

BEFORE THE INSURANCE COMMISSIONER OF THE  
STATE OF OKLAHOMA

**FILED**  
MAR 14 2024  
INSURANCE COMMISSIONER  
OKLAHOMA

STATE OF OKLAHOMA, ex rel. GLEN )  
MULREADY, Insurance Commissioner, )  
 )  
Petitioner, )  
v. )  
 )  
SUELINETTE ORTA CORDOVA, )  
a nonresident insurance producer, )  
 )  
Respondent. )

Case No. 23-0751-DIS

**CONDITIONAL ADMINISTRATIVE ORDER**  
**AND NOTICE OF RIGHT TO BE HEARD**

COMES NOW the State of Oklahoma, ex rel. Glen Mulready, Insurance Commissioner, by and through counsel, Julie Reding, and alleges and states as follows:

**JURISDICTION**

1. Glen Mulready is the Insurance Commissioner of the State of Oklahoma and, as such, is charged with the duty of administering and enforcing all provisions of the Oklahoma Insurance Code, 36 O.S. §§ 101-7402, including the Unfair Claims Settlement Practices Act, 36 O.S. §1250.1-1250.16.
2. Respondent Suelinette Orta Cordova, (“Respondent”), is a nonresident insurance producer holding Oklahoma license number 3001631836. Respondent’s mailing address of record is 2 Oakwood Boulevard, Suite 100, Hollywood, FL 33020.
3. The Insurance Commissioner has jurisdiction over the subject matter raised in this dispute and may issue penalties pursuant to 36 O.S. §§ 1250.4, 1250.14 and 1435.13(A)(15) and (D).
4. If Respondent requests a hearing in writing, pursuant to OAC 365:1-7-1, the Insurance Commissioner, pursuant to 36 O.S. § 319, will appoint an independent hearing examiner who shall sit as a quasi-judicial officer and preside over the hearing requested by Respondent.

5. The Insurance Commissioner, pursuant to OAC 365:1-7-5, upon written request reasonably made by a person affected by the hearing and as such person's expense, shall cause a full stenographic record of the proceedings to be made by a competent court reporter.

### **FINDINGS OF FACT**

1. On or about June 5, 2023, the Consumer Assistance Division of the Oklahoma Insurance Department ("OID") emailed a letter to Respondent requiring information about a complaint OID had received and requested a response within twenty (20) days of receipt. The OID file number for this matter is #115241. The letter was emailed to admin@caresource.org, Respondent's recorded business email address in the State Based System (SBS).

2. The twentieth (20<sup>th</sup>) day after the date of this letter was June 26, 2023. Respondent failed to provide a timely response to the aforementioned letter on or before June 26, 2023.

3. OID followed up with a phone call to Respondent on June 7, 2023, and left a message.

4. The twentieth (20<sup>th</sup>) after the phone call was June 28, 2023. Respondent failed to timely respond within twenty (20) days to OID.

5. On July 27, 2023, Respondent returned OID's telephone call and left a voice message. The same day, on July 27, 2023, OID returned Respondent's call, did not reach Respondent and left a message.

6. On August 17, 2023, OID called Respondent and again, left a voice message. Respondent failed to timely respond within twenty (20) days to OID.

7. OID followed up and emailed a final letter to Respondent dated August 21, 2023, stating Respondent appears to be in violation of 36 O.S. § 1250.4 for failing to respond to OID's inquiries. This letter was emailed to admin@caresource.org, Respondent's recorded business email address

in the State Based System (SBS).

8. The twentieth (20<sup>th</sup>) day after the date of this letter was September 10, 2023. Respondent failed to provide a timely response to OID's second letter on or before September 10, 2023

9. As of the date of this Order, Respondent has failed to provide a response to the aforementioned letters or phone calls from OID.

10. Pursuant to 36 O.S. §1250.4(B):

“Any person subject to the jurisdiction of the Commissioner, upon receipt of any inquiry from the Commissioner shall, within twenty (20) calendar days from the date of receipt of the inquiry, furnish the Commissioner with an adequate response to the inquiry. The Commissioner may, upon good cause shown and on a case-by-case basis, extend the time allowed for a response for up to seven (7) additional calendar days. Any inquiry or response subject to this subsection shall be delivered electronically.”

