

# THE INTERCOM

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PUBLICATION FOR AGENTS AND ADJUSTERS FROM  
THE STATE OF FLORIDA DEPARTMENT OF INSURANCE

Bill Nelson  
Treasurer/Insurance Commissioner/Fire Marshal

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## The 1999

# Legislative Agenda

By Bill Nelson, Florida Treasurer, Insurance Commissioner and State Fire Marshal

One expression becomes particularly popular this time of year, especially among those who must follow all of the events in the state Capitol. As the saying goes: "*No man's life, liberty or property are safe while the Legislature is in session.*"

Another oft' heard anecdote every spring concerns a newspaper reporter who demanded the House speaker tell her whether a particular bill would be taken up before adjournment. "*Probably,*" the speaker answered. "*Does probably mean certainly?*" the reporter insisted, prompting a terse response from the speaker.

*"If you want 'certainly,' you shouldn't be covering the Legislature."*

Indeed, there is an element of uncertainty to legislative action. Still, as the Florida Legislature begins its 1999 session, I would like to tell you a little bit about our Department's agenda for insurance consumers and agents.

I am pleased to report that for the first time since Hurricane Andrew, homeowners in most of the state are again able to get insurance coverage to protect their families and property, and at a more fair price.

In fact, most of Florida's homeowners are beginning to see the end of an upward spiral in rates that has plagued us since Andrew devastated the Homestead area in 1992; and, we have seen the first reductions in many years in automobile premiums and workers' compensation rates.

However, we are beginning to see renewed demands by managed-care organizations and health-care insurers for substantial price hikes. In recent years, prices have been kept down by the shift of many employers to health maintenance organizations (HMOs). But now – with about 85 percent of all insured workers enrolled in such managed-care plans – pressure is building for prices to rise.

Meanwhile, managed-care consumers are seeking more of the same freedom of choice and other rights enjoyed by policyholders of traditional insurance.

As a consequence, we have prepared a package of reforms aimed at further protecting managed-care consumers. Additionally, during the legislative session, we plan to redouble our efforts to provide health-care coverage for the many uninsured school-age children in Florida. It would be a fitting tribute to the lasting legacy of the late Governor Lawton Chiles to further expand our efforts to provide affordable health insurance for all of these children.

So on their behalf, I am strongly advocating that legislators pass budget measures that will continue the Florida KidCare program, and further expand the state's model Healthy Kids network, which already is authorized to provide low-cost insurance to some 120,000 children by the end of the current fiscal year. The Department of Insurance legislative recom-

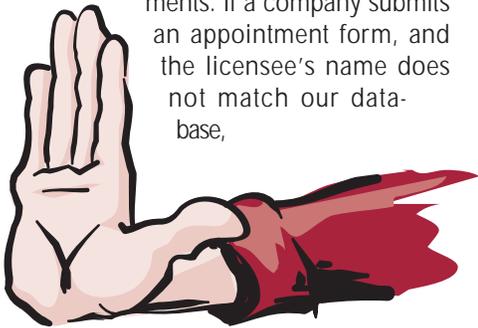
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# Name Change Requires New License ID

Any insurance representative who has changed her/his name due to marriage, divorce or other legally binding court action must obtain a new license identification card. The license ID must show the individual's correct, legal name. The Department charges a \$5.00 fee for issuing the new ID card.

Chapter 626.551 of the Florida Statutes requires licensees to notify the Department in writing within 30 days after a name change.

Failure to notify the Department of a name change can delay appointments. If a company submits an appointment form, and the licensee's name does not match our database,



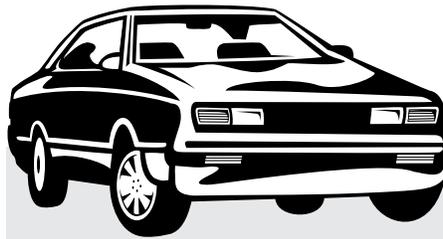
then the Department will place the appointment on hold until the licensee submits the proper paperwork and fee. This will prevent the licensee from working for the company.

If you have changed your name and have not yet notified the Department, please do so as soon as possible. Send a copy of your marriage certificate, divorce decree or other documentation, a check for \$5.00 payable to the Department, and a signed letter or note requesting a new ID card, to:

*Florida Department of Insurance  
Revenue Processing Section  
PO Box 6000  
Tallahassee, FL 32314-6000.*

A copy of your new social security card or driver's license is not acceptable documentation of a legal name change.

Depending on the type/class of license you hold, you will receive a new license or an authorization to have an ID photo taken at one of our testing centers.



## MVRs: To Charge or Not to Charge?

The Florida insurance code was amended last year to allow insurance agents to charge auto insurance applicants for the costs of obtaining motor vehicle records (MVRs), to the extent that those costs are not otherwise compensated. We are publishing the text of the new law here, in its entirety, to assist you in determining which costs can legally be passed on to consumers.

The text of section 627.7295(5)(b), Florida Statutes, is as follows: "To the extent that a licensed general agent's cost of obtaining motor vehicle reports on applicants for motor vehicle insurance is not otherwise compensated, the agent may, in addition to any other fees authorized by law, charge an applicant for motor vehicle insurance a reasonable, nonrefundable fee to reimburse the agent the actual cost of obtaining the report for each licensed driver when the motor vehicle report is obtained by the agent simultaneously with the preparation of the application for use in the calculation of premium or in the proper placement of the risk. The amount of the fee may not exceed the agent's actual cost in obtaining the report which is not otherwise compensated. Actual cost is the cost of obtaining the report on an individual driver basis when so obtained or the pro rata cost per driver when the report is obtained on more than one driver; however, *in no case may actual cost include subscription or access fees associated with obtaining motor vehicle reports on-line through any electronic transmissions program.*" (Italics added for emphasis.)

# Prohibited Sales Practice

The Florida Insurance Guaranty Association (FIGA) and the Florida Life and Health Insurance Guaranty Association (FLAHIGA) provide protection for policyholders by paying claims of insolvent insurers, in certain instances. Specific information regarding the types of policies and claims that are covered can be found in Chapter 631 of the Florida Statutes.

Not all insurance companies are members of these associations. The Department recently received a report that some agents may be using the existence and protections offered by the guaranty associations as an inducement to purchase insurance products.

Sections 631.65 and 631.735, F.S., prohibit any advertisement, announcement, or statement which uses the existence of the insurance guaranty associations for the purpose of sales, solicitation, or inducement to purchase any form of insurance. Agents engaging in this practice are subject to investigation and formal disciplinary action by the Department.

## Licensing & Compliance Info on DOI Web Site

The Department's web site contains a great deal of information that is useful to licensees and companies. Visit our web site at [www.doi.state.fl.us](http://www.doi.state.fl.us). To get information about licensing and compliance, click on the "for Agents" button to view or download:

- Agents/Adjuster Bad Address Listing
- Agent/Adjuster Forms
- Agent Intercom
- Qualifications & Licensing Information
- Agent/Adjuster Search
- Agent/Adjuster Address Download
- Agent/Adjuster Appointment Download
- Fees
- Rules
- Continuing Education Information

# New License Numbers

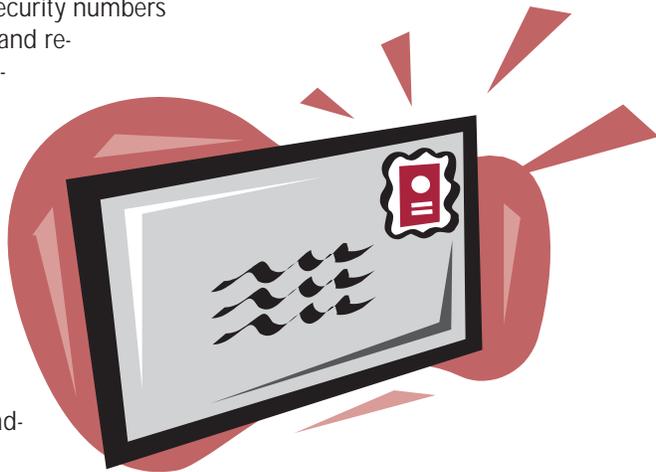
The Florida Department of Insurance is changing all insurance representatives' (agents, adjusters, customer representatives, MGAs, warranty representatives brokers, etc.) license numbers. In response to input from agents and adjusters, the Department is assigning new identification numbers to licensees. A project is underway to abolish the use of social security numbers as agent license numbers and replace them with a seven-character, alphanumeric identification number.

