

STATE OF INDIANA)
) SS:
COUNTY OF MARION)

BEFORE THE INDIANA
COMMISSIONER OF INSURANCE

CAUSE NO.: 20449-AG21-0625-128

IN THE MATTER OF:)
)
Laura J. Powers)
10695 Alabama Street,)
Crown Point, IN 46307-7176)
)
Respondent.)
)
Type of Agency Action: Enforcement)
)
License Number: 901406)

FILED
AUG 03 2021
STATE OF INDIANA
DEPT. OF INSURANCE

FINAL ORDER

The Enforcement Division of the Indiana Department of Insurance (“Department”), by counsel, Victoria Hastings, and Laura Jean Powers (“Respondent”), a licensed resident insurance producer, signed an Agreed Entry which purports to resolve all issues involved in the above-captioned cause number, and which has been submitted to the Commissioner of the Indiana Department of Insurance (“Commissioner”) for approval.

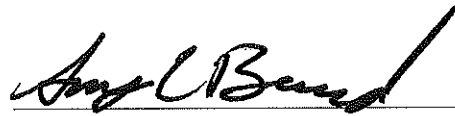
The Commissioner, after reviewing the Agreed Entry, which permanently revokes Respondent’s resident producer license due to her manipulation of customer rating index scores during the auto insurance policy quoting process, finds it has been entered into fairly and without fraud, duress or undue influence, and is fair and equitable between the parties. The Commissioner hereby incorporates the Agreed Entry, attached, as if fully set forth herein, and approves and adopts in full the Agreed Entry as a resolution of this matter.

IT IS THEREFORE ORDERED by the Commissioner as follows:

1. Respondent's Indiana resident producer license number 901406 shall be permanently revoked, along with all authority Respondent has to conduct insurance business in the state of Indiana, effective the date of this Final Order.
2. Respondent shall not reapply for licensure.

8/3/21

Date Signed



Amy L. Beard, Commissioner
Indiana Department of Insurance

Distribution:

Victoria Hastings Attorney
ATTN: Steven A. Embree, Insurance Investigator
Indiana Department of Insurance
311 West Washington St, Suite 103
Indianapolis, Indiana 46204-2787

Laura J. Powers
10695 Alabama Street,
Crown Point, IN 46307-7176

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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, Victoria Hastings, and Laura Jean Powers (“Respondent”), to resolve all issues in the above-captioned cause number. This Agreed Entry is subject to the review and approval of Amy L. Beard, Commissioner of the Indiana Department of Insurance (“Commissioner”).

WHEREAS, Respondent is a licensed resident insurance producer, holding license number 90146 since September 5, 2013;

WHEREAS, on or about March 25, 2021, the Department received notification from State Farm of Respondent’s termination for cause;

WHEREAS, State Farm alleged that between December 1, 2013 and March 10, 2020, Respondent intentionally manipulated auto quoting and customer application values that impacted prospects’ Customer Rating Index (“CRI”) scores that resulted in prospective customers having secured cheaper premiums than were actually deserved;

WHEREAS, Respondent's conduct is in violation of Indiana Code § 27-1-15.6-12(b)(5), which provides, in part, that the Commissioner may permanently revoke an insurance producer's license for intentionally misrepresenting the terms of an actual or proposed insurance contract or application for insurance;

WHEREAS, Respondent's conduct is in violation of Indiana Code § 27-1-15.6-12(b)(7), which provides, in part, that the Commissioner may permanently revoke an insurance producer's license for admitting having committed or being found to have committed any unfair trade practice or fraud in the business of insurance;

WHEREAS, Respondent's conduct is in violation of Indiana Code § 27-1-15.6-12(b)(8) which provides, in part, that the Commissioner may permanently revoke a producer's license for using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness, or financial irresponsibility in the conduct of business in Indiana or elsewhere; and

WHEREAS, the Department and Respondent (collectively, the "Parties") desire to resolve this matter without the necessity of a hearing.

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

1. The Commissioner has jurisdiction over the subject matter and the Parties to this Agreed Entry.
2. In order to avoid formal litigation in this matter, Respondent has determined that it is in her best interests to enter into this Agreed Entry. As such, Respondent acknowledges that she executes this Agreed Entry with full realization of its contents and effects.

