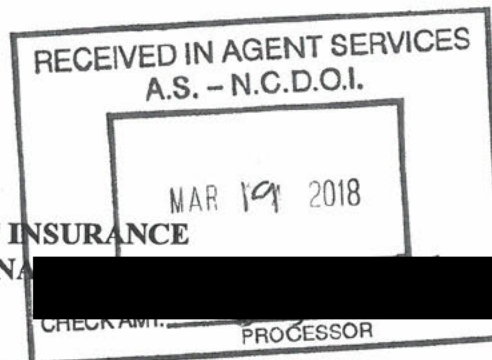


# 113241

**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 HEIDI E. MANIVONG  
LICENSE NO. 0003640333**

**VOLUNTARY SETTLEMENT  
AGREEMENT**

**NOW COME**, Heidi E. Manivong (hereinafter "Ms. Manivong") and the North Carolina Department of Insurance (hereinafter "Department"), and hereby voluntarily and knowingly enter into the following Voluntary Settlement Agreement (hereinafter "this Agreement").

**WHEREAS**, the Department has the authority and responsibility for enforcement of the insurance laws of this State, and for regulating and licensing insurance agents; and

**WHEREAS**, Ms. Manivong currently holds a non-resident producer's license with authority for Property and Casualty lines of insurance issued by the Department; and

**WHEREAS**, North Carolina General Statute § 58-33-46a) (1) provides that the Commissioner may place on probation, suspend, revoke, or refuse to renew any license issued under Article 33 of Chapter 58 of the General Statutes of North Carolina for providing materially incorrect, misleading, incomplete, or materially untrue information in the license application; and

**WHEREAS**, Ms. Manivong pled guilty to a felony count of welfare fraud in the Circuit Court of Pinellas County Florida, Criminal Division on August 30, 1993; and

**WHEREAS**, Ms. Manivong answered "No" to the question on her original application, dated October 3, 2011, for a non-resident producer's license with the Department: "Have you ever been convicted of a crime, had a judgment withheld or deferred, or are you currently charged with committing a crime?"; and

**WHEREAS**, Ms. Manivong admits to this violation of North Carolina General Statute § 58-33-46a) (1); 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**, Ms. Manivong was fined \$500.00 by the Washington Department of Insurance and ordered to cease and desist from violations effective June 20, 2017 for failure to make a required disclosure on her application for a non-resident producer's license, and such administrative action was not reported to this Department in a timely fashion as required by North Carolina General Statute § 58-33-32(k); and

**WHEREAS**, Ms. Manivong was fined in the amount of \$100.00 effective June 21, 2017 by the Massachusetts Office of Consumer Affairs and Business Regulation, Division of Insurance, for failure to report other state's action, and such administrative action was not reported to this Department in a timely fashion as required by North Carolina General Statute § 58-33-32(k); and

**WHEREAS**, Ms. Manivong admits to these violations of North Carolina General Statute § 58-33-32(k); 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**, Ms. Manivong has agreed to settle, compromise, and resolve the matter referenced in this Agreement on behalf of herself, and the Department has agreed not to pursue additional penalties, sanctions, remedies, or restitution based on these matters against Ms. Manivong; and

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

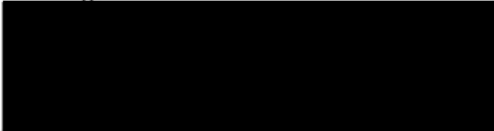
**NOW, THEREFORE**, in exchange for the consideration and promises and agreements set out herein, Ms. Manivong and the Department hereby agree to the following:

1. Immediately upon the signing of this Agreement, Ms. Manivong shall pay a civil penalty of **\$750.00** to the Department. 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. Manivong shall remit the civil penalty by certified mail, return receipt requested, to the Department along with a copy of this signed Agreement. The civil penalty and the signed Agreement must be received by the Department no later than **March 30, 2018**. 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 Department's disciplinary power in any future examination of Ms. Manivong or in any other complaints involving Ms. Manivong.
3. Ms. Manivong 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. Manivong 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. Manivong 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 Department. Following the execution of this Agreement, all licenses issued by the Department to Ms. Manivong shall reflect that Regulatory Action has been taken against her. The Department 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 Department routinely provides copies of voluntary settlement agreement to all 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 N. C. Department of Insurance has issued an occupational or professional license to you, that regulator may require you to report this administrative action to it. The N.C. Department of Insurance cannot give you legal advice as to the specific reporting requirements of other state or federal regulators.

N.C. Department of Insurance

  
By: Heidi E. Manivong  
License No. 0003640333

  
By: Teresa Knowles  
Deputy Commissioner

Date: 03/02/2018

Date: 03/28/2018