Mass reassignment of license numbers should be completed by April 1999. The Department will send each licensee a sticker to place on his/her existing license card. This sticker will be mailed to the licensee's **home** address.

If you wish to receive a new license ID card with the new number on it, you can order one for a \$5.00 fee. Send your request

to: Florida Department of Insurance, Revenue Processing Section, P.O. Box 6000, Tallahassee, FL 32314-6000.

Insurance companies and other appointing entities will be notified of the license number change. They will be expected to use the new number in all correspondence after May 1, 1999.



Due to federal law related to child support enforcement requirements, the Department will still require applicants to provide their

social security numbers on applications for insurance licensure.

Updated information about this project will be posted on our web site, at [www.doi.state.fl.us](http://www.doi.state.fl.us), as it becomes available. Click on the "for Agents" button, then "Agent License Number Changes."

## We Need Your Help

It is extremely important that these new license numbers reach every licensed individual and firm. Therefore, we need a current address for every licensee. Please make sure that the Department has the correct information for you. You may call our Bureau of Licensing at (850) 922-3137 to verify your address. If you need to change your address, complete the form on page 14 and mail it to us immediately.

We ask that all insurance companies convey this information to their Florida-licensed insurance representatives. We also ask that agents, adjusters and other licensees pass on this information to their colleagues.

# Supervising Agent/Adjuster Required for Branch Offices

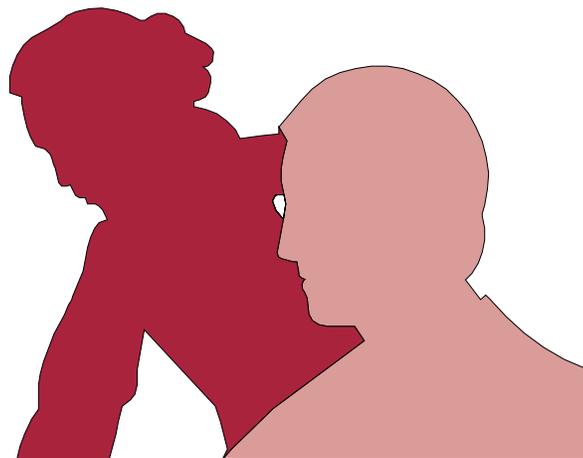
Each branch of a multiple-location insurance agency or adjusting firm must be supervised full-time by a licensed agent or adjuster, according to Florida law. Section 626.747(1), Florida Statutes, states: "Each branch place of business established by an agent or agency, firm, corporation, or association shall be in the active full-time charge of a licensed general lines agent who is appointed to represent one or more insurers. Any agent or agency, firm, corporation, or association which has established one or more branch places of business shall be required to have at least one agent at each location of the agency including its headquarters location."

This law also applies to surplus lines agencies. Each branch of a surplus lines agency must be supervised by a licensed surplus lines agent.

Although s. 626.747(1), F.S., specifically

addresses only property & casualty agencies, life & health branch agencies must also be supervised by a licensed agent. The primary agents law, s. 626.592, F.S., states that each person operating an insurance agency and each location of a multiple location agency shall designate a primary agent for each insurance agency location. The statute also defines a primary agent as the licensed agent who is responsible for the hiring and supervision of all individuals within an insurance agency location.

The primary adjusters law, s. 626.8695, F.S., states that each person operating an adjusting firm and each location of a multiple location adjusting firm must designate a primary adjuster for each such firm or lo-



cation. The statute also defines a primary adjuster as the licensed adjuster who is responsible for the hiring and supervision of all individuals within an adjusting firm location who deal with the public and who acts in the capacity of a public adjuster as defined in s. 626.854, or an independent adjuster as defined in s. 626.855.



## Case Notes

☞ A credit life including credit disability agent made a material misrepresentation on the application for licensure by failing to divulge that there were pending criminal charges against the agent in another state. The Department issued an Administrative Complaint in September 1998, but the agent failed to respond to these charges or request a hearing within the time required by Florida Statutes. Therefore, the Department revoked the agent's license.

☞ A life, health and variable annuity agent was found to have forged a customer's signature on a Change of Representative form. The agent was fined \$750 and placed on one year's probation.

☞ A life and health agent sold a life insurance policy to an elderly woman and had himself named as the beneficiary. After the insured's death, her relatives contacted the Department of Insurance with this information. Section 626.798, Florida Statutes, prohibits a life insurance agent from being named beneficiary on a policy he/she sells, unless the agent is a relative of the insured or has other insurable interests. An Administrative Complaint was issued and the agent surrendered his license for revocation.

☞ A husband and wife, who were general lines agents, were charged by Administrative Complaint with wrongfully converting money belonging to Florida insureds, and wrongfully withholding

money for premium payments from insurers. They also failed to notify the Department of changes in their residence, business and mailing addresses. Both agents entered into Settlement Stipulations that called for the surrender of their licenses, having the same force as a revocation.

☞ A customer representative was served with an Administrative Complaint alleging that he engaged in misrepresentation and deception in the sale of ancillary products in connection with the sale of automobile insurance. The customer representative failed to respond to these charges or request a hearing within the time required by law, so the Department revoked his license.

## Continuing Education Requirements

Many agents must take continuing education courses in order to keep their Florida insurance licenses. It is the licensee's responsibility to know the applicable rules and laws to ensure that his/her credits are in order.

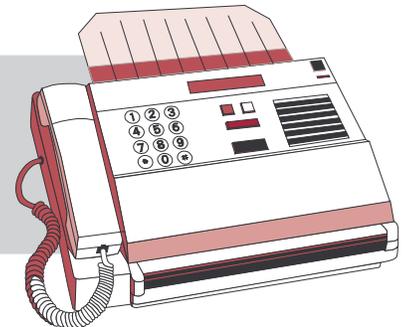
A basic rule of thumb is that if a person took an examination to become a licensed insurance representative, that person must take continuing education (CE) courses in order to maintain his/her license and appointments. Any licensee who received an exemption from the exam requirement must complete CE hours as well. CE laws apply to nonresident as well as resident agents. If you are not sure whether you need to comply with CE requirements, check the Department's web site at [www.doi.state.fl.us](http://www.doi.state.fl.us) or call Assessment Systems, Inc. (ASI) toll-free at (888) 204-6214.

### Failure to satisfy continuing education requirements can result in fines and disciplinary actions.

Each licensee subject to CE requirements must accumulate the required hours every two (2) years. The number of hours required varies, depending upon the length of time of licensure and type of license. These criteria are described in more detail in our CE Guide, which you can obtain at no charge from ASI. Call ASI at the number listed above, or download the guide from their web site at [www.asivcs.com](http://www.asivcs.com).

