

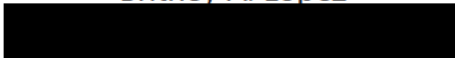
No. 2023-7953

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

**Date:** 05/11/2023

**Subject Considered:**

Britney A. Lopez

  
Spring, Texas 77389-2210

Default Order  
SOAH Docket No. 454-23-16070  
TDI Enforcement File No. 28742

**General remarks and official action taken:**

This is a default order taken against Britney A. Lopez (Respondent) because she: engaged in fraudulent or dishonest acts or practices; directly or indirectly assisted and allowed an unlicensed individual and two corporations to engage in acts constituting the business of insurance without licensure; and, paid an unlicensed person a commission or other valuable consideration for services performed by that unlicensed person as an agent. Respondent did not respond to a Notice of Hearing filed by the Texas Department of Insurance. This order revokes Respondent's license and orders Respondent to cease and desist from directly or indirectly assisting Candace Marie Segall, BRL Insurance Agency, LLC, and G&J Insurance Agency, LLC, with engaging in the business of insurance. Further, Respondent is ordered to cease and desist paying Candace Marie Segall any commissions or other valuable consideration for any service performed by her as an agent.

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

# 2023-7953

Commissioner's Order

Britney A. Lopez

SOAH Docket No. 454-23-16070

Page 2 of 5

## Findings of Fact

### Failure to Respond to Notice of Hearing

1. On April 4, 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.
3. The department sent the Notice of Hearing and Original Petition to Respondent's last known address provided in writing to the department, [REDACTED], [REDACTED], Spring, Texas 77389-2210. The Notice of Hearing and Original Petition were also sent by electronic mail and to two additional addresses associated with Respondent: [REDACTED], Spring, Texas 77386; and [REDACTED], [REDACTED], Edinburg, Texas 78541.
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, 101.001, 101.051, 101.101-101.103, 4001.002, 4001.051, 4005.101, 4005.102, 4051.051, 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.
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.

# 2023-7953

Commissioner's Order

Britney A. Lopez

SOAH Docket No. 454-23-16070

Page 3 of 5

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 Britney A. Lopez are revoked.

It is further ordered that Britney A. Lopez cease and desist from directly or indirectly assisting:

1. Candace Marie Segall with engaging in the business of insurance, and to cease and desist paying Candace Marie Segall any commissions or other valuable consideration for any service performed by her as an agent;
2. BRL Insurance Agency, LLC, with engaging in the business of insurance; and
3. G&J Insurance Agency, LLC, with engaging in the business of insurance.

A copy of this order will be provided to law enforcement or other appropriate administrative agencies for further investigation as may be warranted.

DocuSigned by:  
  
FC5D7EDDFB4F8...

---

Cassie Brown  
Commissioner of Insurance

Prepared and reviewed by:



---

Anna Kalapach, Staff Attorney  
Enforcement

# 2023-7953

Commissioner's Order  
Britney A. Lopez  
SOAH Docket No. 454-23-16070  
Page 4 of 5

## Affidavit

**STATE OF TEXAS**           §  
  §  
**COUNTY OF TRAVIS**       §

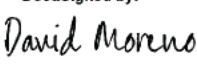
Before me, the undersigned authority, personally appeared David Moreno, who, being by me duly sworn, deposed as follows:

"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 Britney A. Lopez. I have confirmed that:

- a. The last mailing address provided to the department in writing by Britney A. Lopez is [REDACTED], Spring, Texas 77389-2210.
- b. The file maintained by Enforcement contains a Notice of Hearing dated April 4, 2023, and an Original Petition dated April 3, 2023, which were filed together with the State Office of Administrative Hearings on April 4, 2023.
- c. On April 4, 2023, the Notice of Hearing and Original Petition addressed to Britney A. Lopez were mailed first-class and certified, return receipt requested, to her last known address and two additional addresses: [REDACTED], Spring, Texas 77386; and [REDACTED], Edinburg, Texas 78541.

