

No. 2020-6616

**Official Order  
of the  
Texas Commissioner of Insurance**

**Date:** 12/17/2020

**Subject Considered:**

Annalicia Jocelyn Olave  
[REDACTED]  
Corinth, Texas 76210-1844

Default Order  
SOAH Docket No. 454-21-0625  
TDI Enforcement File No. 25303

**General remarks and official action taken:**

This is a default order taken against Annalicia Jocelyn Olave (Respondent) because she: willfully violated insurance laws of this state; engaged in fraudulent or dishonest acts or practices; committed multiple misdemeanor offenses and engaged in dishonest activity that directly relates to the duties and responsibilities of the licensed occupation; is not actively engaged in soliciting or writing insurance for the public generally; failed to timely notify the department of an administrative action by an insurance regulator of another state; failed to respond to the department's written inquiries; and, failed to regularly report to the department on matters that were the basis of her license probation. Respondent did not respond to a Notice of Hearing filed by the Texas Department of Insurance. This order revokes Respondent's license.

The following findings of fact and conclusions of law are adopted:

**Findings of Fact**

Failure to Respond to Notice of Hearing

1. On November 13, 2020, the department filed a Notice of Hearing, attached as Exhibit A, and an Original Petition, attached as Exhibit B, with the State Office of Administrative Hearings.

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Commissioner's Order

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2. The department's factual allegations set out in the attached Notice of Hearing and Original Petition are incorporated in this order as findings of fact.
3. The department sent the Notice of Hearing and Original Petition to Respondent's last known address provided in writing to the department, [REDACTED], Corinth, Texas 76210. The Notice of Hearing and Original Petition were also sent by electronic mail and to an additional address associated with Respondent, [REDACTED], Allen, Texas 75002.
4. Respondent failed to file a written response to the Notice of Hearing within 20 days of the date the Notice of Hearing and Original Petition were mailed.

### Conclusions of Law

1. The commissioner has jurisdiction pursuant to Texas law, including TEX. INS. CODE §§ 82.051-82.055, 4001.002, 4005.101-4005.103, 4051.051, 4051.401, 4054.051, TEX. GOV'T CODE §§ 2001.051-2001.178, 28 TEX. ADMIN. CODE § 1.502, and TEX. OCC. CODE §§ 53.021-53.023.
2. The commissioner has authority to dispose of this case informally pursuant to TEX. GOV'T CODE § 2001.056; TEX. INS. CODE § 82.055; and 28 TEX. ADMIN. CODE §§ 1.47, 1.88, and 1.89.
3. The department provided proper notice of the hearing pursuant to TEX. GOV'T CODE §§ 2001.051, 2001.052, and 2001.054, and 28 TEX. ADMIN. CODE §§ 1.28, 1.88, 1.89, and 19.906.
4. Based on Respondent's failure to file a written response to the Notice of Hearing, the department is entitled to disposition by default pursuant to 28 TEX. ADMIN. CODE §§ 1.88 and 1.89.
5. The department's factual and legal allegations set out in the attached Notice of Hearing and Original Petition are incorporated in this order and deemed admitted as true pursuant to 28 TEX. ADMIN. CODE § 1.89.

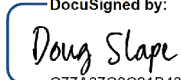
# 2020-6616

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## Order

It is ordered that any licenses held by Annalicia Jocelyn Olave are revoked. A copy of this order will be provided to law enforcement and/or other appropriate administrative agencies for further investigation as may be warranted.

Commissioner of Insurance

DocuSigned by:  
  
By: C77A87C8C21B435...  
Doug Slape  
Chief Deputy Commissioner  
TEX. GOV'T CODE § 601.002  
Commissioner's Order No. 2018-5528

Prepared and reviewed by:



Anna Kalapach, Staff Attorney  
Enforcement Division

# 2020-6616

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## Affidavit

**STATE OF TEXAS** §

§

**COUNTY OF TRAVIS** §

Before me, the undersigned authority, personally appeared David Moreno, who, being by me duly sworn, deposed as follows:

"My name is David Moreno and I am employed by the Texas Department of Insurance. I am of sound mind, capable of making this affidavit, and have personal knowledge of these facts which are true and correct.

