

No. 2023-7890

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

**Date:** 04/10/2023

**Subject Considered:**

Terry Joe Stanley  
[REDACTED]  
Huntington, TX 75949-3639

Default Order  
SOAH Docket No. 454-23-11372.C  
TDI Enforcement File No. 29499

**General remarks and official action taken:**

This is a default order taken against Terry Joe Stanley (Respondent) for the submission of fictitious information on insurance claims filed by his rental car business. 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 February 16, 2023, 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.

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Commissioner's Order

Terry Joe Stanley

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3. The department sent the Notice of Hearing and Original Petition to Respondent's last known address provided in writing to the department, [REDACTED], Huntington, TX 75949-3639.
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 under Texas law, including TEX. INS. CODE §§ 82.051-82.055, 4001.002, 4001.102, 4001.105, 4005.101-4005.105, and 4101.051, and TEX. GOV'T CODE §§ 2001.051-2001.178.
2. The commissioner has authority to dispose of this case informally under 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 under 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 under 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 under 28 TEX. ADMIN. CODE § 1.89.

# 2023-7890

Commissioner's Order

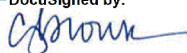
Terry Joe Stanley

SOAH Docket No. 454-23-11372.C

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## Order

It is ordered that any licenses held by Terry Joe Stanley 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.

DocuSigned by:  
  
FC5D7EDDFB4F8...

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Cassie Brown  
Commissioner of Insurance

Prepared and reviewed by:



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Nancy Williams, Staff Attorney  
Enforcement

# 2023-7890

Commissioner's Order  
Terry Joe Stanley  
SOAH Docket No. 454-23-11372.C  
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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 Terry Joe Stanley. I have confirmed that:

- a. The last mailing address provided to the department in writing by Terry Joe Stanley is [REDACTED], Huntington, TX 75949-3639.
- b. The file maintained by Enforcement contains a Notice of Hearing and Original Petition dated February 16, 2023, which were filed with the State Office of Administrative Hearings.
- c. On February 16, 2023, the Notice of Hearing and Original Petition addressed to Terry Joe Stanley were mailed first-class and certified, return receipt requested, to his last known address.

Copies of the first-class mail log and certified mail log maintained by Enforcement are attached as Exhibit C and Exhibit D, respectively."

DocuSigned by:  
  
40DFF4E48F4F4C2...  
Affiant

# 2023-7890

Commissioner's Order

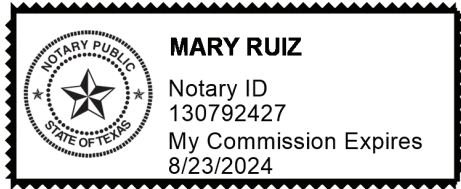
Terry Joe Stanley

SOAH Docket No. 454-23-11372.C

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SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 3/27/2023. This notarial act was an online notarization.

## Notary Seal



## Digital Certificate

DocuSigned by:  
*Mary Ruiz*  
795DC4D59167489...

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Notary Public State of Texas

FILED **2023-7890**  
454-23-11372  
2/16/2023 8:16 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Crystal Rosas, CLERK

ACCEPTED  
454-23-11372  
2/16/2023 8:19:03 am  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Crystal Rosas, CLERK

**SOAH DOCKET NO. 454-23-11372.C**  
**TDI ENFORCEMENT FILE NO. 29499**

**TEXAS DEPARTMENT OF INSURANCE,**

**BEFORE THE STATE OFFICE**

**Petitioner**

**v.**

**OF**

**TERRY JOE STANLEY,**

**ADMINISTRATIVE HEARINGS**

**Respondent**

**NOTICE OF HEARING**

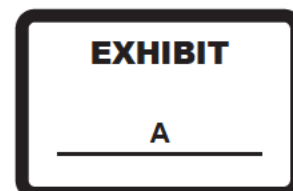
The Texas Department of Insurance seeks to take disciplinary action against you. This Notice of Hearing and the Original Petition, which is attached and incorporated for all purposes, states the allegations against you and the relief sought by the Department.