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

DocuSigned by:  
  
00196A2A2FB74EB...  
Affiant

# 2023-7953

Commissioner's Order

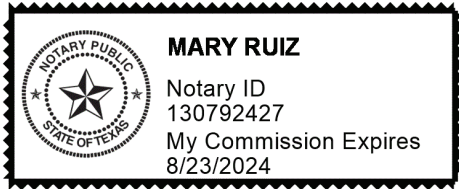
Britney A. Lopez

SOAH Docket No. 454-23-16070

Page 5 of 5

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 4/27/2023. This notarial act was an online notarization.

## Notary Seal



## Digital Certificate

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

Notary Public State of Texas

FILED **2023-7953**  
454-23-16070  
4/4/2023 2:10 PM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Crystal Rosas, CLERK

ACCEPTED  
454-23-16070  
4/4/2023 2:31:01 pm  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Crystal Rosas, CLERK

**SOAH DOCKET NO. 454-23-16070**  
**TDI ENFORCEMENT FILE NO. 28742**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**BRITNEY A. LOPEZ,**

**Respondent**

**BEFORE THE STATE OFFICE**

**OF**

**ADMINISTRATIVE HEARINGS**

**NOTICE OF HEARING**

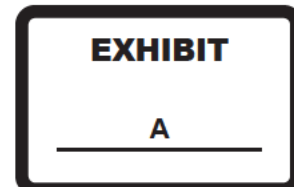
The Texas Department of Insurance seeks to take disciplinary action against you. This Notice of Hearing and the Original Petition, which is attached and incorporated for all purposes, states the allegations against you and the relief sought by the Department.

A public hearing will be held before an Administrative Law Judge on **Wednesday, November 15, 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.**



## 2023-7953

Notice of Hearing

Britney A. Lopez

SOAH Docket No. 454-23-16070

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 AND ISSUANCE OF A CEASE AND DESIST ORDER, 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 AND ISSUANCE OF A CEASE AND DESIST ORDER, 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
  
- (3) *(by mail, fax, or email)*  
Anna Kalapach, Staff Attorney  
Texas Department of Insurance  
Enforcement, MC ENF

## 2023-7953

Notice of Hearing

Britney A. Lopez

SOAH Docket No. 454-23-16070

Page 3 of 5

P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 490-1020 (Fax)  
anna.kalapach@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.**



## 2023-7953

Notice of Hearing

Britney A. Lopez

SOAH Docket No. 454-23-16070

Page 4 of 5

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

Respectfully Submitted,



---

Anna Kalapach

State Bar No. 24083290

Texas Department of Insurance

Enforcement, MC ENF

P.O. Box 12030

Austin, Texas 78711-2030

(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, Fraud and Enforcement Division, MC ENF  
Rachel Cloyd, Litigation Director, Enforcement, MC ENF  
Administrative Review, MC CO-AAL

**2023-7953**

Notice of Hearing  
Britney A. Lopez  
SOAH Docket No. 454-23-16070  
Page 5 of 5

**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 4th day of April, 2023 to:

Britney A. Lopez  
[Redacted]  
Spring, TX 77389-2210  
*Respondent Pro Se*

*Via First Class Mail*  
*Via CM/RRR No.:* 9214 8901 9403 8309 7042 12  
*Via Email to:*  
[Redacted] and  
[Redacted]

Britney A. Lopez  
[Redacted]  
Spring, TX 77386

*Via First Class Mail*  
*Via CM/RRR No.:* 9214 8901 9403 8309 7042 98

Britney A. Lopez  
[Redacted]  
Edinburg, TX 78541

*Via First Class Mail*  
*Via CM/RRR No.:* 9214 8901 9403 8309 7044 10



---

Anna Kalapach

**2023-7953**

SOAH DOCKET No. 454-23-16070

FILED  
454-23-16070  
4/3/2023 10:24 AM  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Carol Hale, CLERK