I have reviewed TDI's records concerning Annalicia Jocelyn Olave. I have confirmed that:

- a. The last mailing address provided to the department in writing by Annalicia Jocelyn Olave is [REDACTED], Corinth, Texas 76210.
- b. The file maintained by the Enforcement Division contains a Notice of Hearing and Original Petition dated November 13, 2020, which were filed with the State Office of Administrative Hearings.
- c. On November 13, 2020, the Notice of Hearing and Original Petition addressed to Annalicia Jocelyn Olave were mailed certified, return receipt requested, to her last known address and an additional address, [REDACTED], Allen, Texas 75002.

A copy of the certified mail log maintained by the Enforcement Division is attached as Exhibit C."

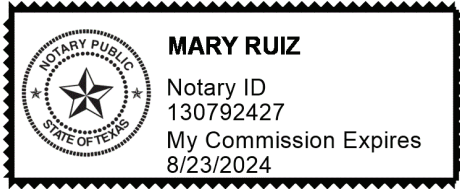
DocuSigned by:  
  
99965EAD5527406...  
Affiant

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Commissioner's Order  
Annalicia Jocelyn Olave  
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SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 12/8/2020. This notarial act was an online notarization.

## Notary Seal



## Digital Certificate

DocuSigned by:  
*Mary Ruiz*  
795DC4D59167489...  
\_\_\_\_\_  
Notary Public State of Texas

**2020-6616**

ACCEPTED  
454-21-0625  
11/13/2020 12:18 PM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Donnie Roland, CLERK

FILED  
454-21-0625  
11/13/2020 8:59 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Donnie Roland, CLERK

**SOAH DOCKET NO. 454-21-0625  
TDI ENFORCEMENT FILE NO. 25303**

**TEXAS DEPARTMENT OF INSURANCE,**

**BEFORE THE STATE OFFICE**

**Petitioner**

**v.**

**OF**

**ANNALICIA JOCELYN OLAVE,**

**ADMINISTRATIVE HEARINGS**

**Respondent**

**NOTICE OF HEARING**

The Texas Department of Insurance seeks to take disciplinary action against you. This Notice of Hearing and the Original Petition, which is attached and incorporated for all purposes, states the allegations against you and the relief sought by the Department.

A public hearing will be held before an Administrative Law Judge on **Wednesday, February 24, 2021, at 9:00 a.m.** The hearing will take place via videoconference using a videoconference platform controlled by the State Office of Administrative Hearings, unless otherwise ordered to proceed in another manner by the Administrative Law Judge.

The hearing shall be conducted pursuant to TEX. GOV'T CODE, ch. 2001 and 1 TEX. ADMIN. CODE, ch. 155. Unless otherwise directed by the Administrative Law Judge, the hearing shall continue from day to day in the offices of the State Office of Administrative Hearings until concluded. You have the right to appear at this hearing and to be represented by an attorney.

**Parties that are not represented by an attorney may obtain information regarding contested case hearings on the public website of the State Office of Administrative Hearings at [www.soah.texas.gov](http://www.soah.texas.gov), or in printed format upon request to SOAH.**

**YOU MUST FILE A WRITTEN RESPONSE TO THE NOTICE OF HEARING WITH THE STATE OFFICE OF ADMINISTRATIVE HEARINGS WITHIN 20 DAYS OF THE DATE THE NOTICE OF HEARING WAS MAILED. FAILURE TO FILE A WRITTEN RESPONSE BY THIS DEADLINE SHALL ENTITLE TDI TO SEEK DISPOSITION BY DEFAULT PURSUANT TO 1 TEX. ADMIN. CODE § 155.501 AND 28 TEX. ADMIN. CODE §§ 1.88 AND 1.89.**

**Exhibit  
A**

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Notice of Hearing

Annalicia Jocelyn Olave

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**IF YOU FAIL TO FILE A WRITTEN RESPONSE, THE SCHEDULED HEARING CAN BE CANCELED AND WITHOUT FURTHER NOTICE TO YOU THE COMMISSIONER OF INSURANCE CAN ISSUE AN ORDER IN WHICH THE ALLEGATIONS IN THE NOTICE OF HEARING ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE NOTICE OF HEARING, INCLUDING REVOCATION OF YOUR LICENSES, IS GRANTED BY DEFAULT.**

**IF YOU FILE A WRITTEN RESPONSE BUT THEN FAIL TO APPEAR ON THE DAY AND TIME SET FOR HEARING, WITHOUT FURTHER NOTICE TO YOU, THE COMMISSIONER OF INSURANCE CAN ISSUE AN ORDER IN WHICH THE ALLEGATIONS IN THE NOTICE OF HEARING ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE NOTICE OF HEARING, INCLUDING REVOCATION OF YOUR LICENSES, IS GRANTED BY DEFAULT.**

