Official Order of the Texas Commissioner of Insurance

Date: <u>05/11/2023</u>

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:

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,
 , 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:
 , Spring, Texas 77386; and
 , 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.

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.

FC5D7EDDFFBB4F8...

DocuSigned by:

Cassie Brown

Commissioner of Insurance

Prepared and reviewed by:

Anna Kalapach, Staff Attorney

Enforcement

A Kalyce

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 , 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:

 , 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: | |
|-----------------|--|
| David Moreno | |
| 00196A2A2FB74EB | |
| Affiant | |

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 $\frac{4/27/2023}{}$. This notarial act was an online notarization.

Notary Seal



Digital Certificate

Mary Ruiz
795DC4D59167489...

Notary Public State of Texas

STATE OFFICE OF ADMINISTRATIVE HEARINGS RECEIVED ON 4/4/2023 2:10 PM

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, | BEFORE THE STATE OFFICE |
|--------------------------------|-------------------------|
| Petitioner | |
| v. | OF |
| BRITNEY A. LOPEZ, | ADMINISTRATIVE HEARINGS |
| Respondent | 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, 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.

EXHIBIT

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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
- (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; and
- (3) (by mail, fax, or email)
 Anna Kalapach, Staff Attorney
 Texas Department of Insurance
 Enforcement, MC ENF

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.

A request to receive SOAH-issued documents by email does <u>not</u> 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.

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,

A Kalyce_

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

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
Spring, TX 77389-2210
Respondent Pro Se

nespondent i ro so

Spring, TX 77386

Britney A. Lopez

Britney A. Lopez

Edinburg, TX 78541

Via First Class Mail

Via CM/RRR No.: 9214 8901 9403 8309 7042 12

Via Email to:

and

Via First Class Mail

Via CM/RRR No.: 9214 8901 9403 8309 7042 98

Via First Class Mail

Via CM/RRR No.: 9214 8901 9403 8309 7044 10

A Kalyce_

Anna Kalapach

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,

BEFORE THE STATE OFFICE

ACCEPTED 454-23-16070 4/3/2023 10:37:59 am STATE OFFICE OF

STATE OFFICE OF ADMINISTRATIVE HEARINGS

Carol Hale, CLERK

Petitioner

٧.

BRITNEY A. LOPEZ,

Respondent

ADMINISTRATIVE HEARINGS

OF

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.

EXHIBIT

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Original Petition Britney A. Lopez Page 2 of 6

<u>Assisted Unlicensed Person with Engaging in the Business of Insurance</u>

- 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.

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.

Original Petition Britney A. Lopez Page 4 of 6

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, 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.

Original Petition Britney A. Lopez Page 5 of 6

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

Original Petition Britney A. Lopez Page 6 of 6

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,

A Kalyee_

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

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 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 |
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| 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

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| BRITNEY A. LOPEZ | | | 4/3/2023 10:24:25 AM | SENT |
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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 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 |
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| 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

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| 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 |
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| Britney A. Lopez | | | 4/4/2023 2:10:19 PM | SENT |

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Shipment Confirmation Acceptance Notice

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

Scan or enter the barcode/label number from PS Form 5630

Confirm the volume count message by selecting Yes or No
 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.

APR 0 5 2023

USPS SCAN AT ACCEPTANCE



9275 0901 1935 6200 0043 5057 76

TDI - ENFORCEMENT

30-08-000-4335



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:

Britmy A. Corez.
Britnemy A. Corez

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 7854T

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:

Address of Recipient:

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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.

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SPRING, 1X //389-2210

Customer Reference Number:

C4102553.24470433

Return Reference Number

ANNA/28742

