

**No. 2020-6498**

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

**Date: 09/30/2020**

**Subject Considered:**

Ochoa Insurance Services, LLC  
10921 Pellicano, No. 124  
El Paso, Texas 79935

Default Order  
SOAH Docket No. 454-20-4409.C  
TDI Enforcement File No. 23952

**General remarks and official action taken:**

This is a default order taken against Ochoa Insurance Services, LLC (Respondent) because Respondent is no longer eligible to hold an agency license. Respondent did not respond to a Notice of Hearing filed by the Texas Department of Insurance. This order revokes Respondent's agency license.

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

**Findings of Fact**

Failure to Respond to Notice of Hearing

1. On July 31, 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.
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.

## 2020-6498

Commissioner's Order

Ochoa Insurance Services, LLC

SOAH Docket No. 454-20-4409.C

Page 2 of 4

3. The department sent the Notice of Hearing and Original Petition to Respondent's last known address provided in writing to the department, 10921 Pellicano, No. 124, El Paso, Texas 79935.
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 of insurance has jurisdiction over this matter pursuant to TEX. INS. CODE §§ 82.051-82.055, 84.021-84.022, 4001.002, 4001.106, 4005.101, 4005.102, 4051.051, and TEX. GOV'T CODE §§ 2001.051-2001.178.
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.

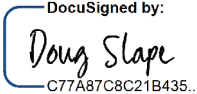
# 2020-6498

Commissioner's Order  
Ochoa Insurance Services, LLC  
SOAH Docket No. 454-20-4409.C  
Page 3 of 4

## Order

It is ordered that Ochoa Insurance Services, LLC's general lines agency license with a property and casualty qualification is 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.

Kent C. Sullivan  
Commissioner of Insurance

By:   
C77A87C8C21B435...  
Doug Slape  
Chief Deputy Commissioner  
Commissioner's Order No. 2018-5528

Prepared and reviewed by:



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Cassie Tighe, Staff Attorney  
Enforcement Division

# 2020-6498

Commissioner's Order  
Ochoa Insurance Services, LLC  
SOAH Docket No. 454-20-4409.C  
Page 4 of 4

## 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 Ochoa Insurance Services, LLC. I have confirmed that:

- a. The last mailing address provided to the department in writing by Ochoa Insurance Services, LLC is 10921 Pellicano, No. 124, El Paso, Texas 79935.
- b. The file maintained by the Enforcement Division contains a Notice of Hearing and Original Petition dated July 31, 2020, which were filed with the State Office of Administrative Hearings.
- c. On July 31, 2020, the Notice of Hearing and Original Petition addressed to Ochoa Insurance Services, LLC were mailed certified, return receipt requested, to Ochoa Insurance Services, LLC's last known address.

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

DocuSigned by:

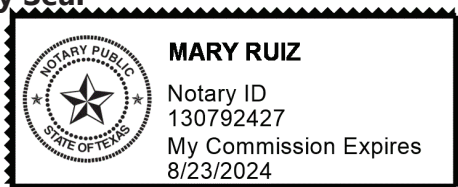
*David Moreno*

321FDF354F404CB...

Affiant

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 9/21/2020. This notarial act was an online notarization.

### Notary Seal



### Digital Certificate

DocuSigned by:

*Mary Ruiz*

795DC4D59167489...

Notary Public State of Texas

**2020-6498**

ACCEPTED  
454-20-4409  
7/31/2020 9:59 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Donnie Roland, CLERK

**SOAH DOCKET NO. 454-20-4409.C**  
**TDI ENFORCEMENT FILE NO. 23952**

FILED  
454-20-4409  
7/31/2020 9:01 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Donnie Roland, CLERK

**TEXAS DEPARTMENT OF INSURANCE,**

**BEFORE THE STATE OFFICE**

**Petitioner**

**v.**

**OF**

**OCHOA INSURANCE SERVICES, LLC,**

**ADMINISTRATIVE HEARINGS**

**Respondent**

**NOTICE OF HEARING**

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

A public hearing will be held before an Administrative Law Judge on **Tuesday, October 13, 2020, at 9:00 a.m.** The hearing will take place at the State Office of Administrative Hearings, located in the William P. Clements Building, 300 W. 15th Street, 4th Floor, Austin, Texas, 78701.

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.**

## 2020-6498

Notice of Hearing

Ochoa Insurance Services, LLC

SOAH Docket No. 454-20-4409.C

Page 2 of 5

**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 LICENSE, ISSUANCE OF A CEASE AND DESIST ORDER, IMPOSITION OF ADMINISTRATIVE PENALTIES, AND/OR PAYMENT OF RESTITUTION 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 LICENSE, ISSUANCE OF A CEASE AND DESIST ORDER, IMPOSITION OF ADMINISTRATIVE PENALTIES, AND/OR PAYMENT OF RESTITUTION 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
- (3) Cassie Tigue, Staff Attorney  
Texas Department of Insurance  
Enforcement Division, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104

## 2020-6498

Notice of Hearing  
Ochoa Insurance Services, LLC  
SOAH Docket No. 454-20-4409.C  
Page 3 of 5

(512) 490-1020 (Fax)  
Cassie.Tigue@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 "Email Service" hyperlink, 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.**

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

Respectfully Submitted,



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Cassie Tigue  
State Bar No. 24099994  
Texas Department of Insurance

## **2020-6498**

Notice of Hearing

Ochoa Insurance Services, LLC

SOAH Docket No. 454-20-4409.C

Page 4 of 5

Enforcement Division, MC110-1A

P.O. Box 149104

Austin, Texas 78714-9104

(512) 676-6356 (Direct)