In accord with 28 TEX. ADMIN. CODE § 1.90(e) and 1 TEX. ADMIN. CODE §§ 155.101 and 155.103, you should send copies of your written response to:

- (1) Docketing Division  
State Office of Administrative Hearings  
300 West 15th Street, Room 504  
P.O. Box 13025  
Austin, Texas 78711-3025  
(512) 322-2061 (Fax);
- (2) Chief Clerk  
Texas Department of Insurance  
P.O. Box 149104, MC112-2A  
Austin, Texas 78714-9104  
(512) 490-1064 (Fax)  
chiefclerk@tdi.texas.gov; and

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- (3) Anna Kalapach, Staff Attorney  
Texas Department of Insurance  
Enforcement Division, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104  
(512) 490-1020 (Fax)  
anna.kalapach@tdi.texas.gov

### Receiving Documents

The State Office of Administrative Hearings (SOAH) offers you the ability to receive service of orders and other documents issued by SOAH through email instead of by mail or fax. If you want to receive SOAH-issued documents by email, go to SOAH's website, [www.soah.texas.gov](http://www.soah.texas.gov), click on the "E-Services" tab, then click the hyperlink "Request Service by Email (only for use by self-represented litigants)," and follow the instructions.

NOTE: A request to receive SOAH-issued documents by email does not change the procedures you must follow to file documents with SOAH. The rules for filing documents and providing copies to all other parties in the case are described in SOAH's Procedural Rules, which are available on SOAH's website. Click the "Agency" tab, then click "Administrative Rules and Laws" to view SOAH's Procedural Rules.

### Important Security Notice

**ALL VISITORS TO THE WILLIAM P. CLEMENTS BUILDING WITHOUT AN AGENCY OR DPS ISSUED ID CARD MUST PROVIDE THE BUILDING SECURITY OFFICER WITH THE STATE OFFICE OF ADMINISTRATIVE HEARINGS DOCKET NUMBER AND RECEIVE A VISITOR'S PASS IN ORDER TO BE ALLOWED ACCESS TO THE HEARING ROOM. INDIVIDUALS SHOULD ALLOW ADDITIONAL TIME TO GO THROUGH THE SECURITY PROCESS.**



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Notice of Hearing

Annalicia Jocelyn Olave

SOAH Docket No. 454-21-0625

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If you have any questions, please contact me at the address or telephone number shown below.

Respectfully Submitted,



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Anna Kalapach  
State Bar No. 24083290  
Texas Department of Insurance  
Enforcement Division, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104  
(512) 676-6326 (Direct)  
(512) 490-1020 (Fax)  
anna.kalapach@tdi.texas.gov

ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE

Enclosure: Original Petition

cc: Leah Gillum, Deputy Commissioner, Enforcement Division, MC-110-1A  
Rachel Cloyd, Litigation Director, Enforcement Division, MC-110-1A  
Administrative Review, MC107-1A

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**CERTIFICATE OF SERVICE**

I, Anna Kalapach, certify that a true and correct copy of the *Notice of Hearing and the Original Petition* were sent by the following methods, on this 13th day of November, 2020 to:

Annalicia Jocelyn Olave  
[REDACTED]  
Corinth, TX 76210  
*Respondent Pro Se*

CM/RRR 9214 8901 9403 8325 1265 79  
*Via Email to:*

[REDACTED]

Annalicia Jocelyn Olave  
[REDACTED]  
Allen, TX 75002

CM/RRR 9214 8901 9403 8325 1266 23



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Anna Kalapach

**SOAH DOCKET NO. 454-\_\_\_\_\_**  
**TDI ENFORCEMENT FILE NO. 25303**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**ANNALICIA JOCELYN OLAVE,**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

**ORIGINAL PETITION**

The Texas Department of Insurance seeks to take disciplinary action against Annalicia Jocelyn Olave. In support of this petition, the department makes the following allegations upon information and belief:

**Jurisdiction**

The Commissioner of Insurance has jurisdiction over this matter pursuant to TEX. INS. CODE §§ 82.051-82.055, 4001.002, 4005.101-4005.103, 4051.051, 4051.401, 4054.051, TEX. GOV'T CODE §§ 2001.051-2001.178, 28 TEX. ADMIN. CODE § 1.502, and TEX. OCC. CODE §§ 53.021-53.023.

