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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 JEREMY D. NEAL

VOLUNTARY SETTLEMENT
AGREEMENT

NPN 8921749

NOW COME, Jeremy D. Neal (hereinafter "Mr. Neal") 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, North Carolina General Statute § 58-33-30(g) provides that the Commissioner may refuse to issue a license under Article 33 of Chapter 58 of the General Statutes of North Carolina if the applicant has not fully met the requirements of licensing; and

WHEREAS, Mr. Neal applied for a non-resident Company/Independent Firm Adjuster license on February 6, 2019; and

WHEREAS, Mr. Neal had previously been licensed as a Self-employed Adjuster from April 30, 2015 to June 28, 2017 when his license was cancelled for non-payment of the annual adjuster license fee; 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, North Carolina General Statute § 58-33-46a) (2) 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, among other things, for violating any order of the Commissioner; and

WHEREAS, North Carolina General Statute § 58-33-46a) (8) 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, among other things, for demonstrating incompetence or untrustworthiness in the conduct of business in this State; and

WHEREAS, Mr. Neal answered “No” to the background information question on his application for licensure on his application: “Have you ever been named as a party in an administrative proceeding, including FINRA sanction or arbitration proceeding, regarding any professional or occupational license or registration?”; and

WHEREAS, on or about December 14, 2016 a complaint was made to the Consumer Services Division of the Department (CSD) by Mr. Randall Arms regarding Mr. Neal’s handling of a diminished value claim; and

WHEREAS, Mr. Neal failed to respond to multiple requests for information, in writing and by phone, by CSD regarding Mr. Arms’ complaint; and

WHEREAS, on or about January 31, 2017, a complaint was made by Ms. Jenny Martin to CSD regarding Mr. Neal’s handling of a diminished value claim; and

WHEREAS, Mr. Neal failed to respond to multiple requests, in writing and by phone, by CSD for information regarding Ms. Martin’s complaint; and

WHEREAS, on or about May 31, 2017, the complaints against Mr. Neal was referred to Agent Services Division (ASD) due to his failure to respond to CSD; and

WHEREAS, Mr. Neal failed to respond to requests to Mr. Neal by ASD for information regarding the complaints filed with CSD; and

WHEREAS, Mr. Neal admits to these violations of North Carolina General Statute § 58-33-46a) (1), (2) and (8); and

WHEREAS, Mr. Neal has agreed to settle, compromise, and resolve the matter referenced in this Agreement on behalf of himself, and the Department has agreed not to pursue additional penalties, sanctions, remedies, or restitution based on these matters against Mr. Neal; 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.

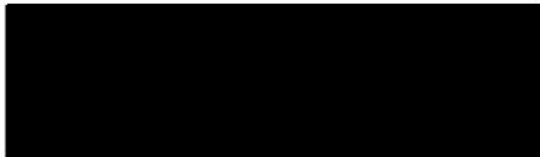
NOW, THEREFORE, in exchange for the consideration and promises and agreements set out herein, Mr. Neal and the Department hereby agree to the following:

1. Immediately upon the signing of this Agreement, Mr. Neal shall pay a civil penalty of **\$250.00** 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.” Mr. Neal 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 **May 4, 2019**. 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. Upon

receipt of the signed agreement and civil penalty, the Department shall issue the license requested by Mr. Neal.

2. This Agreement does not in any way affect the Department's disciplinary power in any future examination of Mr. Neal or in any other complaints involving Mr. Neal.
3. Mr. Neal enters into this Agreement, on behalf of himself, freely and voluntarily and with the knowledge of his right to have an administrative hearing on this matter. Mr. Neal understands he 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. Mr. Neal 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 Mr. Neal shall reflect that Regulatory Action has been taken against him. 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: **Jeremy D. Neal**



By: **Angela Hatchell**
Deputy Commissioner

Date: _____

4/25/2019

Date: _____

5/9/19