponsive.

Respondent verbally requested to withdraw the matter, stating she had been unresponsive due to reasonable causes. There was no objection. She stated she intended to file an appeal of the license denial at a later date.

Based upon Respondent's verbal motion, and for good cause, it is therefore ORDERED that this matter is DISMISSED with prejudice and the case is closed.

DATED this 1st day of February, 2019.

TODD E. KISER
UTAH INSURANCE COMMISSIONER



Lisa Watts Baskin
Administrative Law Judge
Utah Insurance Department
State Office Building, Room 3110
Salt Lake City, UT 84114

CERTIFICATE OF SERVICE

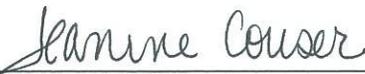
The undersigned hereby certifies that on this date a true and correct copy of the foregoing

Dismissal Order was emailed to:

Jamie Patrice Gonzales
bondsrus@yahoo.com
gabkat52241@hotmail.com

Helen Frohlich
Assistant Attorney General
hfrohlich@agutah.gov

DATED this 1st day of February, 2019.



Jeanine Couser
Utah Insurance Department
3110 State Office Building
Salt Lake City, UT 84114
(801) 538-3860

4. On July 11, 2018, the daughter of the insured filed a complaint with the Department because the claim had not been paid.

5. On July 30, 2018, Respondent contacted the Department and acknowledged the delay in making a claim decision. The benefit payment was issued to the Complainant on August 24, 2018.

6. On August 30, 2018, Respondent acknowledged to the Department that its Claim Department did not send delay letters every 30 days as required.

7. On January 7, 2019, Respondent emailed the Department a copy of the claim settlement.

8. The Department and Respondent have agreed to an administrative forfeiture of \$2,000.00.

CONCLUSIONS OF LAW

1. The Utah Insurance Commissioner (“Commissioner”) has jurisdiction over the parties and this adjudicative proceeding pursuant to Utah Code §§ 31A-1-105 and 31A-2-201.

2. The Commissioner has legal authority to impose penalties on the Department's licensees who violate the Utah Insurance Code. Utah Code § 31A-2-308.

3. Respondent violated Utah Code § 31A-26-301(3) by failing to timely pay a valid claim.

4. Respondent violated Utah Admin R590-191-4(9) by failing to provide a written explanation as to the reasons for the delay at least every 30 days until the claim was settled or denied.

5. As penalties for the violations in this case, Respondent should be ordered to pay a

forfeiture of \$2,000.00.

ORDER

Based on the foregoing Findings of Fact and Conclusions of Law, it is hereby Ordered that:

1. Respondent shall pay a forfeiture of \$2,000.00 for the violations described in the Conclusions of Law.
2. Respondent is ordered not to commit the violations described in the Conclusions of Law in the future.

DATED this 8th day of February, 2019.

TODD E. KISER
Utah Insurance Commissioner



Lisa Watts Baskin
Presiding Officer
Utah Insurance Department

NOTICE TO RESPONDENT

You are hereby notified that a failure to obey an Order of the Commissioner may subject you to further penalties, including forfeitures of up to \$5,000 per violation and the suspension or revocation of your license and the filing of an action in district court, which may impose forfeitures of up to \$10,000 per day for continued violation. You are further notified that other jurisdictions in which you may be licensed may require that you report this action to them.