**SOAH DOCKET NO. 454-\_\_\_\_\_**  
**TDI ENFORCEMENT FILE NO. 28742**

**TEXAS DEPARTMENT OF INSURANCE,**

**Petitioner**

**v.**

**BRITNEY A. LOPEZ,**

**Respondent**

**BEFORE THE STATE OFFICE**

ACCEPTED  
454-23-16070  
4/3/2023 10:37:59 am  
STATE OFFICE OF  
ADMINISTRATIVE HEARINGS  
Carol Hale, CLERK

**OF**

**ADMINISTRATIVE HEARINGS**

**ORIGINAL PETITION**

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

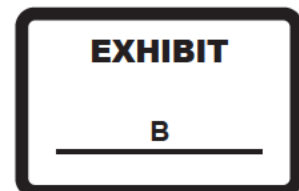
**Jurisdiction**

The Commissioner of Insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051-82.055, 101.001, 101.051, 101.101-101.103, 4001.002, 4001.051, 4005.101, 4005.102, 4051.051, 4054.051, and TEX. GOV'T CODE §§ 2001.051-2001.178.

**Factual Allegations**

Licensure

1. Britney A. Lopez (Lopez), individual identification number 1583915, holds a general lines agent license with a property and casualty qualification issued by the department on April 26, 2016.
2. The department issued a life, accident, and HMO qualification to Lopez on June 29, 2017.



## 2023-7953

Original Petition

Britney A. Lopez

Page 2 of 6

### Assisted Unlicensed Person with Engaging in the Business of Insurance

3. On or about September 22, 2018, Lopez obtained appointments with Allstate Insurance Company and affiliates (Allstate). As a captive Allstate agent, Lopez operated an Allstate agency and employed individuals at that agency.
4. On July 9, 2020, Lopez hired Candace Marie Segall (Segall) as a sales producer.
5. On October 14, 2020, the department sought the revocation of Segall's license by filing a Notice of Hearing and Original Petition in SOAH Docket No. 454-21-0383.C.
6. On November 12, 2020, the Texas Commissioner of Insurance issued Commissioner's Order No. 2020-6558 which revoked any insurance licenses held by Segall.
7. On November 20, 2020, Segall submitted a request for rehearing to TDI. Segall's request for rehearing was denied on January 5, 2021, by Commissioner's Order No. 2021-6636.
8. Segall lost binding authority with Allstate because her license was revoked.
9. Beginning on November 14, 2020, through at least March 2021, Lopez circumvented Segall's lack of licensure and authority by assisting Segall with performing the acts of an agent.
10. During that time, Lopez and employees/persons under Lopez's direction and control, assisted Segall with engaging in the business of insurance. Specifically, they assisted Segall with soliciting, quoting, and binding Allstate policies, which Segall was not authorized or licensed to solicit, quote, or bind.
11. Between December 29, 2020, and March 23, 2021, Lopez received sales alert emails informing her that Segall sold numerous automobile and homeowners policies to insureds through Lopez's agency.
12. On February 9, 2021, Lopez emailed Segall to discuss policies Segall sold and asked Segall whether there was anything Lopez could do to assist Segall with "closing" more policies.

## 2023-7953

Original Petition

Britney A. Lopez

Page 3 of 6

13. On February 24, 2021, Segall asked one of her coworkers at Lopez's agency to help Segall circumvent her lack of binding authority and licensure. Segall provided the coworker with information necessary to assist Segall with issuing and binding a homeowners policy for a Texas consumer, R.C. The coworker, under Lopez's direction and control, then assisted Segall with issuing and binding R.C.'s policy.
14. On February 25, 2021, Segall asked Lopez to bind a homeowners policy for a Texas consumer, I.B. Lopez assisted Segall and obtained the information necessary to bind the policy from Segall and bound it.
15. On March 10, 2021, Lopez emailed her staff, including Segall, requesting information regarding their commissions. Segall responded to the email with an explanation of her February 2021 commissions. Segall requested \$1,308.65 in commissions from Lopez, including:
  - a. \$266.62 in commissions for selling R.C.'s homeowners policy; and
  - b. \$117.65 in commissions for selling I.B.'s homeowners policy.
16. On March 17, 2021, Lopez acknowledged Segall was due commissions, arguing that Segall's February commissions were less and closer to \$904.40, including:
  - a. \$187.68 in commissions for R.C.'s policy; and
  - b. \$84.13 in commissions for I.B.'s policy.
17. On July 7, 2021, Segall separated from employment with or otherwise working for Lopez's agency.
18. On October 4, 2021, Lopez falsely represented to Allstate that the last time Segall received a commission payment was in November 2020. In fact, Lopez negotiated commission payments with Segall as late as March 2021.
19. On November 10, 2021, Allstate canceled Lopez's appointment for cause.