A public hearing will be held before an Administrative Law Judge on **September 7, 2023, 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 under 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 UNDER 1 TEX. ADMIN. CODE § 155.501 AND 28 TEX. ADMIN. CODE §§ 1.88 AND 1.89.**



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Notice of Hearing

Terry Joe Stanley

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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 LICENSE, ISSUANCE OF A CEASE AND DESIST ORDER, IMPOSITION OF ADMINISTRATIVE PENALTIES, AND/OR PAYMENT OF RESTITUTION, DENIAL OF YOUR LICENSE APPLICATION, 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, DENIAL OF YOUR LICENSE APPLICATION, 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) *(by mail, fax, or electronically)*  
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);  
[www.soah.texas.gov](http://www.soah.texas.gov)
  
- (2) *(by mail, fax, or email)*  
Chief Clerk  
Texas Department of Insurance  
P.O. Box 12030, MC GC-CCO  
Austin, Texas 78711-2030  
(512) 490-1064 (Fax)  
[chiefclerk@tdi.texas.gov](mailto:chiefclerk@tdi.texas.gov); and

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Terry Joe Stanley

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- (3) *(by mail, fax, or email)*  
Nancy Williams, Staff Attorney  
Texas Department of Insurance  
Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 490-1020 (Fax)  
nancy.williams@tdi.texas.gov

### **Receiving Documents Electronically and Filing Documents with SOAH**

The State Office of Administrative Hearings (SOAH) offers you the ability to electronically receive orders and other documents issued by SOAH by email instead of by mail. If you want to receive SOAH-issued documents by email, follow the instructions on SOAH's website: [www.soah.texas.gov](http://www.soah.texas.gov).

A request to receive SOAH-issued documents by email does not change the procedures you must follow to file documents or exhibits with SOAH. Instructions on how to file documents and exhibits are on SOAH's website. SOAH's website also includes guidance for representing yourself.

### **Important Security Notice** (for In-Person Hearings ONLY)

**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  
Terry Joe Stanley  
SOAH Docket No. 454-23-11372.C  
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If you have any questions, please contact me at the address or telephone number shown below.

Respectfully Submitted,



---

Nancy Williams  
State Bar No. 24058175  
Texas Department of Insurance  
Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 676-6338 (Direct)  
(512) 490-1020 (Fax)  
nancy.williams@tdi.texas.gov

ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE

Enclosure: Original Petition

cc: Leah Gillum, Deputy Commissioner, Fraud and Enforcement Division, MC ENF  
Whitney Fraser, Litigation Director, Enforcement, MC ENF  
Administrative Review, MC CO-AAL

**2023-7890**

Notice of Hearing

Terry Joe Stanley

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**CERTIFICATE OF SERVICE**

I, Nancy Williams, certify that a true and correct copy of the *Notice of Hearing and the Original Petition* were sent by regular, first-class mail and by certified mail, return receipt requested, on this 16<sup>th</sup> day of February, 2023 to:

Terry Joe Stanley

[REDACTED]

Huntington, TX 75949-3639

*Self-Represented*

Via CM/RRR No.: 9214 8901 9403 8304 4522 93

Via Email: [REDACTED]



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Nancy Williams

**2023-7890**

SOAH DOCKET No. 454-23-11372

FILED  
454-23-11372  
2/2/2023 3:16 PM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Carol Hale, CLERK

**SOAH DOCKET NO. 454-23-\_\_\_\_\_**  
**TDI ENFORCEMENT FILE NO. 29499**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**TERRY JOE STANLEY,**

**Respondent**

**BEFORE THE STATE OFFICE**

ACCEPTED  
454-23-11372  
2/2/2023 5:40:48 pm  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Carol Hale, CLERK

**OF**

**ADMINISTRATIVE HEARINGS**

**ORIGINAL PETITION**

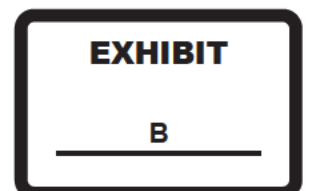
The Texas Department of Insurance seeks to take disciplinary action against Terry Joe Stanley. In support of this petition, the department makes the following allegations upon information and belief:

**Jurisdiction**

The Commissioner of Insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051-82.055, 84.021-84.044, 4001.002, 4005.102, 4101.051, 4101.053, and TEX. GOV'T CODE §§ 2001.051-2001.178.

