

No. 2020-6598

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

**Date:** 12/10/2020

**Subject Considered:**

Shaqueen Walker  
[REDACTED]  
Bastrop, TX 78602-7702

Default Order  
SOAH Docket No. 454-21-0557  
TDI Enforcement File No. 21493

**General remarks and official action taken:**

The subject of this default order is whether a general lines agent license should be issued to Shaqueen Walker (Respondent). Respondent did not respond to a Notice of Hearing filed by the Texas Department of Insurance. This order denies Respondent's license application.

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

**Findings of Fact**

Failure to Respond to Notice of Hearing

1. On November 3, 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.

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Commissioner's Order

Shaqueen Walker

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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] Bastrop, TX 78602-7702.
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, 4005.102, and 4101.051; 28 TEX. ADMIN. CODE § 1.502; TEX. OCC. CODE §§ 53.021 – 53.023; 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.

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## Order

It is ordered that Shaquene Walker's application is denied. 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

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

Prepared and reviewed by:



Nancy Williams, Staff Attorney  
Enforcement Division

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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 Shaqueen Walker. I have confirmed that:

- a. The last mailing address provided to the department in writing by Shaqueen Walker is [REDACTED], Bastrop, TX 78602-7702.
- b. The file maintained by the Enforcement Division contains a Notice of Hearing and Original Petition dated November 3, 2020, which were filed with the State Office of Administrative Hearings.
- c. On November 3, 2020, the Notice of Hearing and Original Petition addressed to Shaqueen Walker were mailed certified, return receipt requested, to her last known address.

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

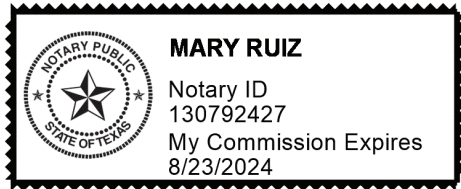
DocuSigned by:  
  
334F6429540C40B...  
Affiant

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Commissioner's Order  
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SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 11/23/2020. This notarial act was an online notarization.

## Notary Seal



## Digital Certificate

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

**2020-6598**

ACCEPTED  
454-21-0557  
11/03/2020 2:10 PM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Donnie Roland, CLERK

FILED  
454-21-0557  
11/3/2020 1:42 PM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Donnie Roland, CLERK

**SOAH DOCKET NO. 454-21-0557  
TDI ENFORCEMENT FILE NO. 21493**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**SHAQUEEN WALKER,**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

**NOTICE OF HEARING**

The Texas Department of Insurance seeks to deny your license application. 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, March 2, 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.**



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Notice of Hearing

Shaqueen Walker

SOAH Docket No. 454-21-0557

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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 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 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) 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) Nancy Williams, Staff Attorney  
Texas Department of Insurance  
Enforcement Division, MC110-1A  
P.O. Box 149104

## **2020-6598**

Notice of Hearing  
Shaqueen Walker  
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Austin, Texas 78714-9104  
(512) 490-1020 (Fax)  
Nancy.Williams@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  
Shaqueen Walker  
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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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Nancy Williams  
State Bar No. 24058175  
Texas Department of Insurance  
Enforcement Division, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104  
(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, Enforcement Division, MC-110-1A  
Whitney Fraser, Litigation Director, Enforcement Division, MC-110-1A  
Administrative Review, MC107-1A

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Notice of Hearing

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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 certified mail, return receipt requested, on this 3rd day of November, 2020 to:

Shaqueen Walker

[REDACTED]

Bastrop, TX 78602-7702

*Respondent Pro Se*

Via CM/RRR No.: 9214 8901 9403 8324 3349 82



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Nancy Williams

**SOAH DOCKET NO. 454-21-  
TDI ENFORCEMENT FILE NO. 21493**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**SHAQUEEN WALKER,**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

**ORIGINAL PETITION**

The Texas Department of Insurance seeks to deny Shaqueen Walker's license application. 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, 4005.102, and 4051.051; 28 TEX. ADMIN. CODE § 1.502; TEX. OCC. CODE §§ 53.021 – 53.023; and TEX. GOV'T CODE §§ 2001.051-2001.178.

**Factual Allegations**

Licensing Application

1. Shaqueen Walker (Walker) submitted an application for a general lines property and casualty license to the Texas Department of Insurance (TDI) on April 1, 2019.
2. On June 13, 2019, TDI proposed to deny the license based on Walker's criminal history.
3. On June 27, 2019, Walker requested a hearing on this matter.

