

No. 2020-6496

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

Date: 09/30/2020

Subject Considered:

Latisha Denise Acker



Houston, Texas 77090

Default Order
SOAH Docket No. 454-20-2639.C
TDI Enforcement File No. 18619

General remarks and official action taken:

This is a default order taken against Latisha Denise Acker (Respondent) because she misappropriated insurance premiums and engaged in fraudulent and dishonest practices. Respondent did not respond to a Notice of Hearing filed by the Texas Department of Insurance. This order revokes Respondent's licenses.

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

Findings of Fact

Failure to Respond to Notice of Hearing

1. On February 14, 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.
3. The department sent the Notice of Hearing and Original Petition to Respondent's last known address provided in writing to the department, ,

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Commissioner's Order

Latisha Denise Acker

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[REDACTED], Houston, Texas 77090. The Notice of Hearing and Original Petition were also sent by electronic mail to Respondent's electronic mail address on file with the department, attached as Exhibit F.

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.

Failure to Appear at Prehearing Conference

5. On May 27, 2020, the SOAH Administrative Law Judge (ALJ) entered Order No. 2 scheduling a prehearing conference on July 11, 2020, to discuss converting the hearing on the merits on September 15, 2020, to a telephonic hearing.
6. On June 8, 2020, the SOAH ALJ entered Order No. 3 rescheduling the prehearing conference to June 17, 2020, at 10:00 a.m.
7. After receiving proper notice of the date, time, and location of the prehearing conference regarding the hearing on the merits, Respondent failed to appear for the prehearing conference on June 17, 2020, as shown in the record in SOAH Docket No. 454-20-2639.C, and attached as Exhibit C.

Conclusions of Law

1. The commissioner has jurisdiction pursuant to Texas law, including TEX. INS. CODE §§ 82.051-82.055, 4001.002, 4005.101, 4001.102, 4005.102, 4051.201, and 4054.051 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.

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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.

Order

It is ordered that any licenses held by Latisha Denise Acker 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.

Kent C. Sullivan
Commissioner of Insurance

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

Prepared and reviewed by:



Allison J. Anglin, Staff Attorney
Enforcement Division

Affidavit

STATE OF TEXAS §
§
COUNTY OF TRAVIS §

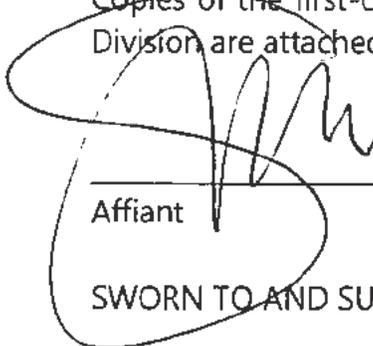
Before me, the undersigned authority, personally appeared Sonia Beck, who, being by me duly sworn, deposed as follows:

"My name is Sonia Beck 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 Latisha Denise Acker. I have confirmed that:

- a. The last mailing address provided to the department in writing by Latisha Denise [REDACTED] Houston, Texas 77090.
- b. The file maintained by the Enforcement Division contains a Notice of Hearing and Original Petition dated February 14, 2020, which were filed with the State Office of Administrative Hearings.
- c. On February 14, 2020, the Notice of Hearing and Original Petition addressed to Latisha Denise Acker were mailed first-class and certified, return receipt requested, to her last known address.

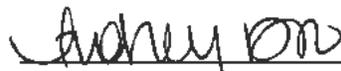
Copies of the first-class mail log and certified mail log maintained by the Enforcement Division are attached as Exhibit D, and Exhibit E, respectively."



Affiant

SWORN TO AND SUBSCRIBED before me on September 4, 2020.

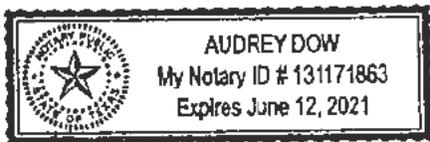
(NOTARY SEAL)



Signature of Notary Public

Audrey Dow

Printed Name of Notary Public





SOAH DOCKET NO. 454-20-2639.C
TDI ENFORCEMENT FILE NO. 18619

TEXAS DEPARTMENT OF INSURANCE,

Petitioner

v.