Operation of Two Unlicensed Agencies

*BRL Insurance Agency, LLC*

20. On January 28, 2022, Lopez formed an entity called BRL Insurance Agency, LLC (BRL). Texas Secretary of State records show that Lopez and Jose Lopez are the managing members of BRL.
21. BRL holds no insurance license or other authorization to engage in the business of insurance in Texas. BRL is not exempt or excepted from licensure or authorization to engage in the business of insurance.
22. Upon information and belief, Jose Lopez also may not hold an insurance license or other authorization to engage in the business of insurance in Texas. Jose Lopez is not exempt or excepted from licensure or authorization to engage in the business of insurance.
23. BRL advertises on <https://navsav.com/locations/>, a website which appears to be run by a licensed managing general agency, Navsav, LLC (Navsav). The website is active, fully operational, and viewable by citizens of Texas.
24. Navsav's website states that BRL is one of Navsav's locations and solicits insurance business in Texas.

*G&J Insurance Agency, LLC*

25. On June 2, 2022, Lopez formed an entity called G&J Insurance Agency, LLC (G&J). Texas Secretary of State records show that Lopez is the sole managing member of G&J.
26. G&J holds no insurance license or other authorization to engage in the business of insurance in Texas. G&J is not exempt or excepted from licensure or authorization to engage in the business of insurance.
27. G&J's website, [REDACTED] (G&J's Website), is active, fully operational, and viewable by citizens of Texas. The website solicits and states it will provide quotes for automobile insurance, homeowners insurance, commercial insurance, and flood insurance to Texas residents.

**Legal Allegations**

1. Lopez has engaged in fraudulent or dishonest acts or practices, in violation of TEX. INS. CODE § 4005.101(b)(5).
2. Lopez violated TEX. INS. CODE §§ 101.102(a), 4001.101, and 4001.105 by directly or indirectly assisting and allowing Segall, a person who does not hold an insurance license, with engaging in acts constituting the business of insurance, as those acts are defined in TEX. INS. CODE §§ 101.051, 4001.003(1), and 4001.051.
3. Lopez violated TEX. INS. CODE § 101.102(a), 4001.101, and 4001.106 by directly or indirectly assisting unlicensed corporations, G&J Insurance Agency, LLC, and BRL Insurance Agency, LLC, with engaging in acts constituting the business of insurance without a license or authorization, as those acts are defined in TEX. INS. CODE §§ 101.051, 4001.003(1), and 4001.051.
4. Lopez violated TEX. INS. CODE § 4005.053(a) by paying an unlicensed person, Segall, a commission or other valuable consideration for services performed by that unlicensed person as an agent.

**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 Britney A. Lopez’s license;
2. ordering Britney A. Lopez to cease and desist from directly or indirectly assisting:
  - a. Candace Marie Segall with engaging in the business of insurance, and to cease and desist paying Candace Marie Segall any commissions or other valuable consideration for any service performed by her as an agent;
  - b. BRL Insurance Agency, LLC with engaging in the business of insurance;
  - c. G&J Insurance Agency, LLC with engaging in the business of insurance; and

3. 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, MC ENF  
P.O. Box 12030  
Austin, Texas 78711-2030  
(512) 676-6326 (Direct)  
(512) 490-1020 (Fax)  
anna.kalapach@tdi.texas.gov  
ATTORNEY FOR THE PETITIONER  
TEXAS DEPARTMENT OF INSURANCE



**2023-7953**

**Automated Certificate of eService**

This automated certificate of service was created by the e filing system. The filer served this document via email generated by the e filing 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 Anna Kalapach  
Bar No. 24083290  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 74256355  
Filing Code Description: Request to Docket  
Filing Description: Docket Request  
Status as of 4/3/2023 10:40 AM CST