**EXHIBIT**

**B**

Criminal History

4. On May 30, 2007, Walker was Indicted for three counts of aggravated robbery with a deadly weapon, a first-degree felony offense, in the 403<sup>rd</sup> Judicial District of Travis County, Texas. The case was transferred to the 427<sup>th</sup> District where Walker pleaded guilty on December 15, 2008, to the lesser included offense of robbery, a second-degree felony, in exchange for seven years deferred adjudication in Cause No. 202521. Walker was released from deferred adjudication community supervision on December 16, 2015. Walker failed to provide the department with evidence that she paid the \$2,600 Court ordered restitution.

**Legal Allegation**

1. Walker's offense in Cause No. 202521 may be considered a felony conviction, for the purpose of licensing, because she completed the period of supervision less than five years before the date she applied for the license, as contemplated under TEX. OCC. CODE § 53.021(d)(1)(B)(i), and the department determined that she may pose a continued threat to public safety, as contemplated under TEX. OCC. CODE § 53.021(d)(2)(A).
2. Walker has been convicted of a felony as contemplated under TEX. INS. CODE § 4005.101(b)(8) and TEX. OCC. CODE § 53.021.
3. Walker has engaged in fraudulent or dishonest acts or practices as contemplated by TEX. INS. CODE § 4005.101(b)(5).
4. Department guidelines, 28 TEX. ADMIN. CODE § 1.502(c)-(e), emphasize that the department:
  - a. considers it very important that applicants be honest, trustworthy, and reliable;
  - b. may refuse to issue an original license if the department determines that the applicant has committed a felony or misdemeanor that directly relates to the duties and responsibilities of the licensed occupation;
  - c. considers the offense of robbery to be of such a serious nature that it is of prime importance when determining fitness for licensure.

**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. denying Walker's license application 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,



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Nancy Williams  
State Bar No. 24058175  
Texas Department of Insurance  
Enforcement Division, MC110-1A  
P.O. Box 149104  
Austin, Texas 78714-9104  
(512) 676-6338 (Direct)  
(512) 490-1020 (Fax)  
Nancy.Williams@tdi.texas.gov

ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE

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# 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: 11/03/2020

Shipped From:

Name: MC 110-1A M RUIZ

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 0025 1009 06

WILLIAMS/21493

EXHIBIT

C



Firm Mailing Book For Accountable Mail

Name and Address of Sender

MC 110-1A M RUIZ
Texas Department of Insurance
333 Guadalupe St
Austin Tx 78701

Affix Stamp Here

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

2020-6598

- 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 8324 3349 82

WILLIAMS/21493

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

SHAQUEEN WALKER
BASTROP, TX 78602-7702

Postage

1.40

Insured Value

Actual Value if Registered

Handling Charge

(Extra Service) Fee

3.55

Due Sender if COD

ASR Fee

ASRD Fee

RD Fee

RR Fee

SC Fee

SCRD Fee

Special Handling Fee

1.70

Signature Confirmation Restricted Delivery

Signature Confirmation

Return Receipt

Restricted Delivery

Adult Signature Restricted Delivery

Adult Signature Required

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

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

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

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

Total Number of Pieces Listed by Sender
1

Postmaster, Per (Name of receiving employee)








**2020-6598**

## Tracking History

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Tracking #: 9214890194038324334982

Recipient: SHAQUEEN WALKER  
[REDACTED]  
BASTROP, TX 78602-7702

Date & Time	Event Type	Event	Event Location
11/03/2020 13:14		PRE-SHIPMENT INFO SENT USPS AWAITS ITEM	AUSTIN, TX, 78701
11/03/2020 21:15		ORIGIN ACCEPTANCE	AUSTIN, TX, 78701
11/03/2020 22:30		PROCESSED THROUGH USPS FACILITY	AUSTIN, TX, 78710
11/04/2020 02:56		PROCESSED THROUGH USPS FACILITY	AUSTIN, TX, 78710
11/04/2020 07:01		ARRIVAL AT UNIT	BASTROP, TX, 78602
11/04/2020 07:12		OUT FOR DELIVERY	BASTROP, TX, 78602
11/04/2020 13:51		DELIVERED LEFT WITH INDIVIDUAL	BASTROP, TX, 78602