3. This Agreed Entry is executed knowingly, voluntarily, and freely by the Parties. The Parties agree that the terms of this Agreed Entry constitute final resolution of this matter.
4. Respondent knowingly, voluntarily and freely waives the right to a public hearing on this matter, including the right to appear in person before the Commissioner, present evidence, cross-examine witnesses, and present arguments.
5. Respondent knowingly, voluntarily and freely waives the right to judicial review of this matter or otherwise appeal or challenge the validity of this Agreed Entry.
6. Respondent knowingly, voluntarily, and freely waives, releases, and forever discharges all claims or challenges, known or unknown, against the Department, its Commissioner, employees, agents, and representatives, in their individual and official capacities, that arise out of or are related to the Agreed Entry or Final Order, including but not limited to any act or omission as part of the underlying audit, investigation, negotiation, or approval process.
7. Respondent's Indiana resident producer license #901406, shall be permanently revoked, along with all authority Respondent has to conduct insurance business in the state of Indiana, effective the date the Commissioner signs the Final Order adopting this Agreed Entry.
8. Respondent shall not reapply for licensure.
9. Respondent has carefully read and examined this Agreed Entry and fully understands its terms.
10. Respondent has had the opportunity to have this Agreed Entry reviewed by legal counsel of her choosing, at her own expense, and is aware of the benefits gained

and obligations incurred by the execution of this Agreed Entry. Respondent understands and agrees that the Department cannot give her legal advice.

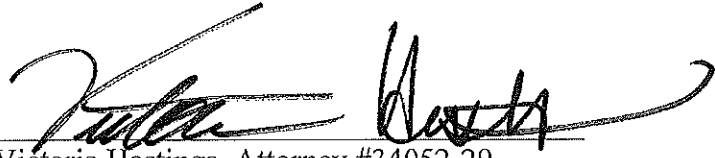
11. Respondent has entered into this Agreed Entry knowingly, voluntarily, and freely, and has not been subject to duress, coercion, threat, or undue influence.
12. This Agreed Entry constitutes the entire agreement between the Parties, and no other promises or agreements, express or implied, have been made by the Department or by any employee, director, agent or other representative thereof to induce Respondent to enter this Agreed Entry.
13. The Department agrees to accept Respondent's compliance with the terms of this Agreed Entry as full satisfaction of this matter, and warrants and represents that so long as Respondent complies with the terms of this Agreed Entry, the Department will not bring any further action against Respondent based on the facts that gave rise to this Agreed Entry.
14. In the event the Department finds there has been a breach of any of the provisions of this Agreed Entry, the Department may reopen this matter and pursue alternative action pursuant to Indiana Code § 27-1-15.6-12.
15. Respondent waives any applicable statute of limitations for purposes of any enforcement of the terms and conditions of this Agreed Entry.
16. Respondent acknowledges that this Agreed Entry may be admitted into evidence in any judicial or administrative proceeding against Respondent to enforce the terms and conditions contained herein.

17. Respondent understands that this Agreed Entry resolves only the matter pending with the Department and does not affect any criminal prosecution or civil litigation that may be pending or hereinafter commence against Respondent.
18. This Agreed Entry does not in any way affect the Department's authority in future audits, investigations, examinations, negotiations, or other complaints involving Respondent.
19. It is expressly understood that this Agreed Entry is subject to the Commissioner's acceptance and has no force or effect until such acceptance is evidenced by the entry of a Final Order by the Commissioner.
20. 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 or Respondent from further participation in or resolution of these proceedings.
21. If this Agreed Entry is accepted by the Commissioner, it will become part of Respondent's permanent record and may be considered in future actions brought by the Department or any other regulator against Respondent. It is further understood that, if accepted by the Commissioner, this Agreed Entry and resulting Final Order are public records pursuant to Indiana Code § 4-21.5-3-32 that may not be sealed or otherwise withheld from the public, and may be reported to the National Association of Insurance Commissioners and published on the Department's website as required.

22. Respondent acknowledges that this is an Administrative Action she may be required to report to other jurisdictions in which she is licensed and on future licensing applications.

7/28/2021

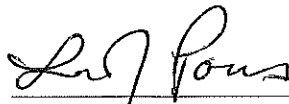
Date Signed



Victoria Hastings, Attorney #34052-29
Indiana Department of Insurance

7-23-2021

Date Signed



Laura J. Powers, Respondent

STATE OF INDIANA)
COUNTY OF Lake) SS:

Before me a Notary Public for Lake County, State of Indiana,
personally appeared Laura Jean Powers, and being first duly sworn by me upon her oath, says
that the facts alleged in the foregoing instrument are true.

Signed and sealed this 23rd day of July, 2021.



Annunziata Tina Higginbotham
Notary Public, State of Indiana
Jasper County
Commission #NP0719560
My Commission Expires
04/03/2027

Annunziata Tina Higginbotham
Signature
Annunziata Tina Higginbotham
Printed

My Commission expires: 04-03-2027

County of Residence: Jasper