

**AGENT SERVICES**

**2015 VOLUNTARY SURRENDER OF LICENSE OR LICENSES**  
(N.C.G.S. §58-2-65)

I, Lisa Guffey, hereby voluntarily surrender all licenses issued to me by the North Carolina Department of Insurance (NCDI) for a period of 20 years from today's date. I understand and acknowledge that effective immediately, I can no longer perform any activities for which a license from NCDI is required.

I understand and agree that I may not request relicensure (for any license) from NCDI during the above-stated period of license surrender. I also understand that submitting an application for relicensure does not guarantee reissuance of license(s) surrendered.

I understand my right to an administrative hearing and to judicial review after such a hearing, and I hereby voluntarily give up those rights.

I understand that this Voluntary Surrender is equivalent to the taking of regulatory action by NCDI. I also understand that this Voluntary Surrender will be a public record and is not confidential. NCDI is free to disclose this Voluntary Surrender to third parties upon request or pursuant to any law or policy providing for such disclosure.

I acknowledge that I have had the opportunity to consult with an attorney prior to execution of this Voluntary Surrender.

This 14 day of August, 2015.

[Redacted Signature]

Signature

Lisa Guffey

(print name)

Sworn to and subscribed before me

This 14 day of August, 2015

[Redacted Notary Signature]



Notary Public

My Commission expires: Nov. 17, 2018  
Pender Co NC

## REGULATORY ACTION PROCEDURES AGENT SERVICES DIVISION (ASD)

In appropriate cases and following certain regulatory processes, regulatory action may be taken against a licensee or license applicant in the following forms:

- Voluntary Settlement Agreement (VSA)-both the licensee and Agent Services Division agree to settle regulatory concerns by entering into an agreement and the licensee waives a right to a hearing. Usually a monetary penalty is imposed with a VSA. (All monetary penalties collected by the Department are assigned for the use of the North Carolina school boards and are not retained by the Department.)
- Consent Orders voluntarily issued by the Hearing Officer.
- Surrender of license(s) by licensee in lieu of an Administrative Hearing occurs when the licensee agrees to surrender the license(s) for a specified period of time. It is preferred that the licensee sign a notarized surrender document and agree in writing that (s)he is forfeiting their rights to an Administrative Hearing.
- Revocation of License(s), Suspension of License(s) and/or imposition of a monetary penalty by the Hearing Officer after a full Administrative Hearing in which all parties have the right to present their case and to be represented by an attorney if they choose. Appeal of the hearing officer's decision is to the North Carolina court system.
- Denial of License - ASD has denied licensure and the applicant has not timely requested an Administrative Hearing or when a hearing officer upholds the denial of license after a full Administrative Hearing in which all parties have the right to present their case and to be represented by an attorney if they choose. Appeal of the hearing officer's decision is to the North Carolina court system.

When regulatory action is taken the North Carolina Department of Insurance:

- ASD will provide the insurer with a copy of the documentation of the regulatory action when requested. Regulatory actions are public record.
- ASD will notify the National Association of Insurance Commissioners (NAIC) of the administrative/regulatory action for insurance, bail bond, and motor club company license types. This information is maintained in the NAIC's Regulatory Information Retrieval System (RIRS).
- ASD codes the licensee record with "Regulatory Action Taken" which means regulatory action has been taken against the licensee and all licenses held by the licensee will reflect Regulatory Action Taken.
- Includes the name of licensee and action taken in the Department's newsletter which is distributed to licensees, interested industry parties, and posted on the Department's website.
- Shows the regulatory action on the license record on the Department's website through the information portal. The online license record displays "Regulatory Action Taken" for individual licensees and "Regulatory Action Taken" for agencies and companies. For individuals that hold multiple licenses, Regulatory Action Taken will display for all licenses not just the license(s) involved in the regulatory action.