OFFICIAL ORDER
of the
TEXAS COMMISSIONER OF INSURANCE

Subject Considered:

ZENAIDA CORDERO
P.O. Box 1181
La Feria, TX 78559

DEFAULT ORDER
SOAH DOCKET NO. 454–15–4052.C
ENFORCEMENT FILE NO. 8432

General Remarks and Official Action Taken:

The commissioner of insurance considers whether disciplinary action should be taken against Zenaida Cordero.

FINDINGS OF FACT

1. According to Texas Department of Insurance records, Zenaida Cordero, individual identification no. 883192, holds a life, accident, health and HMO license issued June 17, 2010.

2. TDI records show the last mailing address Cordero provided to the department is P.O. Box 1181, La Feria, Texas 78559.

3. On June 9, 2015, TDI sent a notice of hearing to Cordero’s last known mailing address.

4. Cordero failed to file a written response to the notice of hearing within 20 days of the date the notice of hearing was mailed.

5. On May 9, 2014, the Reliable Life Insurance Company terminated Cordero’s employment. On May 13, 2014, Reliable cancelled all of Cordero’ appointments with it and all affiliated companies.

6. Between May 2014, and June 2014, Cordero collected premiums of $2,332.40 from policyholders, but failed to remit them to Reliable. To date none of the premiums collected by Cordero from these policyholders have been remitted to Reliable.

7. Cordero collected: 10 monthly premium payments from Raul Martinez for a total of $995.50; nine monthly premium payments from Prudence Resendiz for a total of $256.50;
three monthly premium payments from Irma Vela for total of $84.15; and 11 monthly
premium payments from Yolanda Lara for a total of $167.75. In each of these instances,
Cordero collected the premium payments for the purchase of life insurance coverage and
failed to remit any of the collected premiums to Reliable. In each instance, she
misappropriated and converted the collected premiums to her own use.

8. Furthermore, Cordero collected premiums from several other customers for the purchase
of life insurance from Reliable. Cordero failed to forward any of these collected premiums
to Reliable. Cordero misappropriated and converted the collected insurance premiums to
her own use.

CONCLUSIONS OF LAW

1. The commissioner has jurisdiction over this matter pursuant to TEX. INS. CODE
§§ 82.051 – 82.055, 84.021 – 84.022, 4001.002, 4005.101, 4005.102, and 4054.051; and

2. The commissioner has the 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. Based on 28 TEX. ADMIN. CODE § 19.906, Cordero’s last known address is presumed to
be P.O. Box 1181, La Feria, TX 78559.

4. TDI mailed a notice of hearing to Cordero’s last known mailing address as required by 28
TEX. ADMIN. CODE §§ 1.28(c) and 1.88(c); 1 TEX. ADMIN. CODE § 155.401; and TEX.

5. TDI’s allegations in the notice of hearing, as set out in findings of fact nos. 5–8, are
deemed admitted as true pursuant to 28 TEX. ADMIN. CODE § 1.89.

6. Cordero willfully violated an insurance law of the state of Texas according to TEX. INS.
CODE § 4005.101(b)(1).

7. Cordero misappropriated, converted to her own use, and illegally withheld money
belonging to an insurer, as prohibited by TEX. INS. CODE § 4005.101(b)(4).

8. Cordero engaged in fraudulent and dishonest acts or practices, as contemplated in TEX.
INS. CODE § 4005.101(b)(5).

The commissioner of insurance orders that the general lines life, accident, health and HMO
license held by Zenaida Cordero is revoked. The commissioner orders Cordero to pay
$2,332.40 in restitution to Reliable within 30 days from the date of this order. Cordero must
send written proof of payment of restitution in full to the Texas Department of Insurance, Attn:
Catherine Bell, or her successor, Enforcement Section, MC 110-1A, P.O. Box 149104, Austin, TX 78714-9104.

David O. Mattax
Commissioner of Insurance
STATE OF TEXAS

COUNTY OF TRAVIS

Affidavit

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

“My name is Judy Lopez 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 Zenaida Cordero and I have confirmed that:

(1) The last mailing address provided to the department by Zenaida Cordero in writing was P.O. Box 1181, La Feria, TX 78559.

(2) The file maintained by the Enforcement Section of the Compliance Division contains a notice of hearing dated June 9, 2015, filed with the State Office of Administrative Hearing.

(3) A certified letter, return receipt requested, and a first class mailing, both containing a notice of hearing addressed to Zenaida Cordero’s last known address, were deposited in the United States mails.

Copies of the certified and first class mail logs are attached as exhibits A and B.”

[Signature]
Affiant

SWORN TO AND SUBSCRIBED before me on August 10, 2015.

[Notary Stamp]
[Notary Public, State of Texas]