11. Pursuant to 36 O.S. §§ 1250.14, the Insurance Commissioner may, after notice and hearing, subject an insurer to a civil penalty of not less than One Hundred Dollars (\$100.00) nor more than Five Thousand Dollars (\$5,000.00) for each violation of the Unfair Claims Settlement Practices Act.

12. Pursuant to 36 O.S. §§ 1435.13(A)(15), the Insurance Commissioner may place on probation, censure, suspend, revoke or refuse to issue or renew a license issued pursuant to the Oklahoma Producer Licensing Act or may levy a civil penalty for failing to respond to an inquiry from the Department as required in Section 1250.4.

13. Pursuant to 36 O.S. § 1435.13(D), in addition to or in lieu of any applicable denial, probation, censure, suspension or revocation of a license, the Insurance Commissioner may after an opportunity for hearing, levy a civil fine of not more than One Thousand Dollars (\$1,000.00) for each occurrence.

## CONCLUSIONS OF LAW

1. Respondent has violated 36 O.S. §§1250.4(B) and 1435.15(A)(15) by failing to furnish an adequate response to two (2) inquiry letters from the Commissioner within twenty (20) calendar days from the date of the inquiry.

## ORDER

**IT IS THEREFORE ORDERED that Respondent shall provide a response to the Oklahoma Insurance Department letters referenced above and is CENSURED AND FINED in the amount of Five Hundred Dollars (\$500.00).** The response and fine shall be submitted to the Oklahoma Insurance Department within thirty (30) days of the date of this Conditional Administrative Order. The fine shall be made payable to the Oklahoma Insurance Department and be sent to the Oklahoma Insurance Department located at 400 NE 50<sup>th</sup> Street, Oklahoma City, Oklahoma 73105. Failure to comply with a proper order of the Commissioner will result in further administrative action.

**IT IS FURTHER ORDERED, ADJUDGED AND DECREED** by the Insurance Commissioner that this Order is a Conditional Order. Unless Respondent requests a hearing with respect to the Findings of Fact set forth above within 30 days of the date of this Conditional Order, the penalties set forth above will become a Final Order on the 31st day following the date of mailing this Order. A request for hearing should be in writing and addressed to Julie Reding, Oklahoma Insurance Department, Legal Division, 400 NE 50<sup>th</sup> Street, Oklahoma City, Oklahoma 73105. The request for hearing must state the grounds for the request to set aside or modify the Order and must be served on the Oklahoma Insurance Department within the 30 days allotted. The proceedings on such requested hearing will be conducted in accordance with the Oklahoma Insurance Code, 36 O.S. §§ 101 *et seq.*, and the Oklahoma Administrative Procedures Act, 75 O.S.

§§ 250-324. If Respondent serves a timely request for hearing on the Oklahoma Insurance Department, this Conditional Order will act as a notice of the matters to be reviewed at the hearing and the Findings of Fact, Conclusions of Law, and penalties imposed in this Conditional Order shall be considered withdrawn, pending final resolution at the hearing.

WITNESS My Hand and Official Seal this 14<sup>th</sup> day of March 2024.



GLEN MULREADY  
INSURANCE COMMISSIONER  
STATE OF OKLAHOMA

Julie Reding  
Julie Reding, No. 15522  
Assistant General Counsel  
Oklahoma Insurance Department  
400 NE 50<sup>th</sup> Street  
Oklahoma City, Oklahoma, 73105

**CERTIFICATE OF MAILING**

I hereby certify that a true and correct copy of the above and foregoing *Conditional Order* was mailed by email, regular mail, certified mail with postage prepaid and return receipt requested, on this 14<sup>th</sup> day of March 2024 to:

Suelinette Orta Cordova  
2 Oakwood Blvd Ste 100  
Hollywood, FL 33020  
**Email: admin@caresource.org and  
Sueorta27@gmail.com**

**CERTIFIED MAIL NO:  
9214 8902 0982 7500 0609 10**

and a copy was delivered to: Consumer Assistance Division

  
Julie Reding, OBA No. 15522  
Assistant General Counsel