LATISHA DENISE ACKER,

Respondent

BEFORE THE STATE OFFICE

OF

ADMINISTRATIVE HEARINGS

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 **Tuesday, May 12, 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, 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.

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Notice of Hearing

Latisha Denise Acker

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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 ORIGINAL PETITION ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE ORIGINAL PETITION, 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 ORIGINAL PETITION ARE DEEMED ADMITTED AS TRUE AND THE RELIEF SOUGHT IN THE ORIGINAL PETITION, 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) Allison J. Anglin, Staff Attorney
Texas Department of Insurance
Enforcement Division, MC110-1A
P.O. Box 149104
Austin, Texas 78714-9104

2020-6496

Notice of Hearing

Latisha Denise Acker

SOAH Docket No. 454-20-2639.C

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(512) 490-1020 (Fax)

allison.anglin@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, 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.

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Notice of Hearing

Latisha Denise Acker

SOAH Docket No. 454-20-2639.C

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Respectfully Submitted,



Allison J. Anglin, Staff Attorney
State Bar No. 24096016
Texas Department of Insurance
Enforcement Division, MC110-1A
P.O. Box 149104
Austin, Texas 78714-9104
(512) 676-6359 (Direct)
(512) 490-1020 (Fax)
allison.anglin@tdi.texas.gov

Attorney for 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

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Notice of Hearing
Latisha Denise Acker
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CERTIFICATE OF SERVICE

I, Allison J. Anglin, 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 14th day of February, 2020 to:

Latisha Denise Acker
[REDACTED]
Houston, Texas 77090-6633
Respondent Pro Se

Via CM/RRR No.: 9214 8901 9403 8306 5794 48

Latisha Denise Acker
[REDACTED]
[REDACTED]
Houston, Texas 77060-3394
Respondent Pro Se

Via CM/RRR No.: 9214 8901 9403 8306 5795 23



Allison J. Anglin



SOAH DOCKET NO. 454-20-2639.C
TDI ENFORCEMENT FILE NO. 18619

TEXAS DEPARTMENT OF INSURANCE,

Petitioner

v.

LATISHA DENISE ACKER,

Respondent

BEFORE THE STATE OFFICE

OF

ADMINISTRATIVE HEARINGS

ORIGINAL PETITION

The Texas Department of Insurance seeks to take disciplinary action against Latisha Denise Acker. 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, 84.021-84.044, 4001.002, 4005.101, 4005.102, 4051.201, and 4054.051, and TEX. GOV'T CODE §§ 2001.051-2001.178.

Factual Allegations

Licensure

1. Latisha Denise Acker (Acker), individual identification number 18745227, holds a general lines agent license with a life, accident, and health qualification, originally issued by TDI on May 15, 2018.
2. Acker was subsequently issued a county mutual agent license by TDI on May 22, 2018.

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Original Petition
Latisha Denise Acker
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Agent Misconduct

3. On May 22, 2018, Reliable Life Insurance Company (Reliable), a Kemper Company, appointed Acker as an insurance agent.
4. On or about November 6, 2018, Acker was cancelled for cause by Reliable for conversion.
5. Acker fraudulently converted \$1,620.09 of customer premiums to her own personal use.
6. Reliable covered the missing payments and continued to provide coverage to the insureds.
7. Acker has failed to reimburse Reliable and still owes Reliable \$1,620.09.

Legal Allegations

1. Acker has 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. Acker has willfully violated an insurance law of this state, in violation of TEX. INS. CODE § 4005.101(b)(1).
3. Acker has misappropriated, converted to her own use, or illegally withheld money belonging to an insured, insurer, or beneficiary, in violation of TEX. INS. CODE § 4005.101(b)(4).
4. Acker has engaged in fraudulent or dishonest acts or practices, in violation of TEX. INS. CODE § 4005.101(b)(5).