Here is a list of other services that ASI provides for licensees who are required to meet CE requirements:

- Continuing education transcripts via fax.



Call ASI's FAX-BACK system at (888) 205-6251, and you can request a transcript through an interactive voice response system.

- Provider/course offering catalogs. You can obtain a list of course offerings in your area by calling (888) 204-6214.
- Related forms via FAX-BACK. Call (888) 204-6246 to order forms. Available forms include: CLU/CPCU/College Degree and Experience Status, Nonresident Agent Certification, and Statement of Governmental Status.

# Unlicensed Insurance Personnel: ...What They Can (and Cannot) Do

A license is required to transact insurance in the state of Florida, but there are some insurance agency tasks that can be performed by unlicensed persons. These tasks are specifically outlined in the Florida Administrative Code, Chapter 4-222. This article is intended to give an overview of what unlicensed personnel can and cannot do. We encourage all our readers who employ unlicensed persons to read the entire rule 4-222. The Florida Administrative Code can be found in many public libraries. In addition, this rule and others governing insurance representatives can be found on the Department's web site, [www.doi.state.fl.us](http://www.doi.state.fl.us). Click on the button "for Agents", click on "Rules", then click on "4-222 (Unlicensed Insurance Personnel)".

In the agency's regular course of business, an unlicensed employee may give information or explain procedures to clients, as long as the employee reads from agency records or files and does not interpret or judge the information.

At the request of a licensed agent or customer representative, an unlicensed person may return a customer's telephone call and set up a solicitation meeting between the customer and the agent or customer representative. The agent or customer representative may also authorize the unlicensed employee to convey specific information to existing clients or claimants, such as acknowledging the receipt of paperwork.

An unlicensed employee may conduct some activities that are considered *incidental* to the employees' duties. Section 4-222.020(2), F.A.C. states that work can be classified as *incidental* if the employee spends ten (10) percent or less of his/her time on the task, and the exact amount and timing of the work is unpredictable. An unlicensed employee can perform three activities if they are *incidental*.

1. Taking an application for insurance in the agent's office, for a person who has called or come into the office. *Taking an application* means filling in the blanks on an application form in response to information provided by the applicant, and then giving the application to an agent or customer representative. It does not include application of judgment, processing, binding, policy interpretation, signing an application, procedure explanations or insurance advice and counsel, or similar activity.
2. Giving a quote in the agent's office, to a person who has called or come into the office. *Giving a quote* means obtaining certain basic underwriting answers from the inquirer, then consulting written underwriting materials that state the rate. It does not include application of judgment, processing, binding, policy interpretation, signing an application, procedure explanations or insurance advice and counsel, or similar activity.
3. Receiving premium at the agent's office. This rule does not restrict mailroom employees, or other unlicensed personnel who handle mail, from handling premium that arrives via mail.

Unlicensed insurance agency personnel are never allowed to perform the following activities:

- comparing insurance products;
- advising customers as to insurance needs or insurance matters;

- interpreting policies or coverages;
- binding new, additional or replacement coverage for new or existing customers;
- binding coverage on or recording additional property under existing policies; or
- soliciting the sale of insurance by telephone, in person, or by other communication.

Unlicensed insurance agency personnel may not receive any type of pay that is formally tied to the production of insurance or insurance applications. Such payment constitutes illegal sharing of commissions.

## Nelson Unveils *Easy-to-Read* Homeowners Policy

State Treasurer and Insurance Commissioner Bill Nelson took a significant step toward getting insurers to offer a more consumer-friendly homeowners policy – using the Internet to unveil both a sample policy and a checklist developed by consumers themselves.

Along with the *easy-to-read* policy, the checklist of all that normally is covered has been posted on the Department's web site. There, consumers can access the list to see whether they're getting a good deal from their own agent or company.

Both the checklist and the sample policy were developed by dozens of homeowners who attended focus groups in six cities around the state late last year.

Insurance regulators have long been trying to get the industry to sell homeowner policies written less in *legalese* and industry jargon, and more in simple, everyday language – largely because consumers distrust legalese as secretive and confusing.

Nelson added he hopes that arming consumers with useful information will help prompt insurers to simplify their policies in homeowners and other lines of insurance.

A copy of the homeowners insurance-policy checklist can be obtained by visiting [www.doi.state.fl.us](http://www.doi.state.fl.us), clicking on "Hot Topics", then on "Easy-to-Read Homeowners Policy", then on "Easy-to-Read Checklist". You can also request a copy by calling the Department's toll-free Consumer Helpline at 1-800-342-2762.

# Getting Out of the Insurance Business: Surrendering Your License

The *Intercom* editor frequently receives letters from licensees who are no longer active in the insurance industry, and wish to cease receiving *The Intercom* and other correspondence from the Department. If you no longer transact insurance in the state of Florida, you should surrender your license to the Department. As long as you hold a license, the Department must continue to send correspondence relating to your license. If you hold a license that requires continuing education, even if you are not using it, the Department can hold you responsible for completing the required continuing education credits.

There are two steps to surrendering your license:

1. Write to the companies that have appointed you, requesting that they cancel your appointments. You can verify your appointments on the Department's web site, [www.doi.state.fl.us](http://www.doi.state.fl.us). Click on "for Agents" then click on "Agent/Adjuster Search". Enter your name, and you can view a list of your appointments. If you do not have Internet access, call the Bureau of Licensing at (850) 922-3137, ext. 1101.
2. Return your license ID card to the Department, along with a letter stating that you are surrendering it. If you no longer have the license ID card in your possession, state that in your letter. Enclose copies of the letters you sent to the insurance companies asking to cancel your appointments. Address your correspondence to: Florida Department of Insurance, Bureau of Licensing, 200 East Gaines Street, Tallahassee, FL 32399-0319.

## Hurricane House to be More Wind-Proof

State Treasurer and Insurance Commissioner Bill Nelson announced that construction has begun on a *hurricane house* where contractors, architects, building inspectors and others will learn to build a more wind-proof home.

The Residential Construction Materials Training and Demonstration Center, as it is called, is part of a broader statewide mitigation program aimed at making all Florida homes more resistant to hurricane-force winds before the next big storm hits. Other parts of the program include improving existing homes with approved window shutters and roof anchors, and inspecting mobile homes in select parks for proper tie-downs.

The hurricane house is scheduled to be completed by June and it will be operated by the St. Lucie Cooperative Extension Service. The 3,100 square-foot house is the first of five planned throughout the state. Others will be built in Escambia, St. Johns, Dade and Pinellas counties. These houses are part of the broader Residential Construction Mitigation Program, a joint project between the Departments of Community Affairs and Insurance, and launched in 1997 with money from the state's catastrophe safety-net fund.

*"Homeowners and builders who take precautions now can save a lot of heartache later,"* Nelson said. *"These hurricane houses will help state and local governments to teach hurricane-resistant methods of construction."*

Last year, the Department of Insurance published a comprehensive home improvement guide containing how-to information along with step-by-step instructions and photos of affordable home-strengthening projects. This free guide can be obtained by calling the Department of Insurance toll-free at (800) 342-2762.



## Notice to All Licensed Property & Casualty Insurers Reporting Premium Taxes, Pursuant to Chapters 175 & 185, Florida Statutes

All property and casualty insurers are reminded that in the reporting of premium tax monies, accurate coding must be utilized to identify the exact geographic location of risks when accepting applications for insurance policies and at each policy renewal. In order for a policy to be accurately coded it must properly identify both the Police and Fire Districts. This is imperative for the proper allocation of premium tax monies to those cities and districts participating in Chapters 175 and 185 Pension Plans.