**Factual Allegations**

1. Terry Joe Stanley (Stanley), individual identification number 499640, holds an adjuster license originally issued by the Texas Department of Insurance (TDI) on March 19, 2003.
2. According to Secretary of State documents: Stanley became the managing member of Rental by Concierge, LLC (Concierge) on August 5, 2011. Stanley signed Concierge's 2012 franchise tax report and Concierge's charter was forfeited on February 21, 2014.
3. In September 2017, following Hurricane Harvey, 10 claims were made to National Interstate Insurance Company (NIIC) for flood/water damage to vehicles rented through Concierge.



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Original Petition  
Terry Joe Stanley  
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4. NIIC conducted an investigation into the claims, and determined that Stanley was the owner of Concierge and that all 10 claims submitted contained fraudulent or fictitious information. Stanley refused to cooperate with NIIC's investigation.
5. On September 1, 2017, documents were submitted to NIIC on claim number ending in 2832 purporting that RS took out an insurance policy when she rented a vehicle from Concierge on August 25. RS gave a statement under oath to NIIC indicating the following:
  - a. She had no discussions with Concierge regarding insurance and did not authorize anyone to file a claim for the rental or to sign her name;
  - b. The signature on the Direction to Pay, submitted to NIIC, was not hers.
6. On September 1, 2017, documents were submitted to NIIC on claim number ending in 2966 purporting that AS took out an insurance policy when she rented a vehicle from Concierge. AS gave a statement under oath to NIIC indicating the following:
  - a. The rental agreement she signed with Concierge was different from the one that had been submitted to NIIC for the claim;
  - b. The signatures on the Claims Check off List and Renters Collision Loss Report, submitted to NIIC, were not hers;
  - c. She did not give consent for the filing of the insurance claim and did not authorize anyone to sign her name on the documents;
  - d. She did not take out any insurance to cover the vehicle.
7. On September 19, 2017, documents were submitted to NIIC on claim number ending in 5273 purporting that PS took out an insurance policy when she rented a vehicle from Concierge. PS gave a statement under oath to NIIC indicating the following:
  - a. She did not purchase any insurance on the rental vehicle;
  - b. She did not sign the claim documents submitted to NIIC, and she did not authorize anyone to submit the claim documents on her behalf.
8. The remaining seven claims filed by Concierge in September 2017 are substantially similar in nature to the three claims described above.

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Original Petition  
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9. Six of the 10 claims, totaling \$63,363.62, were paid before NIIC discovered the information submitted was untrue. NIIC sent a demand letter to Stanley for the unduly paid claims, but received no response.
10. On December 8, 2022, TDI sent an official inquiry letter to Stanley at his address of record, indicating a response was required within fifteen days of receipt. On January 10, 2023, USPS records procured a signature appearing to be Stanley's, upon delivery to Stanley's address of record. This inquiry was also sent to Stanley's email of record on December 8, 2022. Stanley failed to respond to TDI's inquiry.

### Legal Allegations

1. Stanley committed acts for which a license holder may be disciplined under TEX. INS. CODE § 4005.101, as contemplated by TEX. INS. CODE § 4005.102.
2. Stanley engaged in fraudulent or dishonest acts or practices, in violation of TEX. INS. CODE § 4005.101(b)(5).
3. Stanley failed to respond to TDI's written inquiry within the statutory time limit, in violation of TEX. INS. CODE § 38.001.

