


IT IS THEREFORE ORDERED by the Commissioner of Insurance:

1. Respondent's resident Indiana insurance producer license number 2136090 shall be in probationary status for a period of six months. Respondent will notify the Department within ten (10) days of any carrier termination from the date of this Final Order.
2. Respondent shall pay an administrative penalty in the amount of one thousand dollars (\$1,000), due within thirty days (30) after the signing of this Final Order.
3. Respondent shall submit an action plan describing modifications to his business practices to assure accurate and timely handling of insurance applications and evidences of coverage, due within thirty (30) days after the signing of this Final Order.

ALL OF WHICH IS ORDERED this 22nd day of September 2017.


Stephen W. Robertson, Commissioner
Indiana Department of Insurance

Distribution:

Claire Szpara
INDIANA DEPARTMENT OF INSURANCE
311 West Washington Street, Suite 300
Indianapolis, Indiana 46204-2787

Stephen P. Keene
412 E. Southway Blvd.
Kokomo, IN 46902

STATE OF INDIANA)
) SS:
COUNTY OF MARION)

BEFORE THE INDIANA
COMMISSIONER OF INSURANCE
CAUSE NO: 16315-AG17-0807-156

IN THE MATTER OF:)
)
Stephen P. Keene)
412 E. Southway Blvd)
Kokomo, Indiana 46902)
)
Respondent.)
)
Resident Producer License #: 2136090)
)
Type of Agency Action: Enforcement)

FILED
SEP 22 2017
STATE OF INDIANA
DEPT. OF INSURANCE

AGREED ENTRY

This Agreed Entry is executed by and between the Enforcement Division of the Indiana Department of Insurance (“Department”), by counsel, Claire Szpara, and Respondent, Stephen P. Keene (“Respondent”), an Indiana resident insurance producer. This Agreed Entry is subject to the review and approval of the Commissioner of the Department (“Commissioner”).

WHEREAS, Respondent is a licensed Indiana resident insurance producer, holding license number 2136090, with qualifications for Life, Accident and Health lines of authority and a Property and Casualty line of authority;

WHEREAS, on January 18, 2017, Complainant contacted Respondent to obtain homeowners insurance on a house she was about to purchase;

WHEREAS, prior to Complainant's closure on the property on February 3, 2017, Respondent supplied to Complainant and her mortgagee an evidence of personal property insurance for the property;

WHEREAS, Respondent had not inspected the property, as required by the underwriter prior to issuing the policy, but had instead relied upon online photos and descriptions of the property;

WHEREAS, on February 9, 2017, Respondent went to inspect the property, as required by the underwriter, and discovered that the property did not meet the underwriter's standards;

WHEREAS, Respondent planned to place the property with the Indiana FAIR plan, but upon return to his office, the paperwork on Complainant's property was inadvertently filed, causing Complainant to be without property insurance when a loss subsequently occurred on June 23, 2017;

WHEREAS, upon discovering that Complainant was uninsured, Respondent immediately placed the coverage with a carrier that would take the property, contingent upon any identified items being rectified within sixty (60) days;

WHEREAS, Respondent and Respondent's employer, IHT Insurance, and IHT's errors and omissions insurer are working with Complainant to settle her loss;

WHEREAS, Respondent's conduct of failure to obtain insurance for the consumer due to a lack of business organization is a violation of Indiana Code § 27-1-15.6-12(b)(8), which states a producer shall not use fraudulent, coercive, or dishonest practices, or demonstrate incompetence, untrustworthiness, or financial irresponsibility in the conduct of business in Indiana or elsewhere;

WHEREAS, the Department and Respondent (collectively, the "Parties") desire to settle the issues without a hearing.

IT IS, THEREFORE, NOW AGREED by and between the Parties as follows:

1. The Commissioner has jurisdiction over the subject matter of and the Parties to this Agreed Entry.
2. This Agreed Entry is executed voluntarily by the Parties.
3. Respondent voluntarily and freely waives the right to a public hearing.
4. Respondent voluntarily and freely waives the right to petition for judicial review of this agreement and the Commissioner's Final Order.
5. Respondent shall pay an administrative penalty in the amount of one thousand dollars (\$1,000), due within thirty (30) after the signing of this Final Order.
6. Respondent's Indiana insurance producer license, number 2136090, shall be probationary for six (6) months, effective on the date of the Commissioner's Final Order in this matter.
7. Respondent will submit to the Commissioner an action plan describing modifications to his business practices to assure accurate and timely handling of insurance applications and evidences of coverage.
8. The Department agrees to accept Respondent's compliance with the terms of this agreement as full resolution of this matter.
9. Respondent has entered into this agreement freely, and has not been subject to duress, threat or undue influence.
10. Should this Agreed Entry not be accepted by the Commissioner, it is agreed that presentation to and consideration of this Agreed Entry by the Commissioner shall not unfairly or illegally prejudice the Commissioner from further participation in or resolution of these proceedings.

11. Respondent is aware that failure to comply with any of the terms of this agreement will result in the matter being set for a hearing.
12. Respondent has carefully read and examined this agreement and fully understands its terms.

9.19.17
Date Signed

9-13-2017
Date Signed

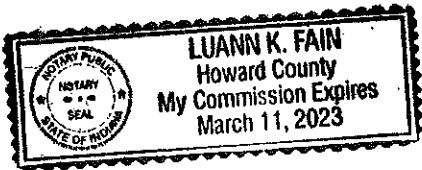
Claire Szpara
Claire Szpara, Attorney (34219-64)
Indiana Department of Insurance

Stephen P. Keene
Stephen P. Keene, Respondent

STATE OF INDIANA)
) SS:
COUNTY OF _____)

Before me a Notary Public for Howard County, State of Indiana, personally appeared Stephen P. Keene being first duly sworn by me upon his oath, says that the facts alleged in the foregoing instrument are true.

Signed and sealed this 13 day of September, 2017.



Luann K. Fain
Signature

Luann K. Fain
Printed

My Commission expires: March 11, 2023

County of Residence: Howard