The Department of Insurance, P&C Market Conduct Section, will continue to review policies for proper coding during market conduct examinations; however, insurers must take an active role in ensuring that proper coding is accomplished. We encourage you to take steps to ensure compliance by your agents and/or company staff.

If you have any questions concerning the proper reporting of premium taxes, please contact Jim Evers, Department of Revenue at (850) 414-5694, or Patricia Shoemaker of the Office of Municipal Police Officers' and Firefighters' Pension Trust Funds, Division of Retirement at (850) 922-0667.



# Unlicensed Adjusting

A claims adjuster is one who is involved in the investigation, adjustment or negotiation of claims arising under insurance policies. The act of adjusting refers to the process of disposing of an insurance claim.

In property insurance, when negotiations result in an agreement fixing the amount, if any, to be paid by the insurer, the claimant or insured and the insurers are said to have reached an adjustment. All adjusters must be licensed by the Department and be properly appointed (section 626.112[1], Florida Statutes). They must comply with all applicable provisions of Florida law, including the code of ethics set forth in Chapter 4-220 of the Florida Administrative Code (F.A.C.).

There are various titles for claims adjusters: staff, company, or employee adjusters; independent adjusters; bureau adjusters; fee and public adjusters.

A public adjuster represents the public. Section 626.854, F. S., defines a public adjuster as a person who for money, commission, or any other thing of value, prepares, completes or files an insurance claim form for an insured or third-party claimant or who, for money, commission or any other thing of value acts or aids in any manner on behalf of an insured or third-party claimant in negotiating for or effecting the settlement of a claim. A public adjuster is generally compensated by the insured with a percentage of the claim settlement.

Over the past three years, the Department has investigated and taken action against several contractors who were found to be acting as public adjusters without proper licensure. The fact that such persons are not properly licensed as public adjusters is one issue. Consumers can also be harmed. Contractors are not properly qualified and tested in all areas of property & casualty adjusting in order to adequately represent the best interests of the insured.

Adjusters are also restricted by Chapter 4-220.201(4)(b) of the F.A.C., which states: "An adjuster shall have no undisclosed financial interest in any direct or indirect aspect of an adjusting transaction."

Unlicensed individuals have targeted susceptible insureds who have had a loss, often using high pressure or scare tactics and exploiting the elderly. They even have written "contracts" or "powers of attorney" that

indicate they will be retained as an agent representing the homeowner, in order to assist in the acquisition of insurance settlements.

Last year, the Florida Legislature toughened the punishment for unlicensed public

by the department as a public adjuster and appointed as a public adjuster, commits a felony of the third degree." Punishment for a third-degree felony is a term of imprisonment not exceeding 5 years, and/or a \$5,000 fine.

In addition to having a license, anyone engaging in public adjusting must be appointed by a public adjusting firm, another licensed public adjuster, or him/herself. An appointment form must be submitted to the Department, along with the applicable fee.

Persons acting as company employee adjusters or independent adjusters must be properly licensed and appointed before they can represent insurers in the settlement of claims in Florida. It is the responsibility of insurance carriers and independent adjusting firms to make certain that employees or persons under contract do not engage in adjusting work unless properly licensed and appointed. In recent years, the Department has disciplined several insurance companies and adjusting firms for allowing unlicensed persons to adjust claims.

Knowingly aiding, assisting, procuring, advising or abetting any person in the violation of a provision of the insurance code is grounds for revocation of your license (s. 626.621[12], F.S.). Therefore, if you know of an unlicensed individual engaged in the activity of adjusting claims, you have a duty to report such activities to the Department's Bureau of Agent and Agency Investigation, 200 East Gaines Street, Tallahassee, FL 32399-0320; telephone (850) 922-3136.

*Adjusters must be licensed with the Department of Insurance and properly appointed prior to adjusting claims in Florida.*

adjusters. Section 626.8738, F.S., states "any person who acts as a resident or nonresident public adjuster or holds himself or herself out to be a public adjuster to adjust claims in this state, without being licensed

## Healthplans of America in Liquidation

On November 4, 1998, the Department obtained a consent order appointing the Florida Department of Insurance as receiver for purposes of liquidation, injunction, and notice of automatic stay against Healthplans of America, Inc., a Florida health maintenance organization. The company

is located at 2605 Maitland Center Parkway, Suite 300, Maitland, Florida 32751. The claims filing deadline is Thursday, November 4, 1999 at 11:59 p.m.

For additional information, please contact the Division of Rehabilitation & Liquidation at (800) 882-3054.

# Is Your Business Ready for the Year 2000?

Agents, adjusters and other insurance representatives should take the necessary steps to ensure that their business operations are Year 2000 compliant. The *Y2K Bug* can affect not only computer systems, but fax machines, time clocks, telephone systems, security systems and other date-dependent equipment.

Florida law requires agents and adjusters to keep certain records for three years. If any of these records are stored on computer or via an electronic filing system, the licensee must ensure that the records can be retrieved in the event of a disaster – whether it be a hurricane or a *Y2K Bug*. See the article on page nine for more detail on the laws regarding record retention.

There has been much publicity lately about the *Y2K Bug*. You have probably heard of the many difficulties and problems that government agencies and businesses are expected to encounter due to date recognition problems associated with Year 2000.

Until recently, software was designed to store dates in six-digit entries which permitted two digits each for the month, day and year. The reason for this programming convention was the high cost of computer memory when businesses first began to use computers. In 1967, the cost to store 400 million dates was \$40 million. Today the cost to store that same information is about \$1,000. Computer programmers saved expensive computer storage space by eliminating the repetitious entry of "19" from each year. Software programs assumed that four-digit years always began with same two omitted digits. But as we near the year 2000, this is no longer a valid assumption and as a result, computer programs may fail to sequence dates properly.

Because today's world is so dependent on information processing, the result that has been prophesied is a *millennium meltdown*. What is more realistic is that the *Y2K Bug* does pose a threat to the continued functioning of any organization that does not adequately assess and prepare for its impact.

In an effort to assure the stability of Florida's insurance marketplace and attempt to ensure continuous operations for Florida's citizens, the Department is urging all insurance entities and their representatives to take the necessary actions to prevent Year 2000 related problems. The Department has taken the position that regulated entities and/or persons will be held to current regulatory standards and that violations of the law caused by Year 2000 problems will not exempt an entity and/or person from any regulatory action.

Organizations that are concerned with the Y2K problem are evaluating the Y2K readiness of their software, hardware and

environmental systems as well as indirect risks associated with external sources, customers or fiduciary activities. Most organizations are using a generally accepted model that is divided into six (6) phases: General Assessment, Renovation, Validation, Implementation, Contingency Planning and Self-Evaluation Conclusions. By addressing the issues outlined in the phases of the model, an organization can work towards identifying its mission-critical functions and systems, assessing the risk that these critical processes won't be Y2K ready and making the functions and systems Y2K ready.

The model provides further direction for testing and validating the work that is done and preparing contingency plans in the event that critical processes aren't made Y2K ready and fail as a result.

The Department distributed the Florida Year 2000 Self-Evaluation Procedures document to assist insurance companies, managing general agents and other regulated entities in assessing their Year 2000 preparation efforts. Since this document is geared toward large organizations such as insurance companies, the Department did not distribute it to insurance agents and adjusters. However, you can obtain it by calling the *Intercom* editor at (850) 413-5418.