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 Acker's license;
2. directing Acker to pay an administrative penalty under TEX. INS. CODE §§ 84.021 – 84.022;
3. directing Acker to make restitution of \$1,620.09 to Reliable; and
4. 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,



Allison J. Anglin, Staff Attorney
State Bar No. 24096016
Texas Department of Insurance
Enforcement Division, MC110-1A
P.O. Box 149104
Austin, Texas 78714-9104
(512) 676-6359 (Direct)
(512) 490-1020 (Fax)
allison.anglin@tdi.texas.gov

Attorney for Petitioner
TEXAS DEPARTMENT OF INSURANCE

FILED **2020-6496**
454-20-2639
5/27/2020 2:51 PM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Jessie Harbin, CLERK

SOAH DOCKET NO. 454-20-2639.C
TDI NO. 18619

ACCEPTED
454-20-2639
5/27/2020 2:52 PM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Jessie Harbin, CLERK

TEXAS DEPARTMENT OF INSURANCE, § **BEFORE THE STATE OFFICE**
Petitioner §
v. §
LATISHA DENISE ACKER, § **OF**
Respondent § **ADMINISTRATIVE HEARINGS**



ORDER NO. 2
SCHEDULING PREHEARING CONFERENCE

By Order No. 1, the hearing on the merits in this case was reset to convene at **9 a.m. on July 15, 2020, in person, at the State Office of Administrative Hearings.** Order No. 1 indicated, however, that in the event continuing disruptive effects of COVID-19 later threatened the ability to hold this hearing on the merits in person, the Administrative Law Judge (ALJ) would schedule a telephonic prehearing conference to discuss the various options with the parties.

It is now necessary to schedule that telephonic prehearing conference, as it appears increasingly certain that the COVID-19 situation will not subside in time to permit the July 15 hearing on the merits to be held in person. It also remains uncertain when SOAH in-person hearings might ever resume again.

Accordingly, the ALJ will convene a **telephonic prehearing conference at 11:00 a.m. on July 11, 2020.** The ALJ will use a conference bridge for the hearing. At the time of the hearing, parties should call the dial-in number and, at the prompt, enter the conference ID number followed by the # sign.

Dial-in-toll number: (512) 807-0005
Dial-in, toll-free number: (855) 999-5357
Conference Number: 326-9916

At the present time, the ALJ anticipates converting the July 15 hearing on the merits from in-person to remote means, either telephone or the Zoom videoconferencing platform.¹ At the June 11 prehearing conference, the parties should be prepared to discuss conducting the July 15 hearing on the merits via telephone versus the Zoom platform, the logistics that would be required to conduct the hearing by either type of method, and other procedures or requirements necessary for the fair and efficient handling of the proceeding. If any party objects to conducting the July 15 hearing on the merits by remote means, they should be prepared to show good cause, either during the July 11 prehearing conference or by filing made beforehand, why the use of remote means is not feasible or in the interest of justice.

A party who experiences technical difficulties with joining the July 11 prehearing conference should contact SOAH's Docketing Division at (512) 475-4993 or SOAH Legal Secretary Tujuana Tate at (512) 475 2241 or tujana.tate@soah.texas.gov.

SIGNED May 27, 2020.


T. H. PEMBERTON

¹ For more information regarding SOAH's adaptations to the COVID-19 situation, see the latest Emergency Order issued by SOAH's Chief Administrative Law Judge, available on SOAH's website (<http://www.soah.texas.gov/emergencyNotice.html>).

ACCEPTED **2020-6496**

454-20-2639
6/8/2020 10:41 AM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Donnie Roland, CLERK

SOAH DOCKET NO. 454-20-2639.C
TDI NO. 18619

FILED
454-20-2639
6/8/2020 10:34 AM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Donnie Roland, CLERK

TEXAS DEPARTMENT OF INSURANCE, Petitioner	§ § § § § § §	BEFORE THE STATE OFFICE OF ADMINISTRATIVE HEARINGS
v.		
LATISHA DENISE ACKER, Respondent		

ORDER NO. 3
RESCHEDULING PREHEARING CONFERENCE DATE

The telephonic prehearing conference set by Order No. 2 will instead convene at **10:00 a.m. on June 17, 2020**. The dial-in information and subjects for discussion, set forth in Order No. 2, remain unchanged.

SIGNED June 8, 2020.



