

STATE OF ARIZONA
Department of Insurance and Financial Institutions
FILED May 8, 2024 by AS

STATE OF ARIZONA

DEPARTMENT OF INSURANCE AND FINANCIAL INSTITUTIONS

In the Matter of:

TRAVIS JACOB ADAMS

(National Producer License No. 19429384)

Respondent

No. 23A-092-INS

ORDER

On April 19, 2024, the Office of Administrative Hearings, through Administrative Law Judge Kay A. Abramsohn, issued an Administrative Law Judge Decision (“Recommended Decision”). The Arizona Department of Insurance and Financial Institutions’ (“Department”) Executive Deputy Director (“EDD”) received the Recommended Decision on the same date, a copy of which is attached and incorporated by reference. Respondent failed to accept the Recommended Decision within ten days of receipt. Therefore, the EDD has reviewed the Recommended Decision and enters the following:

1. The Department ADOPTS the Findings of Fact;
2. The Department ADOPTS the Conclusions of Law;
3. The Department ADOPTS the Recommended Order and ORDERS:

Travis Jacob Adams’ Arizona insurance producer license, National Producer Number 19429384 is revoked, effective immediately.

NOTIFICATION OF RIGHTS

Pursuant to Arizona Revised Statutes (“A.R.S.”) § 41-1092.09, Respondent may request a rehearing or review with respect to this Order by filing a written motion with the Department within 30 days after the date of this Order, setting forth the basis for relief under Arizona Administrative Code R20-6-114(B). Pursuant to A.R.S. § 41-1092.09, it is not necessary to request a rehearing before filing an appeal to the Superior Court.

1 Respondent may appeal the final decision of the Department to the Superior Court of
2 Maricopa County for judicial review, pursuant to A.R.S. § 20-166. A party filing an appeal
3 must notify the Office of Administrative Hearings of the appeal within ten days after filing the
4 complaint commencing the appeal, pursuant to A.R.S. § 12-904(B).

5
6 DATED and EFFECTIVE this 8th day of May, 2024.

7
8 *Barbara D. Richardson*

9 _____
10 Barbara D. Richardson
11 Cabinet Executive Officer
12 Executive Deputy Director
13 Arizona Department of Insurance and Financial Institutions
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1 **ORIGINAL** of the foregoing filed electronically
2 this 8th day of May, 2024, to:

3 Kay A. Abramsohn, Administrative Law Judge
4 <https://portal.azoah.com/submission>
5 Office of Administrative Hearings

6 **COPY** of the foregoing delivered the same date, to:

7 Deian Ousounov, Chief Financial Deputy Director
8 Alena Caravetta, Regulatory Legal Affairs Officer
9 Ana Starcevic, Unit Project Specialist
10 Steven Fromholtz, Licensing Division Manager
11 Linda Lutz, Legal Assistant
12 Aqueelah Currie, Licensing Supervisor
13 Rachel Smith, Investigator
14 Arizona Department of Insurance and Financial Institutions
15 100 North 15th Avenue, Suite 261
16 Phoenix, Arizona 85007

17 **COPY** mailed the same date by U.S First Class and
18 Certified Mail, Return Receipt Requested, to:

19 Travis J. Adams
20 4104 W. Butler Drive
21 Phoenix, AZ 85051
22 Respondent 9489 0090 0027 6556 3623 60

23 **COPY** sent via electronic mail the same date, to:

24 Travis J. Adams
25 tjadamstoo@yahoo.com
26 Respondent

Zachary Howard, Assistant Attorney General
Zachary.Howard@azag.gov
AdminLaw@azag.gov
Attorney for the Department

Ana Starcevic

IN THE OFFICE OF ADMINISTRATIVE HEARINGS

In the Matter of:

No. 23A-092-INS

Travis Jacob Adams
(National Producer License No. 19429384),
Respondent.

**ADMINISTRATIVE LAW JUDGE
DECISION**

HEARING: April 2, 2024

APPEARANCES: Respondent failed to appear. Assistant Attorney General Zachary Howard represented the Arizona Department of Insurance and Financial Institutions – Insurance.

ADMINISTRATIVE LAW JUDGE: Kay A. Abramsohn

EXHIBITS ADMITTED INTO EVIDENCE: Department Exhibits 1 through 6 and Notice of Hearing.

FINDINGS OF FACT

1. Travis Jacob Adams (“Respondent”) was at all material times licensed in the State of Arizona as an Insurance Producer, National Producer License Number 19429384, with lines of authority in casualty insurance and property insurance.¹ The Arizona Department of Insurance and Financial Institutions (“Department”) issued Respondent’s license on March 6, 2020.² Respondent’s license was scheduled to expire on February 29, 2024.³ The Department retains jurisdiction because the investigation was open prior to the time of the license expiration.⁴

2. On June 21, 2023, the Department received a case referral from Allstate Insurance Company (“Allstate”) which indicated that, after an investigation, Respondent

¹ See Department’s Exhibit 1.