Over the past two years, the Department has been preparing its own systems for the new millennium. As a result, the Department anticipates that it will adequately resolve its Year 2000 issues and will not experience an adverse impact on its operations.

All mission critical systems were identified and resources and funds to address Y2K issues were allocated. The Y2K readiness of all desktop and network hardware and software in use has been verified and the Department is currently undergoing an internal Y2K self-evaluation exercise to identify any additional mission critical systems that are not yet Y2K compliant. For its business units relying on outside service providers or software vendors, ongoing discussions and monitoring of progress is planned. The Department is developing a Test Plan that will include testing the ability of its systems to run prior to

the new century, upon the turn of the century and on other critical dates in a test environment that will simulate operations. Departmental information resource contingency plans are being reviewed to specifically address Year 2000 issues. Resumption risks to core business functions that rely on mission critical systems are being reviewed so that these functions may be performed manually if necessary.

While the Year 2000 may present problems, organizations that are aware of the issues and diligent in addressing them have actually been presented with a significant opportunity. Systems that were outdated are being upgraded or removed from use, mission-critical functions and systems are being identified and inventoried and contingency plans are being updated and tested.





# Sources of Information on Year 2000



Here are some sources of Y2K information that you may find helpful. The Department is not endorsing these sources, nor are we requiring insurance representatives to comply with all the recommendations made by these entities. We are providing this as a service to agents, adjusters and other insurance representatives.

## President's Council on Year 2000 Conversion

The President's Council on Year 2000 Conversion has set up a toll-free number, 1-888-USA-4-Y2K, which offers free information of interest to consumers in common areas such as power, telephones, banking, government programs, and household products.

The Council also announced two other initiatives for providing Y2K information to consumers: the release of its first quarterly summary report on industry assessments of Y2K progress and the creation of a special consumer information area on the Council's web site at [www.y2k.gov](http://www.y2k.gov).

The quarterly report, the first of four the Council will release in 1999, provides summaries of existing industry assessments for key areas such as communications and finance as well as information on public sector Y2K efforts. These assessments, the bulk of which come from major industry trade associations, are being gathered by the Council's more than 25 working groups; many industry trade associations are in the early stages of gathering information from their members.

The Council is working to ensure that the assessments summarized in the report are available in their entirety through its web site. The next summary report is scheduled for release in April 1999, but individual assessments will be released to the public in the interim, as they become available.

## Small Business Administration

The Small Business Administration provides help for the Year 2000 on its web site at [www.sba.gov/y2k](http://www.sba.gov/y2k). From this web site, you can link to a page on Y2K self assessment and checklists for small businesses, at [www.sba.gov/y2k/indexcheck.html](http://www.sba.gov/y2k/indexcheck.html).

You can also check how major corporations are preparing for year 2000, at [www.sba.gov/y2k/indexcorps.html](http://www.sba.gov/y2k/indexcorps.html). This page has links to computer manufacturers' web sites, where you can check the compliance of their products.

## Federal Trade Commission

The Federal Trade Commission has three publications for consumers on Y2K: one on consumer electronic products, one on home office equipment and one on personal finances. These publications are available online from the FTC at [www.ftc.gov](http://www.ftc.gov) and through the FTC's Consumer Response Center, 202-FTC-HELP. The FTC also

has a Business Fact Sheet urging businesses to disclose the Y2K status of their products to their customers.

## ACORD

ACORD, an insurance industry nonprofit association, provides Y2K assistance at [www.acordfyi.com/y2k\\_f.htm](http://www.acordfyi.com/y2k_f.htm).

## IVANS

IVANS, an organization that provides technology assistance for the insurance industry, has an "Agency Technology Guide" on its web site, at [www.ivans.com/techcent/guide/y2k.cfm](http://www.ivans.com/techcent/guide/y2k.cfm).

## Insurance Industry Associations

Insurance industry associations also have Y2K information available on their web sites. The Independent Insurance Agents of America (IIAA) is one. Visit their web site at [www.iaa.iix.com](http://www.iaa.iix.com).

## Agent/Adjuster and Agency Records

Section 626.748, Florida Statutes, requires agents to keep records of policies transacted. These records include daily reports, applications, change endorsements, or documents signed or initialed by the insured concerning the policies. The records must be available to policyholders and the Department upon request.

Every licensee is also required to preserve books, accounts, and records relating to a premium payment for at least three years after payment, per Section 626.561, F.S. The law allows a licensee to maintain policy and premium payment records by electronic or photographic means, as long as they are readily accessible.

Section 626.875, F.S. states that the records of an adjuster relating to a particular claim or loss shall be retained in the adjuster's place of business for three years after the adjustment is completed.

Regardless of whether a licensee keeps records in paper, electronic or photographic form, backup records should be maintained and stored outside the licensee's place of business. In the event that a hurricane or other disaster damages the business, the licensee will be able to access policyholders' records and be able to provide assistance to them.

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# News from the Division of Fraud

## Insurance Agent Misappropriates Premiums

Insurance agent Nadina Lee White was arrested by Division of Insurance Fraud (DIF) Investigator George Syring on charges of misappropriating insurance premiums and grand theft. White, a licensed Florida agent, was employed as office manager and insurance agent at Insurance Mall of Port Charlotte during 1997. This office, also known as Apple Insurance Mall, is one of 15 insurance offices owned by The Insurance Center Inc.

In January 1998, White met with company vice president David Tishuk in Sarasota and told him she had misappropriated approximately \$3,100 in company funds during December 1997. The stolen funds were cash premium payments that she had received from customers, which should have been deposited in the company's bank account. A subsequent audit by Tishuk verified that \$3,100 in cash was missing from three bank deposits.

In February 1998, White admitted stealing the premiums from Apple Insurance Mall.

## Couple Commits Claims Fraud in Wake of Hurricane

A Massachusetts couple was arrested in early November for adjusting Hurricane Georges insurance claims without a license. Michael S. Ferrara and Deborah J. Kane operated a company called MSF Associates that investigators said may have handled between 50 to 100 claims for storm victims in the Florida Keys. Investigators said the couple told insurance company adjusters they were risk managers or property managers representing property owners on claims filed with the Florida Windstorm

Underwriting Association and USAA Insurance Company. In several cases, Ferrara and Kane had obtained power of attorney from their clients to manage storm-related claims, but they did not have the required licensing to act as public adjusters. DIF Investigator William Kuhn was the arresting officer.

## Agent Pockets Premiums

Insurance Commissioner Bill Nelson announced the arrest of insurance agent Cynthia Sue Jones, owner of All In One Insurance in Davie. In August 1997, Gregory Smith and Kathleen Conley of Jet America, Inc. met with Jones for the purpose of obtaining insurance for Smith's ex-wife. An application for a group policy that would cover Smith, his daughter and his ex-wife was completed in October 1997. Conley issued a check in the amount of \$368.02 to cover the down payment on the policy. Smith signed the check and handed it directly to Jones. Conley and Smith said the check was made payable to Well Care and drawn on a Jet America, Inc. bank account. Jones told them the policy would go into effect in a week to ten days.

In January 1998, Conley reviewed Jet America's bank statements and found that the check cleared the bank. She also discovered the check was altered to read as payable to "Well Care or Cynthia Jones," and was endorsed by Jones. Conley wrote a letter to All In One Insurance advising that Well Care did not receive or process the check in question. At that time, it was determined that Jones failed to submit the application and deposit the check into Well Care's account. Additionally, Conley wanted to know the policy number for the coverage because Smith's ex-wife had accumulated some medical bills.