**Factual Allegations**

Criminal History Prior to Licensure

1. On December 10, 2009, Annalicia Jocelyn Olave (Olave) was indicted for Theft of Property with of a valued of at least \$50, but less than \$500, a Class B misdemeanor, in case no. MB0967000, in the County Criminal Court of Dallas County, Texas.
2. In case no. MB0967000, the judge found that the evidence substantiated guilt. Olave's adjudication was deferred on March 12, 2010, and she received six months of community supervision with a \$250 fine.

**Exhibit  
B**

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Original Petition  
Annalicia Jocelyn Olave  
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## Licensure

3. Olave, individual identification number 1120652, was issued a general lines agent license, with a life, accident, health, and HMO qualification by the department, on July 11, 2012.
4. The department issued a personal lines property and casualty agent license to Olave on May 14, 2013.

## 2019 Criminal Indictments

5. In 2019, Olave was criminally indicted for seven separate offenses which occurred on three separate days in July 2019, at multiple locations of a retail store, namely Target.
6. On August 19, 2019, Olave was indicted in case number 004-86755-2019 in the [REDACTED] Collin County, Texas, because she intentionally and knowingly, with the intent to defraud and harm another, destroyed, removed, concealed, altered, substituted, and otherwise impaired the verity, legibility, and availability of a writing; namely, by switching barcodes on or about July 12, 2019.
7. On August 19, 2019, Olave was indicted in case number 004-86756-2019, in the [REDACTED] Collin County, Texas, because she intentionally and knowingly, with the intent to defraud and harm another, destroyed, removed, concealed, altered, substituted, and otherwise impaired the verity, legibility, and availability of a writing; namely, by switching barcodes on or about July 10, 2019.
8. On August 20, 2019, Olave was indicted in case number 004-86757-2019 in the [REDACTED] Collin County, Texas, because she intentionally and knowingly, with the intent to defraud and harm another, destroyed, removed, concealed, altered, substituted, and otherwise impaired the verity, legibility, and availability of a writing; namely, by switching barcodes on or about July 17, 2019.
9. On October 1, 2019, Olave was indicted in case number 004-87532-2019 in the [REDACTED] Collin County, Texas, because on or about July 12, 2019, Olave intentionally and knowingly appropriated, by acquiring and otherwise exercising control over property of the value of \$100 or more, but less than \$750 with the intent to deprive the owner of the property.

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10. On October 9, 2019, Olave was indicted in case number 004-87695-2019 in the [REDACTED] Collin County, Texas, because she intentionally and knowingly, with the intent to defraud and harm another, destroyed, removed, concealed, altered, substituted, and otherwise impaired the verity, legibility, and availability of a writing; namely, by switching barcodes on or about July 12, 2019.
11. On October 14, 2019, Olave was indicted in case number 004-87748-2019 in the [REDACTED] Collin County, Texas, because she intentionally and knowingly, with the intent to defraud and harm another, destroyed, removed, concealed, altered, substituted, and otherwise impaired the verity, legibility, and availability of a writing; namely, by switching barcodes on or about July 17, 2019.
12. Olave was indicted on October 14, 2019, in case number 004-87750-2019 in the [REDACTED] Collin County, Texas, because she intentionally and knowingly, with the intent to defraud and harm another, destroyed, removed, concealed, altered, substituted, and otherwise impaired the verity, legibility, and availability of a writing; namely, by switching barcodes on or about July 12, 2019.

### Probated License Agreement

13. On October 8, 2019, Olave submitted an application to the department to add a property and casualty qualification to her existing general lines license.
14. Based upon the 2019 criminal indictments against Olave, the department declined to issue the qualification without her entering into a probated license agreement.
15. Olave signed the probated license agreement on December 18, 2019, which placed Olave's personal lines property and casualty agent license, general lines agent license, and all qualifications for that general lines license, on a probated suspension for a period of two years beginning January 2, 2020.
16. On January 2, 2020, the department issued a property and casualty qualification to Olave for her general lines license. The qualification was issued subject to the probated license agreement.