### 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 Terry Joe Stanley's license; 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,



Nancy Williams  
State Bar No. 24058175  
Texas Department of Insurance

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Original Petition  
Terry Joe Stanley  
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Enforcement, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 676-6338 (Direct)  
(512) 490-1020 (Fax)  
[nancy.williams@tdi.texas.gov](mailto:nancy.williams@tdi.texas.gov)

ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE

**2023-7890**

**Automated Certificate of eService**

This automated certificate of service was created by the eFiling system. The filer served this document via email generated by the eFiling system on the date and to the persons listed below. The rules governing certificates of service have not changed. Filers must still provide a certificate of service that complies with all applicable rules.

Mary Ruiz on behalf of Nancy Williams  
Bar No. 24058175  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 72387375  
Status as of 2/2/2023 5:45 PM CST

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	2/2/2023 3:16:30 PM	SENT

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Nancy Williams		Nancy.Williams@tdi.texas.gov	2/2/2023 3:16:30 PM	SENT
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	2/2/2023 3:16:30 PM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	2/2/2023 3:16:30 PM	SENT

Associated Case Party: Terry

Joe Stanley

Name	BarNumber	Email	TimestampSubmitted	Status
Terry Joe Stanley		[REDACTED]	2/2/2023 3:16:30 PM	SENT

**2023-7890**

**Automated Certificate of eService**

This automated certificate of service was created by the eFiling system. The filer served this document via email generated by the eFiling system on the date and to the persons listed below. The rules governing certificates of service have not changed. Filers must still provide a certificate of service that complies with all applicable rules.

Mary Ruiz on behalf of Nancy Williams  
Bar No. 24058175  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 72816177  
Status as of 2/16/2023 8:19 AM CST

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Whitney Fraser		Whitney.Fraser@tdi.texas.gov	2/16/2023 8:16:22 AM	SENT
Nancy Williams		Nancy.Williams@tdi.texas.gov	2/16/2023 8:16:22 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	2/16/2023 8:16:22 AM	SENT
Leah Gillum		Leah.Gillum@tdi.texas.gov	2/16/2023 8:16:22 AM	SENT
Catarina Tapia		Catarina.Tapia@tdi.texas.gov	2/16/2023 8:16:22 AM	SENT

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	2/16/2023 8:16:22 AM	SENT

Associated Case Party: Terry Joe Stanley

Name	BarNumber	Email	TimestampSubmitted	Status
Terry Joe Stanley		[REDACTED]	2/16/2023 8:16:22 AM	SENT



**Name and Address of Sender**  
 Texas Dept of Insurance  
 Mail Code ENF  
 1601 Congress Avenue, Suite 6.900  
 Austin TX 78711  
 Mary Ruiz  
 February 16, 2023

**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

**2023-7890**

**Affix Stamp Here**  
 (If issued as an international certificate of mailing or for additional copies of this receipt). Postmark with Date of Receipt

USPS Tracking/Article Number	Address (Name, Street, City, State, & Zip Code)	Postage	(Extra Services) 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	Signature Confirmation	Signature Confirmation Restricted Delivery	Special Handling
WILLIAMS/29499	TERRY JOE STANLEY [Redacted] HUNTINGTON, TX 75949-3639			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			

2023-7890



# 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: 02/16/2023

Shipped From:

Name: MC ENF M RUIZ

Address: 1601 CONGRESS AVENUE SUITE 6 900

City: AUSTIN

State: TX ZIP+4® 78711

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 0042 4359 44

**EXHIBIT**

D

WILLIAMS/29499



Name and Address of Sender

MC ENF M RUIZ
TEXAS DEPARTMENT OF INSURANCE
1601 CONGRESS AVENUE, SUITE 6.900
AUSTIN TX 78711

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.

2023-7890

Table with columns: USPS Tracking/Article Number, Postage, (Extra Service) Fee, Handling Charge, Actual Value, Insured Value, Due Sender if COD, ASR Fee, ASRD Fee, RD Fee, RR Fee, SC Fee, SCRD Fee, SPS Fee. Includes recipient address: TERRY JOE STANLEY, HUNTINGTON, TX 75949-3639.

Total Number of Pieces Listed by Sender: 1

Total Number of Pieces Received at Post Office: 1

Postmaster, Per (Name of receiving employee)