DIF Investigator Edward Fortune arrested Jones and charged her with uttering a

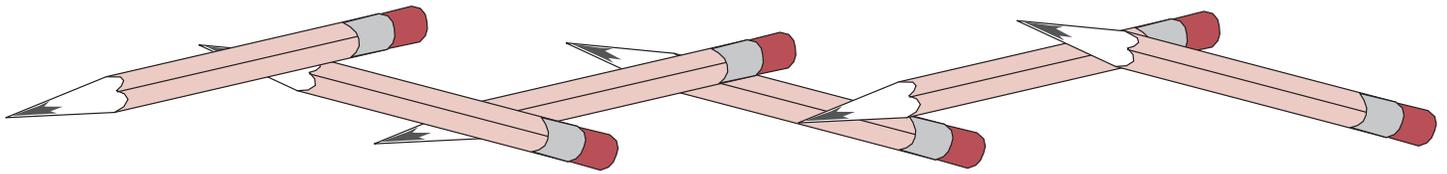
forged instrument, grand theft, and felony premium diversion. The Department revoked Jones' insurance licenses.



## Fraud Investigators to Meet June 9-11

The Department's Division of Insurance Fraud (DIF) and the Florida Chapters of the International Association of Special Investigation Units (SIU) are hosting the seventh annual DIF/SIU Conference in Orlando, on June 9-11, 1999. It will be at the Hyatt Hotel, Orlando International Airport. Conference participants include law enforcement personnel, prosecutors from the state judicial circuits, prosecutors from the Office of State-wide Prosecution, carrier special investigative unit personnel, members of private insurance industry, investigators from other state fraud bureaus, investigators from DOI's Bureau of Agent and Agency Investigation and DIF investigators.

The conference serves as one of the primary training vehicles for those involved in the detection, investigation and prosecution of insurance fraud. It promotes the continued partnership between public and private efforts to eliminate insurance fraud. Contact Denise E. Prather at (850) 413-4036 for additional information.



# Fourteenth Statewide Grand Jury Report Card

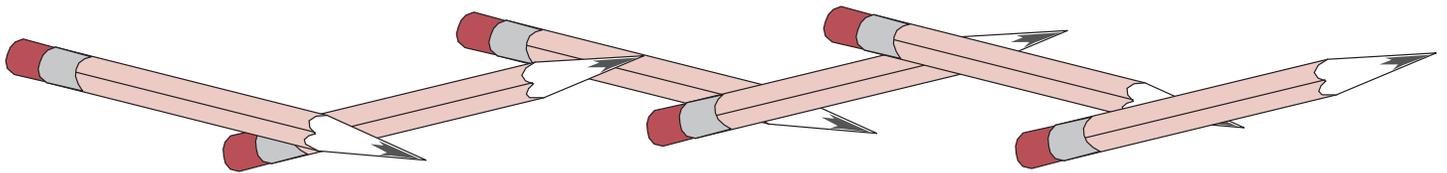
In August 1997, the Fourteenth Statewide Grand Jury was impaneled to raise awareness of fraud and deter future criminal activity by vigorous prosecution of these crimes. The Grand Jury was scheduled to finish in 12 months, but its work was extended to February 1999. It was called primarily to investigate cases involving insurance fraud, with an emphasis on workers' compensation premium fraud, health care claim fraud, consumer fraud and insolvency fraud. The Grand Jury issued 13 indictments charging 78 defendants and five businesses with a total of 508 crimes. Additionally, the Statewide Prosecutor's Office has filed direct charges on seven subjects in which the cases were related to the Grand Jury initiative. All together, the criminal defendants are responsible for the theft of over \$40 million from a variety of private insurers in the state of Florida.

Here are brief summaries of some of the cases:

- Two insurance executives were indicted for looting a self-insurance fund, leading to the fund's collapse. Investigators said the two were supposed to invest the money, but pocketed it instead. They were charged with depleting the fund of \$3.5 million.
- An auto insurance agency with 18 offices around the state pleaded guilty to racketeering for its part in various fraudulent insurance practices, including a sales abuse known as *sliding*. Investigators from DOI's Divisions of Insurance Fraud and Agent and Agency Investigation probed the practice for months before referring their findings to Statewide Prosecutor Melanie Ann Hines and the

Grand Jury. When indictments were announced in March 1998, it was revealed that one of the agency's employees allegedly sold unwanted extras to Insurance Commissioner Bill Nelson. The owner of the agency has been banned from the insurance industry for life, and must sell the company to an unrelated third party. A total of 29 individuals have admitted guilt in this case.

- Eleven individuals were indicted in "Operation Animated Illness". They are accused of setting up a patient-buying scheme for bogus clinics in the Miami and Orlando areas. They lured at least 98 Disney World workers into selling their medical insurance information over a 3 1/2 year period. They then submitted fake claims through 20 phony storefront or diagnostic clinics. The bogus claims linked to these clinics amount to at least \$850,000. So far, one person has been convicted and two others pled guilty.
- The Grand Jury charged four insurance agents, one stockbroker and eight others with defrauding 145 Floridians out of \$10.9 million in connection with a phony golf, recreation and entertainment complex in Central Florida. They have been charged with violating the RICO law, scheming to defraud and committing securities fraud. Most also face charges conspiring to violate RICO, selling unregistered securities, selling securities by unlicensed dealers and conducting unauthorized insurance business in Florida.
- In several indictments, employers were charged with lying on applications for workers' compensation and under-reporting payroll to avoid paying workers' compensation premiums.



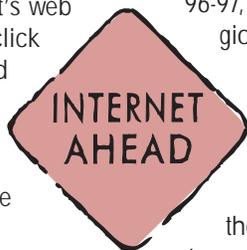
# Fraud Division Links to DOI Web Page

The Division of Insurance Fraud (DIF) is now linked to the Department of Insurance web page. Go to the Department's web site at [www.doi.state.fl.us](http://www.doi.state.fl.us) and click on "Insurance Fraud". The fraud page was designed to keep consumers, insurance companies and other law enforcement agencies abreast of the activities of the DIF.

The DIF web site is divided into eight categories from which Internet browsers can gather information about the agency:

- **Fraud Facts** – Gives statistical information on insurance fraud and the DIF.
- **Annual Report** – Includes an overview

of the division's operations, total arrests, inquiries and statistical breakdown for FY 96-97, appropriations, operational regions and organizational charts.



- **Press Releases** – Includes fraud-related press releases from the Insurance Commissioner's office.
- **VOICES** – An archive of the DIF newsletter, which is targeted towards special investigative units.
- **Be On the Look Out (BOLO)** – Features suspects wanted for insurance fraud, providing the individuals' biographical information, photographs and background on the cases.

- **Office Locations** – Lists the location, phone numbers and counties that the office serves, as well as task force location contact information.
- **Arrest Information** – Lists types of insurance fraud, numbers and percentages of arrests made by DIF investigators.
- **Suspected Fraud Referral Form** – Can be used to report suspected fraud. You can print out the form and mail it to DIF or submit it online.

The coordinators of the DIF web site plan to expand the information available, and will do so as the division grows and more of the target audience becomes aware of the web site's existence.

# Surplus Lines Agents Must Register with Surplus Lines Office

Any individual licensed and appointed as a surplus lines agent under section 626.927, Florida Statutes, shall be deemed to be a member of the Florida Surplus Lines Service Office (FSLSO) Association (s. 626.921[2], F.S.). Each member must register with the FSLSO by completing a Member Information Form (form FSLSO-1). This form is printed below.