Criminal Convictions after License Probation

17. On April 22, 2020, the State of Texas filed suit naming Olave as the defendant in case number 004-25329-2020 in the [REDACTED] Collin County, Texas. The State sought a judgment that Olave forfeited her bond when she failed to appear on September 20, 2019, as required in case number 004-86757-2019 regarding one of her Class A misdemeanor offenses of Fraud, Destroy, Removal, or Concealment of Writing.
18. On May 29, 2020, the Judgment of Forfeiture was made final in case number 004-25329-2020. The Judgment found that Olave forfeited the sum of the bond in the amount of \$500, costs of court, and all necessary and reasonable expenses that may or have been incurred and occasioned by all Sheriffs and other peace officers in re-arresting Olave.
19. Thereafter, Olave pled guilty to Fraud, Destroy, Removal, or Concealment of Writing in five of the criminal cases in the [REDACTED] Collin County, Texas, specifically in case numbers 004-86755-2019, 004-87695-2019, 004-87750-2019, 004-86757-2019, and 004-87748-2019.
20. On June 5, 2020, Olave was convicted of a Class A misdemeanor in each of those five cases and separately sentenced to 120 days confinement in the Collin County jail in each case. Olave's sentence in each of the five cases was suspended and she was placed on community supervision for a period of 15 months. In case number 004-86757-2019, she was additionally ordered to pay a \$300 fine.
21. Olave also pled guilty to Theft of Property in the [REDACTED] of Collin County, Texas, in case number 004-87532-2019.
22. On June 5, 2020, Olave was convicted of that Class B misdemeanor in case number 004-87532-2019 and sentenced to 120 days confinement in the Collin County jail. Olave's sentence was suspended and she was placed on community supervision for a period of 15 months.
23. The State of Texas filed a motion to dismiss the charge in case number 004-86756-2019 because Olave admitted her guilt to this offense. The admission of guilty was taken into consideration in the punishment of case numbers 004-86757-2019, 0087532-2019, and 004-86755-2019.

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24. Due to Olave's convictions in cases 004-86755-2019, 004-87695-2019, 004-87750-2019, 004-86757-2019, 004-87748-2019, and 004-87532-2019, the court set conditions for her community supervision. Those conditions include completion of an anti-theft program, submission to a non-dilute random urine sample for testing as directed by her supervision officer, and she is prohibited from entering Target.
25. Olave has not been released from community supervision at this time.

### Failure to Notify Department of Administrative Action Taken by an Insurance Regulator

26. On February 6, 2020, Olave filed an application to reactivate her nonresident license with the Commissioner of the Indiana Department of Insurance (Indiana).
27. Indiana requested documentation from Olave on April 7, 2020, regarding Olave's criminal history. Olave did not respond.
28. Indiana determined that Olave did not meet the requirements of licensure because she failed to provide complete information regarding her criminal matter on her license application.
29. On July 9, 2020, Indiana signed a Preliminary Administrative Order and Notice of License Denial which denied Olave's license application.
30. To date, Olave has not notified the department of the Indiana administrative action and license denial.

### Not Actively Engaged in Soliciting or Writing Insurance

31. On March 10, 2020, Olave's only active appointments with several affiliated Allstate insurers were canceled by request of Olave. Olave resigned from working on behalf of the Allstate affiliates.
32. Olave presently has no active appointments with any insurer and no intent to engage in the business of insurance. She is therefore not actively engaged in soliciting or writing insurance for the public.

Violations of the Probated License Agreement

33. Under the terms of Olave's probated license agreement, Olave:
- a. agreed to immediately notify the department in writing of any change in her employment or appointments;
  - b. was notified that if she was charged, convicted, or placed on probation for any additional criminal offenses, TDI may revoke her license after a public hearing;
  - c. agreed to immediately notify the department in writing of any indictment or other legal proceeding against her for a misdemeanor or felony offense during the two-year probation period; and
  - d. Olave agreed to immediately notify the department in writing of any administrative actions taken against her by a financial or insurance regulator of the State of Texas, another state, or by the federal government.
34. Olave did not notify the department that she had voluntarily resigned from her employment on or about March 10, 2020, and that all her appointments with the affiliated Allstate insurers had been canceled.
35. Olave did not notify the department that she was convicted of five Class A misdemeanors for Fraud, Destroy, Removal, or Concealment of Writing on June 5, 2020.
36. Further, Olave did not notify the department that she was convicted of Theft of Property, a Class B misdemeanor, on June 5, 2020.
37. Olave did not notify the department that Indiana denied her license application on July 9, 2020.
38. Olave violated multiple conditions or provisions of her probated license agreement.