(512) 490-1020 (Fax)

Cassie.Tigue@tdi.texas.gov

ATTORNEY FOR THE PETITIONER

TEXAS DEPARTMENT OF INSURANCE

Enclosure: Original Petition

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



## 2020-6498

Notice of Hearing

Ochoa Insurance Services, LLC

SOAH Docket No. 454-20-4409.C

Page 5 of 5

### CERTIFICATE OF SERVICE

I, Cassie Tigie, certify that a true and correct copy of the *Notice of Hearing and the Original Petition* were sent by certified mail, return receipt requested and via eFile, on this 31st day of July, 2020 to:

Ochoa Insurance Services, LLC

10921 Pellicano, No. 124

El Paso, Texas 79935

*Respondent Pro Se*

Via CM/RRR No.: 9214 8901 9403 8317 6187 92



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Cassie Tigie

454-20-4409

**SOAH DOCKET NO. 454-20-\_\_\_\_\_**  
**TDI ENFORCEMENT FILE NO. 23952**

**TEXAS DEPARTMENT OF INSURANCE,**

**BEFORE THE STATE OFFICE**

**Petitioner**

**v.**

**OF**

**OCHOA INSURANCE SERVICES, LLC,**

**ADMINISTRATIVE HEARINGS**

**Respondent**

**ORIGINAL PETITION**

The Texas Department of Insurance seeks to take disciplinary action against Ochoa Insurance Services, LLC. 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, 84.021-84.022, 4001.002, 4001.106, 4005.101, 4005.102, 4051.051, and TEX. GOV'T CODE §§ 2001.051-2001.178.

**Factual Allegations**

Licensure and Background

1. Daniel Ochoa (Ochoa), individual identification no. 1201561, held a general lines agent license with a life, accident, and health qualification, and a property and casualty qualification, originally issued by Texas Department of Insurance on May 3, 2013.
2. Ochoa Insurance Services, LLC (Ochoa Insurance), firm identification no. 147038, holds a general lines agency license with a property and casualty qualification, originally issued by the department on August 23, 2018.

# 2020-6498

Original Petition

Ochoa Insurance Services, LLC

Page 2 of 3

3. On July 7, 2020, default order no. 2020-6386 was issued revoking Ochoa's individual general lines agent license with a life, accident, and health qualification, and property and casualty qualification.
4. Ochoa Insurance's license type requires there be at least one individual licensed separate from the corporation performing the acts of an agent. Since Ochoa no longer holds an active individual license, Ochoa Insurance is no longer eligible to hold an agency license.

## Legal Allegations

1. Ochoa Insurance does not have a licensed individual separate from the corporation performing the acts of an agent as required by TEX. INS. CODE § 4001.106(b)(2) and is no longer eligible to hold an agency license.

## 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 Ochoa Insurance's license and
2. any other just and appropriate relief to which the department may be entitled to by law, including any combination of the above action.

Respectfully Submitted,



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Cassie Tighe  
State Bar No. 24099994  
Texas Department of Insurance  
Enforcement Division, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104  
(512) 676-6356 (Direct)  
(512) 490-1020 (Fax)

**2020-6498**

Original Petition

Ochoa Insurance Services, LLC

Page 3 of 3

Cassie.Tigue@tdi.texas.gov

ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE



**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: 07/31/2020

Shipped From:

Name: MC 110-1A S BECK  
 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	1
Total	1

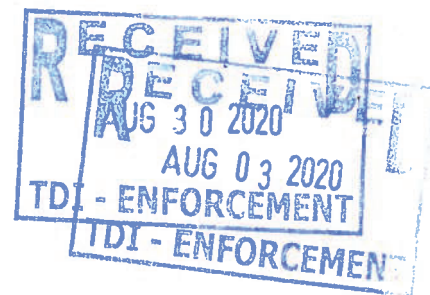
\*Start time for products with service guarantees will begin when mail arrives at the local Post Office™ and items receive individual processing and acceptance scans.

**B. USPS Action**

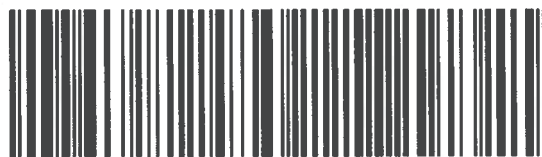
Note to RSS Clerk:

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 0023 3057 61

TIGUE 23952



Firm Mailing Book For Accountable Mail

2020-6498

Name and Address of Sender

MC 110-1A S. Beck  
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

USPS Tracking/Article Number

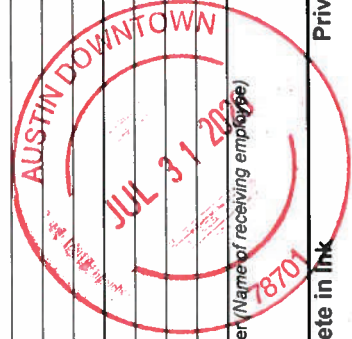
1. 9214 8901 9403 8317 6187 92

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

OCHOA INSURANCE SERVICES LLC 10921 PELLICANO NO 124 EL PASO TX  
79935

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

Postage	(Extra Service) Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	ASR Fee	ASRD Fee	RD Fee	RR Fee	SC Fee	SCRD Fee	SH Fee
1.40	3.55	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



*[Signature]*  
Postmaster, Per (Name of receiving employee) 78701

Total Number of Pieces Listed by Sender: 1

Total Number of Pieces Received at Post Office: 1

Complete in Ink