Agents should immediately inform the FSLSO if there is a change in address or other pertinent information, so that the FSLSO may properly direct all necessary reports and correspondence. Use the Member Information Form to report these changes. Failure to report address changes to the FSLSO and the Department of Insurance may result in administrative action by the Department .

If you determine that you are going to terminate or not renew your surplus lines appointment, or if you are surrendering your surplus lines license voluntarily, you must notify the FSLSO in writing. Notifying the FSLSO does not replace your obligation to notify the Department of Insurance's Bureau of Licensing of your intentions.

If you have any questions about the form or the FSLSO, call (850) 224-7676.

## Member Information Form

1. Surplus Lines Agent License Number: \_\_\_\_\_
2. Agent Name: \_\_\_\_\_
3. License Address: \_\_\_\_\_  
\_\_\_\_\_

NOTE: ALL OFFICIAL CORRESPONDENCE MUST BE MAILED TO YOUR LICENSE ADDRESS. IF YOU WISH US TO MAIL REPORTS AND INVOICES TO OTHER LOCATIONS, PLEASE INDICATE THE ADDRESS(ES) BELOW.

4. Reports & Invoices: Attention \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
\_\_\_\_\_
5. Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_  
(Area Code)
- FAX: ( \_\_\_\_\_ ) \_\_\_\_\_  
(Area Code)
- Internet Address: \_\_\_\_\_
- Name of Contact Person: \_\_\_\_\_

Authorized Signature

Title

Date

*Please return this form to:*  
Florida Surplus Lines Service Office  
PO Box 10968  
Tallahassee, FL 32302-2968

FSLSO-1  
1/99

# New Companies

**American Contractors Indemnity Company** was admitted on December 1, 1998. Lines of business: Fidelity, Surety, Bailbonds, Reinsurance. Address: 9841 Airport Blvd., Suite 1414, Los Angeles, CA 90045; telephone: (310) 649-0990.

**Copenhagen Reinsurance Company Ltd.** was added to Florida's list of eligible surplus lines insurers on December 29, 1998. Address: C/O Roehrig & MacDuff, PO Box 2427, Daytona Beach, FL 32115; telephone: (904) 252-6454.

**Cypress Property & Casualty Insurance Company** was authorized on December 27, 1998. Lines of business: Fire, Allied Lines, Homeowners Multi Peril, Inland Marine, Earthquake, Other Liability, Glass, Burglary & Theft, Industrial Fire, Mobile Home Multi Peril, Mobile Home Physical Damage, Home Warranties, Reinsurance. Address: 300 E. Park Avenue, Tallahassee, FL 32301; telephone: (850) 224-3555.

**Florida Health Partners, Inc.** was approved as a Prepaid Limited Health Service Organization on December 30, 1998. Lines of business: Mental Health Services, Substance Abuse Services. Address: 3014 US Highway 301 North, Tampa, FL 33619; telephone: (800) 808-0832.

**Frankenmuth Mutual Insurance Company** was authorized on November 25, 1998. Lines of business: Fire, Allied Lines, Homeowners Multi Peril, Commercial Multi Peril, Inland Marine, Other Liability, Private Passenger Auto Liability, Commercial Auto Liability, PPA Physical Damage, Commercial Auto Physical Damage, Glass, Burglary & Theft, Boiler & Machinery, Reinsurance. Address: One Mutual Avenue, Frankenmuth, MI 48787; telephone: (517) 652-6121.

**Gemini Insurance Company** was placed on Florida's list of eligible surplus lines insurers on November 25, 1998. Address: PO Box 853, Florham Park, NJ 07932; telephone: (973) 301-8000.

**Indian Harbor Insurance Company** was added to Florida's list of eligible surplus lines insurers on September 30, 1998. Address: One Greenwich Plaza, Greenwich, CT 06836; telephone: (203) 622-5200.

**Insurance Company of the West** was admitted on December 29, 1998. Lines of business: Fire, Allied Lines, Commercial Multi Peril, Ocean Marine, Inland Marine, Medical Malpractice, Earthquake, Workers' Compensation, Private Passenger Auto Liability, Commercial Auto Liability, PPA Physical Damage, Commercial Auto Physical Damage, Other Liability, Fidelity, Surety, Glass, Burglary & Theft, Boiler & Machinery, Accident & Health, Reinsurance. Address: PO Box 85563, San Diego, CA 92186; telephone: (619) 350-2400.

**Kemper Auto & Home Insurance Company** was admitted on February 1, 1999. Lines of business: Private Passenger Auto Liability, PPA Physical Damage, Other Liability, Reinsurance. Address: One Kemper Drive, Long Grove, IL 60049; telephone: (847) 320-2000.

**Kemper Indemnity Insurance Company** was placed on the list of Florida's eligible surplus lines insurers on February 1, 1999. Address: One Kemper Drive, Long Grove, IL 60049; telephone: (847) 320-2000.

**Kemper Independence Insurance Company** was approved on February 1, 1999. Lines of business: Private Passenger Auto Liability, PPA Physical Damage, Other Liability, Reinsurance. Address: One Kemper Drive, Long Grove, IL 60049; telephone: (847) 320-2000.

**Mobile United Property & Casualty Insurance Company** was authorized on December 30, 1998. Lines of business: Homeowners Multi Peril, Mobile Home Multi Peril, Inland Marine, Reinsurance. Address: PO Box 8080, Pinellas Park, FL 33780; telephone: (813) 546-8911.

**Modern Service Insurance Company** was admitted on December 27, 1998. Lines of business: Private Passenger Auto Liability, PPA Physical Damage, Reinsurance. Address: PO Box 64035, St. Paul, MN 55164; telephone: (612) 631-7000.

**New America Insurance Company** was admitted on January 29, 1999. Lines of business: Fire, Homeowners Multi Peril, Reinsurance. Address: 7640 Southgate Blvd., North Lauderdale, FL 33068; telephone: (954) 726-3340.

**Planet Indemnity Company** was authorized on December 31, 1998. Lines of business: Surety, Reinsurance. Address: 216 Sixteenth Street, Suite 1300, Denver, CO 80202; telephone: (303) 534-5300.

**Professional Protective Insurance Company** was authorized on December 27, 1998. Lines of business: Fire, Allied Lines, Homeowners Multi Peril, Other Liability, Reinsurance. Address: PO Box 939, Winter Park, FL 32790; telephone: (407) 647-7901.

**QCC Insurance Company** was approved on December 14, 1998. Lines of business: Accident & Health, Reinsurance. Address: 1901 Market Street, Philadelphia, PA 19103; telephone: (215) 241-2400.

**Residential Guaranty Company** was admitted on December 21, 1998. Lines of business: Mortgage Guaranty, Reinsurance. Address: 601 Montgomery Street, San Francisco, CA 94111; telephone: (415) 788-7878.

**SafeHealth Life Insurance Company** was authorized on February 12, 1999. Lines of business: Group Life & Annuities, Accident & Health, Reinsurance. Address: PO Box 61067, Anaheim, CA 92803; telephone: (714) 778-2638.

**State Farm Florida Insurance Company** was approved on December 30, 1998. Lines of business: Homeowners Multi Peril, Commercial Multi Peril, Inland Marine, Earthquake, Mobile Home Multi Peril, Other Liability, Reinsurance. Address: 7401 Cypress Gardens Blvd., Winter Haven, FL 33888; telephone: (941) 318-4000.

**Trafalgar Insurance Company** was placed on Florida's list of eligible surplus lines insurers on December 30, 1998. Address: 13403 Northwest Freeway, Houston, TX 77040; telephone: (713) 744-9600.