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## Failure to Respond to Multiple Inquiries

39. On August 3, 2020, the department mailed a request for information to Olave about the above matters, informing her that she must respond no later than 15 days after receipt of the inquiry. Olave received the request for information on August 11, 2020, at Olave's address of record with the department. Olave did not respond to the department's inquiry.
40. The department mailed a second request for information to Olave on August 26, 2020, informing her that she must respond no later than 15 days after receipt of the inquiry. Olave received the request for information on August 28, 2020, at Olave's address of record with the department. Olave did not respond to the department's inquiry.
41. On September 16, 2020, the department mailed a third request for information to Olave about the above matters, informing her that she must respond no later than 15 days after receipt of the inquiry. Olave received the request for information on September 18, 2020, at Olave's address of record with the department. Olave did not respond to the department's inquiry.

## **Legal Allegations**

1. Olave has committed acts for which a license holder may be disciplined under TEX. INS. CODE §§ 4005.101 and 4005.102, because she:
  - a. has willfully violated insurance laws of this state, in violation of TEX. INS. CODE § 4005.101(b)(1);
  - b. has engaged in fraudulent or dishonest acts or practices, in violation of TEX. INS. CODE § 4005.101(b)(5); and
  - c. is not actively engaged in soliciting or writing insurance for the public generally, in violation of TEX. INS. CODE § 4005.101(b)(10).

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2. Olave failed to regularly report to the department on matters that were the basis of her license probation, in violation of TEX. INS. CODE § 4005.103. Specifically, Olave failed to immediately notify the department of:
  - a. a change in her employment or appointments;
  - b. legal proceedings against her for misdemeanor offenses; and
  - c. administrative action by an insurance regulator of another state, specifically a license denial by Indiana.
3. Olave also failed to notify the department on a monthly basis of an administrative action taken against her by an insurance regulator of another state, in violation of TEX. INS. CODE § 4001.252(a)(3).
4. Olave failed to respond, on three separate occasions, to the department's written inquiries not later than the 15<sup>th</sup> day after the date of each inquiry, in violation of TEX. INS. CODE § 38.001.
5. Olave has committed multiple misdemeanor offenses and has engaged in dishonest activity that directly relates to the duties and responsibilities of the licensed occupation, in violation of 28 TEX. ADMIN. CODE § 1.502(d) and (g).
6. Olave committed offenses that the department considers to be of such a serious nature that it is of prime importance in determining fitness for licensure, as contemplated by 28 TEX ADMIN. CODE § 1.502(e)(1) and (e)(4)(F), and TEX. OCC. CODE §§ 53.021 – 53.023.
7. Department guidelines, 28 TEX ADMIN. CODE § 1.502(c)-(e), emphasize that the department:
  - a. considers it very important that license holders be honest, trustworthy, and reliable;
  - b. may revoke a license if the department determines that the holder has committed a misdemeanor that directly relates to the duties and responsibilities of the licensed occupation;

- c. considers the offense of Fraud, Destroy, Removal, or Concealment of Writing to be of such a serious nature that it is of prime importance when determining fitness for licensure. 28 TEX ADMIN. CODE § 1.502(e)(1); and
- d. considers the offense of Theft of Property to be of such a serious nature that it is of prime importance when determining fitness for licensure. 28 TEX ADMIN. CODE § 1.502(e)(4)(F).

**Relief Sought**

If one or more of the above allegations is found to be true, the department asks the Administrative Law Judge to enter a Proposal for Decision recommending that the Commissioner of Insurance issue an order:

- 1. revoking all of Annalicia Jocelyn Olave's licenses and
- 2. imposing any other just and appropriate relief to which the department may be entitled to by law, including any combination of the above actions.

Respectfully Submitted,



---

Anna Kalapach  
State Bar No. 24083290  
Texas Department of Insurance  
Enforcement Division, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104  
(512) 676-6326 (Direct)  
(512) 490-1020 (Fax)  
anna.kalapach@tdi.texas.gov  
ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE



Name and Address of Sender  
 MC 110-1A D Moreno  
 Texas Department of Insurance  
 333 Guadalupe St  
 Austin TX 78701

- Check type of mail or service
- Adult Signature Required
  - Adult Signature Restricted Delivery
  - Certified Mail
  - Certified Mail Restricted Delivery
  - Collect on Delivery (COD)
  - Insured Mail
  - Priority Mail
  - Priority Mail Express
  - Registered Mail
  - Return Receipt for Merchandise
  - Signature Confirmation
  - Signature Confirmation Restricted Delivery

Affix Stamp Here  
 (for additional copies of this receipt).  
 Postmark with Date of Receipt.