T H. PEMBERTON

STATE OFFICE OF ADMINISTRATIVE HEARINGS

ACCEPTED **2020-6496**
454-20-2639
6/18/2020 12:59 PM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Donnie Roland, CLERK

SOAH DOCKET NO. 454-20-2639.C
TDI NO. 18619

FILED
454-20-2639
6/18/2020 12:27 PM
STATE OFFICE OF
ADMINISTRATIVE HEARINGS
Donnie Roland, CLERK

TEXAS DEPARTMENT OF INSURANCE,	§	BEFORE THE STATE OFFICE
Petitioner	§	
	§	
v.	§	OF
	§	
LATISHA DENISE ACKER,	§	
Respondent	§	ADMINISTRATIVE HEARINGS

ORDER NO. 4
CONVERTING HEARING ON MERITS TO TELEPHONE

On June 17, 2020, beginning at 10 a.m., the Administrative Law Judge (ALJ) attempted to convene the telephonic prehearing conference prescribed by Orders No. 2 and 3. The purpose of this prehearing conference, as detailed in Order No. 2, was to address options for conducting the July 15, 2020, hearing on the merits by remote means, as the ongoing COVID-19 situation will not permit an in-person hearing to be held at that time. Respondent did not appear within fifteen minutes of the scheduled start time, so the ALJ cancelled the prehearing conference. In the absence of any input from Respondent regarding the viability of conducting the hearing via Zoom videoconferencing technology, the ALJ will proceed to convert the hearing on the merits to telephonic means.

According, it is **ORDERED** the hearing on merits, currently scheduled to convene in person at **9 a.m. on July 15, 2020**, will instead be conducted **by telephone** at the same date and time. The ALJ will use a conference bridge for the hearing. At the time of the hearing, parties should call the dial-in number and, at the prompt, enter the conference ID number followed by the # sign:

- +1 (512) 807-0005 or
 - +1 (855) 999-5357 (toll-free)
- Then enter **Conference ID 326-9916** and #

Upload Date: 20200618010119 Account Number: 4119 Upload Description: 2f884431-3cf3-4e0d-a85-9108736a967b-0

A party who experiences technical difficulties with joining the hearing should contact SOAH's Docketing Division at (512) 475-4993 or SOAH Legal Secretary Tujuana Tate at (512) 475-2241 or tujuana.tate@soah.texas.gov.

To facilitate conducting the hearing by remote means, it is further **ORDERED** that the following prehearing instructions shall be followed:

- **Prefiled Exhibits.** By July 10, 2020, the parties shall prefile all exhibits they intend to offer at the hearing on the merits,¹ and provide the exhibits to the other party. Parties shall also prefile and exchange an exhibit list. Exhibits should be numbered sequentially, and each page of each exhibit must be numbered.
- **Witness Identification.** By July 10, 2020, the parties shall file a witness list with the names and phone numbers for the witnesses they intend to call to testify during the hearing.
- **Witness Preparation.** Prior to the hearing, the parties must provide to witnesses all documents necessary for their effective participation in the hearing. Parties should also speak to the witnesses they intend to call to testify and advise them to expect a call from an unfamiliar number, and explain that they may be prompted by an automated system to join the conference call through which the hearing is being conducted.

SIGNED June 18, 2020.



**ROBERT H. PEMBERTON
ADMINISTRATIVE LAW JUDGE
STATE OFFICE OF ADMINISTRATIVE HEARINGS**

¹ Except as otherwise permitted by the SOAH Rules of Procedure, attorneys, state agencies, and other governmental entities are required after March 3, 2020 to file all documents (including documentary exhibits) electronically through eFileTexas.gov and an electronic filing service provider certified by the Texas Office of Court Administration. See 1 Tex. Admin. Code § 155.101. **If you are not represented by an attorney and you do not wish to file documents electronically, you may continue to file documents by fax or by mail addressed to SOAH, P.O. Box 13025, Austin, Texas 78711-3025; by hand-delivery to the appropriate SOAH office.** All filings should identify the SOAH Docket Number and the parties to the contested case. With respect to documents filed by mail, fax, or hand-delivery, the time and date of the submission shall be determined by the file stamp affixed by SOAH. Any questions related to filing procedures can be directed to SOAH's Docketing Division at (512) 475-4993.



