# STATE OF MAINE DEPARTMENT OF PROFESSIONAL AND FINANCIAL REGULATION BUREAU OF INSURANCE

In re:

GARNETTE BOND Maine License No. PRR203197 National Producer No. 16651096

Docket No. INS-14-233

LICENSE REVOCATION
NOTICE, ORDER,
and
OPPORTUNITY FOR
HEARING

#### **NOTICE TO GARNETTE BOND:**

Effective as of August 29, 2014, your Maine resident insurance producer license will be REVOKED without further formal proceedings unless you request a hearing as specified below.

The grounds for the license revocation are based upon your six separate violations of 24-A M.R.S. § 1420-K(1)(J), for forging consumers' names to insurance applications and documents related to insurance transactions and your five separate violations of 24-A M.R.S. § 1420-K(1)(H), for (i) impersonating a consumer during a telephone interview conducted for underwriting purposes; (ii) making false and misleading statements to a consumer in connection with an insurance transaction; and (iii) completing and submitting three life insurance policy applications without the consumers' knowledge or authorization.

This Order replaces and supersedes any other Orders you have received with regard to your Maine resident insurance producer's license.

## STATEMENT OF FACTS

- 1. On or about June 25, 2012, you sold KH and JH, a married couple, a family protector term life insurance policy with New York Life Insurance Company ("NY Life").
- 2. On or about September 6, 2012, you completed a whole life insurance policy application on behalf of KH, in which the couple's son, MH, was the named insured ("Whole Life Policy"), and you forged KH's signature on the form. You submitted the application to NY Life without KH's knowledge or authorization, and the Whole Life Policy was issued on September 6, 2012.
- 3. On or about \$eptember 26, 2012, you forged KH's signature on the Receipt for the Whole Life Policy.
- 4. On or about December 2, 2012, you completed a term life insurance policy application for JH (the "Term Life Policy"), and forged JH's signature on the form. You submitted the application to NY Life without JH's knowledge or authorization, and the Term Life Policy was issued on December 2, 2012.

- 5. On or about February 1, 2013, you forged JH's signature on the Policy Receipt for the Term Life Policy.
- 6. On or about April 18, 2013, you completed a variable universal life insurance policy application for KH (the "VUL Policy"), and forged KH's signature on the document.
- 7. In order to meet NY Life underwriting guidelines for the VUL Policy, KH was required to undergo a telephonic interview with a NY Life underwriter as well as a paramedical examination with a nurse.
- 8. In or about May, 2013, after KH had been called by a nurse to schedule a paramedical examination, KH questioned you about the call. In your May 9, 2013, text message response to KH, you failed to disclose that the examination was related to the underwriting process for the unauthorized VUL Policy. Instead, you falsely stated that you had ordered the examination in the event KH later decided to "start the fund for [MH]." In reliance on your misrepresentations, KH underwent the paramedical examination.
- 9. On June 21, 2013, you called NY Life underwriting and impersonated KH so that the required interview could be completed and underwriting guidelines met.
- 10. You submitted the VUL Policy application to NY Life without KH's knowledge or authorization, and the VUL Policy was issued on August 21, 2013.
- 11. On or about August 21, 2013, you forged KH's signature on the Receipt for the VUL Policy.
- 12. On November 11, 2013, NY Life sent a letter to the Bureau informing it that effective October 8, 2013, you were terminated for cause "after allegations that [you] impersonated a client during a telephone interview conducted as part of the underwriting process for a variable universal life policy." NY Life further stated that there were allegations that you had completed three life insurance policy applications without the consumers' authorization or knowledge.
- 13. On June 11, 2014, the Bureau sent you a letter requesting information about your termination for cause from NY Life, and inquiring whether you disputed the allegations contained in the November 11, 2013, letter from NY Life. You failed to respond to the Bureau's letter.

#### **CONCLUSIONS OF LAW**

- 14. Title 24-A M R.S. § 1420-K(1)(J) provides that the Superintendent may revoke an insurance producer's license for "[f]orging another's name to an application for insurance or to any document related to an insurance transaction."
- 15. As described in Paragraphs 2-6 and 11 above, you have committed six separate violations of § 1420-K(1)(J).
- 16. Title 24-A M.R.S. § 1420-K(1)(H) provides that the Superintendent may revoke an insurance producer's license for "[u]sing fraudulent, coercive or dishonest practices, or demonstrating incompetence, untrustworthiness or financial irresponsibility in the conduct of business in this State or elsewhere."
- 17. You violated § 1420-K(1)(H) by impersonating a consumer during a telephone interview conducted by NY Life as a part of its underwriting process for a variable universal life policy.

- 18. You also violated § 1420-K(1)(H) by making false and misleading statements to a consumer as described in Paragraph 8.
- 19. You committed three separate violations of § 1420-K(1)(H) by completing and submitting three applications for life insurance policies without the consumers' knowledge or authorization, as described in Paragraphs 2-11.

## **REVOCATION OF LICENSE**

Therefore, based upon the above eleven grounds, your Maine insurance producer license is **revoked** as of **August 29**, **2014**, pursuant to 24-A M.R.S. §§1417 and 1420-K, subject to your right to request a hearing.

Under the Maine Insurance Code, specifically 24-A M.R.S. §1417 and §1420-K, you have the right to a hearing before the Superintendent or his designee. If you request a hearing, you will have the right to present evidence and arguments in your defense, and the staff of the Bureau of Insurance will bear the burden of proving each violation by a preponderance of evidence.

If you request a hearing, you will receive further communication regarding scheduling. The matters to be determined through the hearing process are whether you committed one or more of the violations listed above, and if so, the appropriate sanctions for those violations. The sanctions imposed after a hearing can include any available remedy under applicable laws, including the payment of civil penalties.

To request a hearing, you must notify the Bureau of Insurance in writing no later than August 29\_, 2014. If you do not file a written request for a hearing within 30 days from the time you knew or reasonably should have known of the revocation of your license through this Notice and Order, you will lose your right to request a hearing on this license revocation Notice and Order.

Any request for a hearing, as well as all other communications regarding this Notice, Order, and Opportunity for Hearing must be addressed to Bureau Licensing Attorney Kristina M. Balbo, Bureau of Insurance, #34 State House Station, Augusta, Maine 04333-0034 (for US Postal Service deliveries) or 76 Northern Avenue, Gardiner, Maine 04345 (for private carrier deliveries, such as FedEx or UPS). You may also reach Attorney Balbo by e-mail at <a href="mailto:kristina.m.balbo@maine.gov">kristina.m.balbo@maine.gov</a> or by telephone at (207) 624-8429.

July 23, 2014

Eric A. Cioppa Superintendent of Insurance

- I, **Garnette Bond**, do hereby agree and attest to the following:
  - 1. On August 13, 2014, I received a copy of the License Revocation, Notice, Order, and Opportunity for Hearing, dated July 23, 2014 (the "Revocation Order"), notifying me that my Maine producer license would be revoked for grounds set forth in the Order, subject to my right to request an adjudicatory hearing.
  - 2. On August 14, 2014, I requested a hearing to contest the Revocation Order.
  - 3. I no longer wish to contest the Revocation Order, and hereby withdraw my request for a hearing and waive my right to a hearing.
  - 4. I understand that the revocation of my Maine producer license will become effective immediately upon my signature below.

Date: 9/19/14

Garnette Bond