² *Id.*

³ *Id.*

⁴ A.R.S. § 20-295(H).

1 had been terminated “for-cause” for binding policies without consent.⁵ Allstate provided
2 a copy of its June 15, 2023 “Closing Memo” regarding its investigation.⁶

3 3. The Closing Memo provided details regarding the investigated incidents
4 demonstrating that Adams may have falsified payment information on 16 policies by
5 issuing policies with a Cash on Demand (“C.O.D.”) payment method and falsified
6 policyholder information on 7 policies by issuing Auto policies to individuals without
7 insurable interest in order to meet production requirements and obtain commission.⁷

8 4. On October 4, 2023, Insurance Analyst/Investigator Rachel Smith
9 (“Smith”) emailed Respondent regarding the Allstate referral and requested that he
10 provide certain specific information, including a written narrative responding to the
11 Allstate allegations and referral.⁸ The Department requested that the responsive
12 information be provided by October 11, 2023.

13 5. The Department did not receive a response from Respondent.

14 6. On October 12, 2023, Smith again reached out to Respondent through an
15 email, granting a one-time extension, and requesting the requisite response by October
16 19, 2023.⁹

17 7. Receiving no response, on October 19, 2023, the Department issued a
18 Subpoena Duces Tecum (“Subpoena”) to Respondent requiring that he appear on
19 November 2, 2023 in a virtual meeting with the Department and produce the previously
20 specified information.¹⁰ With the Subpoena, the Department included a letter dated
21 October 19, 2023 informing Respondent that his continued failure to respond to the
22 Department’s Subpoena would be considered non-compliance and result in his license
23 being revoked pursuant to A.R.S. § 20-295(A)(2). The subpoena notice was sent both
24 to Respondent’s personal email and his mailing address.¹¹

25 8. Respondent failed to appear virtually on November 2, 2023.

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27 ⁵ See Department’s Exhibit 2.

28 ⁶ See Department’s Exhibit 3.

29 ⁷ *Id.*

30 ⁸ See Department’s Exhibit 4.

⁹ See Department’s Exhibit 5.

¹⁰ See Department’s Exhibit 6. The Department intended to conduct an examination under oath (“EUO”) with/of Respondent at that time.

¹¹ *Id.*

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8. Using fraudulent, coercive or dishonest practices, or demonstrating incompetence, untrustworthiness or financial irresponsibility in the conduct of business in this state or elsewhere.

...

H. The director shall retain the authority to enforce this title and impose any penalty or remedy authorized by this title against any person who is under investigation for or charged with a violation of this title even if the person's license has been surrendered or has lapsed by operation of law.

4. Respondent's conduct, as described above, constitutes violating any provision of this title or any rule, subpoena, or order of the director, within the meaning of A.R.S. § 20-295(A)(2).

5. Respondent's conduct, as determined through the Allstate investigation, constitutes using fraudulent, coercive or dishonest practices, or demonstrating incompetence, untrustworthiness or financial irresponsibility in the conduct of business in this State or elsewhere, within the meaning of A.R.S. § 20-295(A)(8).

6. Based on the foregoing, grounds exist for the Director of the Department to suspend, revoke, or refuse to renew the License pursuant to A.R.S. § 20-295(A) and A.R.S. § 20-295(H).

7. Respondent's failure to respond to the Department's requests, failure to appear at EUO meeting, and failure to appear at the noticed administrative hearing demonstrate that Respondent is not able to be regulated at this time.

RECOMMENDED ORDER

IT IS ORDERED Respondent's National Producer License Number 19429384 shall be revoked on the effective date of the Order entered in this matter.

Pursuant to A.R.S. § 41-1092.08(I), the licensee may accept the Administrative Law Judge Decision by advising the Office of Administrative Hearings in writing not more than ten (10) days after receiving the decision. If the licensee accepts the Administrative Law Judge Decision, the decision shall be certified as the final decision by the Office of Administrative Hearings.

In the event of certification of the Administrative Law Judge Decision by the Director of the Office of Administrative Hearings, the effective date of the Order will be forty (40) days from the date of that certification.

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Done this day, April 19, 2024.

/s/ Kay Abramsohn
Administrative Law Judge

Transmitted electronically April 19, 2024 to:

Travis Jacob Adams
tjadamstoo@yahoo.com

Zachary Howard
Assistant Attorney General
zachary.howard@azag.gov
AdminLaw@azag.gov

Barbara D. Richardson
Department of Insurance and Financial Institutions - Insurance
Arizona Department of Insurance and Financial Institutions

By: OAH Staff