Addressee (Name, Street, City, State, & ZIP Code™)

1. 9214 8901 9403 8325 1265 79

ANNAUGA, JOCELYN OLAVE  
 CORINTH, TX 76210

Postage 1.20  
 (Extra Service) Fee 3.55

2. 9214 8901 9403 8325 1266 23

ANNAUGA, JOCELYN OLAVE  
 ALLEN, TX 75002

Postage 1.20  
 (Extra Service) Fee 3.55

kalapach/25303

2020-6616

Handling Charge - if Registered and over \$50,000 in value

Adult Signature Required

Adult Signature Restricted Delivery

Restricted Delivery

Return Receipt

Signature Confirmation

Signature Confirmation Restricted Delivery

Special Handling

**Exhibit C**

Total Number of Pieces Listed by Sender 2  
 Total Number of Pieces Received at Post Office

Postmaster: Per (Name of receiving employee)

Complete in Ink

Privacy Notice: For more information on USPS privacy policies, visit [usps.com/privacypolicy](http://usps.com/privacypolicy).

2020-6616



# Shipment Confirmation Acceptance Notice

## A. Mailer Action

**Note to Mailer:** The labels and volume associated to this form online, **must** match the labeled packages being presented to the USPS® employee with this form.

Shipment Date: 11/13/2020

Shipped From:

Name: MC 110-1A D MORENO

Address: 333 GUADALUPE ST

City: AUSTIN

State: TX ZIP+4® 78701

| Type of Mail                 | Volume |
|------------------------------|--------|
| Priority Mail Express®       |        |
| Priority Mail®               | 0      |
| First-Class Package Service® |        |
| Returns                      |        |
| International*               |        |
| Other                        | 2      |
| Total                        | 2      |

\*Start time for products with service guarantees will begin when mail arrives at the local Post Office™ and items receive individual processing and acceptance scans.

## B. USPS Action

Note to RSS Clerk:

1. Home screen > Mailing/Shipping > More
2. Select Shipment Confirm
3. Scan or enter the barcode/label number from PS Form 5630
4. Confirm the volume count message by selecting Yes or No
5. Select Pay and End Visit to complete transaction

USPS EMPLOYEE: Please scan upon pickup or receipt of mail.  
Leave form with customer or in customer's mail receptacle.

USPS SCAN AT ACCEPTANCE



9275 0901 1935 6200 0025 2913 52

kalapach/25303













# 2020-6616

Tracking #: 9214890194038325126579

Recipient: ANNALICIA JOCELYN OLAVE

[REDACTED]

CORINTH, TX 76210

| Date & Time      | Event Type  | Event                                   | Event Location          |
|------------------|---|---|-------------------------|
| 11/13/2020 08:55 |    | PRE-SHIPMENT INFO SENT USPS AWAITS ITEM | AUSTIN,TX, 78701        |
| 11/13/2020 17:39 |    | SHIPMENT RECEIVED ACCEPTANCE PENDING    | AUSTIN,TX, 78710        |
| 11/13/2020 18:50 |    | ORIGIN ACCEPTANCE                       | AUSTIN,TX, 78701        |
| 11/13/2020 20:05 |    | PROCESSED THROUGH USPS FACILITY         | AUSTIN,TX, 78710        |
| 11/13/2020 20:50 |   | DEPART USPS FACILITY                    | AUSTIN,TX, 78710        |
| 11/14/2020 12:07 |  | PROCESSED THROUGH USPS FACILITY         | FORT WORTH,TX, 76161    |
| 11/15/2020 05:20 |  | DEPART USPS FACILITY                    | FORT WORTH,TX, 76161    |
| 11/29/2020 16:11 |  | PROCESSED THROUGH USPS FACILITY         | OKLAHOMA CITY,OK, 73107 |
| 11/30/2020 13:11 |  | PROCESSED THROUGH USPS FACILITY         | OKLAHOMA CITY,OK, 73107 |
| 11/30/2020 21:29 |  | DEPART USPS FACILITY                    | OKLAHOMA CITY,OK, 73107 |
| 12/02/2020 14:31 |  | PROCESSED THROUGH USPS FACILITY         | AUSTIN,TX, 78710        |
| 12/03/2020 10:39 |  | DELIVERED LEFT WITH INDIVIDUAL          | AUSTIN,TX, 78701        |