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	4/3/2023 10:24:25 AM	SENT

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Anna Kalapach		Anna.Kalapach@tdi.texas.gov	4/3/2023 10:24:25 AM	SENT
Rachel Cloyd		Rachel.Cloyd@tdi.texas.gov	4/3/2023 10:24:25 AM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	4/3/2023 10:24:25 AM	SENT

Associated Case Party: BRITNEY A. LOPEZ

Name	BarNumber	Email	TimestampSubmitted	Status
BRITNEY A. LOPEZ		[REDACTED]	4/3/2023 10:24:25 AM	SENT
Britney A. Lopez		[REDACTED]	4/3/2023 10:24:25 AM	SENT

**2023-7953**

**Automated Certificate of eService**

This automated certificate of service was created by the e filing system. The filer served this document via email generated by the e filing 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 Anna Kalapach  
Bar No. 24083290  
Enforcementgeneral@tdi.texas.gov  
Envelope ID: 74322387  
Filing Code Description: Notice of Hearing  
Filing Description: Notice of Hearing and Original Petition  
Status as of 4/4/2023 2:31 PM CST

Associated Case Party: Texas Department of Insurance

Name	BarNumber	Email	TimestampSubmitted	Status
Rachel Cloyd		Rachel.Cloyd@tdi.texas.gov	4/4/2023 2:10:19 PM	SENT
Anna Kalapach		Anna.Kalapach@tdi.texas.gov	4/4/2023 2:10:19 PM	SENT
Texas Department of Insurance		Enforcementgeneral@tdi.texas.gov	4/4/2023 2:10:19 PM	SENT
Leah Gillum		Leah.Gillum@tdi.texas.gov	4/4/2023 2:10:19 PM	SENT
Catarina Tapia		Catarina.Tapia@tdi.texas.gov	4/4/2023 2:10:19 PM	SENT

Associated Case Party: Chief Clerk

Name	BarNumber	Email	TimestampSubmitted	Status
Chief Clerk		ChiefClerk@tdi.texas.gov	4/4/2023 2:10:19 PM	SENT

Associated Case Party: BRITNEY A. LOPEZ

Name	BarNumber	Email	TimestampSubmitted	Status
BRITNEY A. LOPEZ		[REDACTED]	4/4/2023 2:10:19 PM	SENT
Britney A. Lopez		[REDACTED]	4/4/2023 2:10:19 PM	SENT

Firm Mailing Book For Accountable Mail



Name and Address of Sender

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

ENF

USPS Tracking/Article Number

9214 8901 9403 8309 7042 12

ANNA/28742

9214 8901 9403 8309 7042 98

9214 8901 9403 8309 7044 10

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

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

BRITNEY A. LOPEZ  
[REDACTED]  
SPRING, TX 77389-2210

BRITNEY A. LOPEZ  
[REDACTED]  
SPRING, TX 77386

BRITNEY A. LOPEZ  
[REDACTED]  
EDINBURG, TX 78541

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
0.84	4.15								2.10			
0.84	4.15								2.10			
0.84	4.15								2.10			
		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

RECEIVED  
APR 05 2023  
TDL - ENFORCEMENT



Total Number of Pieces  
Listed by Sender 3

Postmaster, Per (Name of receiving employee)

[Signature]

Complete in Ink

EXHIBIT  
C



**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: 04/04/2023  
 Shipped From:  
 Name: MC ENF M RUIZ  
 Address: 1601 CONGRESS AVENUE SUITE 6 900  
 City: AUSTIN  
 State: TX ZIP+4® 78711

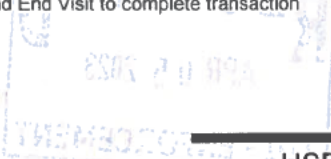
Type of Mail	Volume
Priority Mail Express®	
Priority Mail®	0
First-Class Package Service®	
Returns	
International*	
Other	3
Total	3

\*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.