IP



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: 02/14/2020
Shipped From:
Name: S BECK
Address: 333 GUADALUPE ST
City: AUSTIN
State: TX ZIP+4® 78701

Table with 2 columns: Type of Mail, Volume. Rows include Priority Mail Express, Priority Mail (0), First-Class Package Service, Returns, International, Other (2), and 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 0020 2941 43



A.ANGLIN 18619



Firm Mailing Book For Accountable Mail

2020-6496

EXHIBIT E

- 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

Name and Address of Sender

S. Beck
Texas Department of Insurance
333 Guadalupe St
Austin TX 78701

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	Addressee (Name, Street, City, State, & ZIP Code™)	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. 9214 8901 9403 8306 5794 48 A.ANGLIN 18619	LATISHA DENISE ACKER [REDACTED] HOUSTON TX 77090-6633	1.40	3.55							1.70			
2. 9214 8901 9403 8306 5786 23	LATISHA DENISE ACKER V/A [REDACTED] HOUSTON TX 77090-3394	1.40	3.55				Adult Signature Required	Adult Signature Restricted Delivery	Restricted Delivery	Return Receipt	Signature Confirmation	Signature Confirmation Restricted Delivery	Special Handling

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

RECEIVED
FEB 18 2020
TDI - ENFORCEMENT



Total Number of Pieces Listed by Sender: 2

Total Number of Pieces Received at Post Office: 2

Postmaster, Per (Name of receiving employee): *SK*



From: [Latisha Acker](#)
To: [Allison Anglin](#)
Subject: Re: TDI v. Latisha Denise Acker
Date: Monday, April 20, 2020 3:59:28 PM

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown or unexpected emails.

no i did not

From: Allison Anglin <Allison.Anglin@tdi.texas.gov>
Sent: Monday, April 20, 2020 2:58 PM
To: Latisha Acker [REDACTED]
Subject: RE: TDI v. Latisha Denise Acker

ALERT: This message originated outside of Aon's network. **BE CAUTIOUS** before clicking any link or attachment.

Did you receive the notice of hearing and original petition when it was mailed to you?

Allison J. Anglin
Staff Attorney
Enforcement Division
O: 512-676-6359 | F: 512-490-1020

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This e-mail and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to which they are addressed. This communication contains material protected by the attorney-client or other privileges. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, immediately delete same and contact the sender.

From: Latisha Acker [REDACTED]
Sent: Monday, April 20, 2020 12:19 PM
To: Allison Anglin <Allison.Anglin@tdi.texas.gov>
Subject: Re: TDI v. Latisha Denise Acker

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Any of those dates are fine

2020-6496

From: Allison Anglin <Allison.Anglin@tdi.texas.gov>
Sent: Monday, April 20, 2020 9:54 AM
To: Latisha Acker [REDACTED]
Subject: RE: TDI v. Latisha Denise Acker

ALERT: This message originated outside of Aon's network. **BE CAUTIOUS** before clicking any link or attachment.

Ms. Acker:

Thank you for contacting me last week. I am including the link to the website we discussed during our call: <http://www.soah.texas.gov/Representing-Yourself/index.html>. I am in the process of drafting the motion for continuance to move the hearing date from May 12, 2020 at 9am to a later date. My 3 proposed dates are: **July 14, 15, or 16** of 2020. Please let me know if you are opposed or not opposed to these dates as options for the Court by Wednesday at noon.

Allison

Allison J. Anglin
Staff Attorney
Enforcement Division
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From: Allison Anglin
Sent: Monday, April 13, 2020 3:17 PM
To: [REDACTED]
Subject: TDI v. Latisha Denise Acker

Ms. Acker:

Please see attached the Texas Department of Insurance's Notice of Hearing and Original Petition. The department mailed a Notice of Hearing and copy of the Original Petition in

2020-6496

this matter to you at your last known address by regular U.S. mail and certified mail, return receipt requested, on February 14, 2020. As of the date, you have not filed a written response to the Notice of Hearing.

I intend to file a motion for continuance in this matter due to COVID-19 and request that the hearing not be reset, but to ask for a status report in 60 days if I do not hear from you by Wednesday at noon. Please contact me if you have any questions.

Allison

Allison J. Anglin

Staff Attorney

Enforcement Division

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