**Transnational Insurance Company** was added to Florida's list of eligible surplus lines insurers on November 25, 1998. Address: 399 Thornall Street, Edison, NJ 08837; telephone: (732) 906-8100.

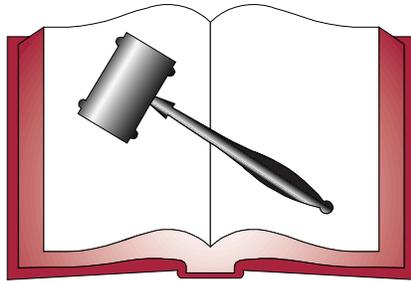
*Correction: In the Aug. - Dec. 1998 issue of The Intercom, the telephone number for American Alternative Insurance Corporation is incorrect. The correct number is (609) 243-4200.*



# Disciplinary Actions

September -  
December 1998

Many of the following disciplinary actions have been resolved through consent orders based upon settlement stipulations in which there was no finding or admission of guilt by the licensee. The Department believes that notification of these actions is in the public interest and, although every effort is made to provide correct information, our readers are cautioned to check with the Department before making a decision based upon this listing.



This listing does not reflect pending appeals or requests for hearings. Inquiries should be directed to: Florida Department of Insurance, Bureau of Agent and Agency Licensing, 200 East Gaines Street, Tallahassee, Florida 32399-0319; telephone (850) 922-3137.

*Warning: No part of this listing may be used by a licensee to gain a competitive advantage over any person named herein. Any licensee who does so may be in violation of Section 626.9541 (1) (c), F.S.*

## SUSPENSIONS

Last Name	First, MI	City	State
ALAFAT, II	James G	Orlando	FL
DELATORRE	Eduardo R	Miami	FL
FONTE*	Bruce A	New Port Richey	FL
*License reinstated 12/25/98			
HADDAN	Michael E	Tampa	FL
HALL, Jr.	Clyde E	Wauchula	FL
HAYES	Gary T	Dalton	GA
JOHNSON*	Calvin S	Tampa	FL
*License reinstated 11/1/98			
JOHNSON	Eric I	Sarasota	FL
OSUNA	Bridgette M	Tampa	FL
ROBINSON	Jean T	Lacrosse	FL
RODRIGUEZ	Ligia C	Sunrise	FL
RUBAL	Marie	Coconut Creek	FL
RUIZ*	Neftaly	Tampa	FL
*License reinstated 12/1/98			
SCHUMAN	Carol E	Jacksonville	FL
SCOTT	Joseph L	Clearwater	FL
TORO	Angel L	Zephyrhills	FL
WHITMORE	Thomas H	Orlando	FL
WILSON	Perry M	Black Mountain	NC

## REVOCATIONS

Last Name	First, MI	City	State
BAKER	Deborah A	Higganum	CT
BARBER	Bobby W	Seffner	FL
BARTENBACH	Theresa A	Ft. Myers	FL
BEDNARSKI	Bernard S	St. Petersburg	FL
BICE	Robert L	Winter Springs	FL
BRODRICK	Thomas A	West Palm Bch	FL
CINTRAS	Esperanza	North Miami	FL
CIPOLLONE	Vincent	Orange Park	FL
CONDOS	Jane B	Miami	FL
COPELAND	David B	Tallahassee	FL
CROSS	Oliver W	St. Petersburg	FL
FAIRCHILD	Kelly A	Summerfield	FL
FREEZE	Marcel D	Port Charlotte	FL
HARTEIS	Mark W	Gainesville	FL
HUM	Donald D	St. Petersburg	FL
JACKSON	Aric R	Deland	FL
KENT	Raymond M	Treasure Island	FL
LANE	Ronald A	Richmond	VA
LAWAND	Charles R	Fort Lauderdale	FL
LAWSON	Dianna L	Orlando	FL
NERLICH	Teresa	Gainesville	FL
NGUYEN	Minh Van	Germantown	TN
NOTTINGHAM	Rhoda	Neptune Beach	FL
PEARCE	Cindy J	Ft. Pierce	FL
RODRIGUEZ	Gipsy	Coral Gables	FL
SEFFREN	Steven A	Hallandale	FL
THOMAS	Nancy P	Lamont	FL
TURNER	Beverly A	Riverdale	GA
VARONA	Carlos E	Miami	FL
WEST	Carroll D	Middleburg	FL
WILSHER	Ian H	Lawton	OK
WOOD	Donald G	Bradenton	FL
ZIETLOW	Bruce A	Spokane	WA

## 1999 Legislative Agenda

(Continued from page 1)

mendations also include:

- Tougher punishment and other measures to strengthen our hand in the ongoing fight against costly insurance fraud;
- Repeal of an anti-consumer law that put final homeowners-rate decisions in the hands of appointed arbitration panels;
- Stepped-up efforts to help homeowners and mobile-home owners secure their homes against storms and thereby reduce their insurance costs;
- Increased disclosure and other needed safeguards for participants in viatical transactions and consumers of so-called industrial life insurance;
- A statewide crackdown on uninsured drivers, expanding a successful tag-seizure pilot program conducted for two years in Dade, Broward and Hillsborough counties.

I look forward to hearing from many of you in the weeks ahead on measures in the best interest of both consumers and hard-working insurance agents. I hope you will help me convince the Legislature to enact these changes into law.

# THE INTERCOM

*The Intercom* is published by the Department of Insurance, Division of Agents and Agencies Services, 200 East Gaines Street, Tallahassee, FL 32399-0318.

Kathryn Criscola  
Editor/Publisher  
(850) 413-5418



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We welcome suggestions and inquiries concerning *The Intercom*. Written suggestions should be mailed to Kathryn Criscola, Florida Department of Insurance, 200 East Gaines Street, Tallahassee, Florida 32399-0318.  
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If your name, residence address, principal business street address, or mailing address changes, you must notify the Department within 30 days of the change. Licensees who fail to comply are in violation of Chapter 626.551, F.S., and are subject to investigation and possible disciplinary action.

Please mail your notice of change to:  
Bureau of Agent and Agency Licensing  
Department of Insurance  
200 East Gaines Street  
Tallahassee, FL 32399-0319

A name change necessitates the re-issuance of your insurance license. Please remember to enclose the \$5 fee and a copy of your marriage certificate, divorce decree, or other documentation at the time you request re-issuance.

## Bill Nelson Treasurer/Insurance Commissioner/Fire Marshal DIVISION OF AGENTS AND AGENCIES SERVICES



**John E. Hale**, Division Director  
**Mary Alice Palmer**, Assistant Division Director  
**Phil Fountain**, Chief, Bureau of Investigation  
**Shirley Kerns**, Chief, Bureau of Licensing

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**Bureau of Licensing** ..... (850) 922-3137  
**Education Section** ..... (850) 922-3134 Ext. 1108  
**Qualifications Section** ..... (850) 922-3137 Ext. 1101

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Nonresident Agents • Bail Bonds • Managing General Agents  
Terminations • Customer Representatives • Mediator Approval

**License Control Section** ..... (850) 922-3137 Ext. 1100  
Certification and Clearance Letters • Forms • Mailing Lists  
Appointment Renewals • Company and Agency Name Changes

For all other Divisions, call the Department of Insurance  
Switchboard ..... (850) 922-3100

**Department web site:** [www.doi.state.fl.us](http://www.doi.state.fl.us)

Department of Insurance  
Division of Agents and Agencies Services  
200 East Gaines Street  
Tallahassee, FL 32399-0318.

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So. Fla Facility