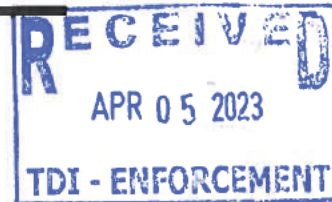


USPS SCAN AT ACCEPTANCE



9275 0901 1935 6200 0043 5057 76

ANNA/28742



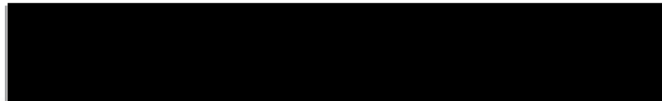
Date Produced: 04/10/2023

ConnectSuite Inc.:

The following is the delivery information for Certified Mail™/RRE item number 9214 8901 9403 8309 7044 10. Our records indicate that this item was delivered on 04/06/2023 at 08:40 a.m. in EDINBURG, TX 78541. The scanned image of the recipient information is provided below.

Signature of Recipient : *Brittany A. Lopez*  
*Brittany A. Lopez*

Address of Recipient :

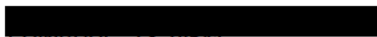


Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,  
United States Postal Service

The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use.

This USPS proof of delivery is linked to the customers mail piece information on file as shown below:

  
EDINBURG, TX 78541

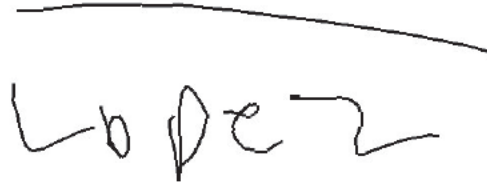
Customer Reference Number: C4102553.24470435  
Return Reference Number ANNA/28742

Date Produced: 04/10/2023

ConnectSuite Inc.:

The following is the delivery information for Certified Mail™/RRE item number 9214 8901 9403 8309 7042 12. Our records indicate that this item was delivered on 04/06/2023 at 01:28 p.m. in SPRING, TX 77389. The scanned image of the recipient information is provided below.

Signature of Recipient :



A handwritten signature in black ink, appearing to read "Lopez", is written over a horizontal line. The signature is cursive and includes a horizontal stroke at the end.

Address of Recipient :

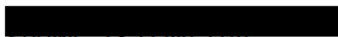


Thank you for selecting the Postal Service for your mailing needs. If you require additional assistance, please contact your local post office or Postal Service representative.

Sincerely,  
United States Postal Service

The customer reference number shown below is not validated or endorsed by the United States Postal Service. It is solely for customer use.

This USPS proof of delivery is linked to the customers mail piece information on file as shown below:



SPRING, TX 77389-2210

Customer Reference Number: C4102553.24470433  
Return Reference Number ANNA/28742

2023-7953



Name and Address of Sender  
 Texas Dept of Insurance  
 Mail Code ENF  
 1801 Congress Avenue, Suite 6,900  
 Austin TX 78711  
 Mary Ruiz  
 April 4, 2023

ENF

USPS Tracking/Article Number	Address (Name, Street, City, State, & Zip Code)	Postage
ANNA28742	BRITNEY A. LOPEZ [REDACTED] SPRING, TX 77389-2210	84
	BRITNEY A. LOPEZ [REDACTED] SPRING, TX 77386	84
	BRITNEY A. LOPEZ [REDACTED] EDINBURG, TX 78541	84

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

RECEIVED  
 APR 05 2023  
 TDI - ENFORCEMENT

PS

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

Handling Ch.	Actual Value	Insured Value	Postage	ASR Fee	ASRD Fee	RD Fee	RR Fee	SC Fee	SCRD Fee
	\$50,000 in value		84						
Adult Signature Req.									
Adult Signature Restricted De.									
Restricted Delivery									
Return Receipt									
Signature Confirmation									
Signature Confirmation Restricted Delivery									
Special Handling									

OFFICIAL BUSINESS  
 STATE OF TEXAS  
 PENALTY FOR PRIVATE USE

neopost  
 04/04/2023  
 US POSTAGE \$001.629  
 ZIP 78701  
 041M1252405

Firm Mailing Book For Accountable Mail

EXHIBIT  
 D

Privacy Note: For more information on USPS privacy policies, visit usps.com/privacy-policy.