

BEFORE THE INSURANCE COMMISSIONER OF THE
STATE OF OKLAHOMA

FILED

SEP 09 2008

STATE OF OKLAHOMA, ex rel. KIM)
HOLLAND, Insurance Commissioner,)
)
Petitioner)
)
v.)
)
STEPHANIE DIONE RUFFIN,)
)
Respondent.)

INSURANCE COMMISSIONER
OKLAHOMA

Case No. 08-1151-DIS

FINAL ADMINISTRATIVE ORDER

COMES NOW the State of Oklahoma, ex rel. Kim Holland, Insurance Commissioner, by and through her attorney Julie Delluomo, and alleges and states as follows:

JURISDICTION AND AUTHORITY

1. Kim Holland is the Insurance Commissioner of the State of Oklahoma and is charged with the duty of administering and enforcing all provisions of the Oklahoma Insurance Code, 36 O.S. §§ 101 et seq.
2. Karl F. Kramer is the Deputy Insurance Commissioner of the State of Oklahoma and as such, by order of the Insurance Commissioner, is authorized to issue orders and take actions administering and enforcing the provisions of the Oklahoma Insurance Code, 36 O.S. §§ 101 *et seq.*, including the authority to issue orders relating to licensed producers in the State of Oklahoma.
3. Respondent was licensed on November 10, 2005 by the State of Oklahoma as a resident insurance producer holding license number 123520. Her Oklahoma producer license lapsed on November 30, 2007. Her national producer

number is 8644638. Her address of record is 1309 S. 3rd Street, Duncan, Oklahoma 73533.

4. The Insurance Commissioner may place on probation, censure, suspend, revoke or refuse to issue or renew a license issued pursuant to the Producer Licensing Act and/or may levy a civil penalty of \$100.00 to \$1,000.00 for each violation of the Producer Licensing Act. 36 O.S. § 1435.13(A).

FINDINGS OF FACT

1. On October 2, 2007, State Farm Insurance Company reported to the Oklahoma Insurance Department that it conducted an audit which revealed misappropriation of \$571.33 in funds from customer payments made at the office of State Farm agent, Merlin Schumacher. Schumacher was a State Farm agent from September 1967 until his death on September 20, 2006.

2. Schumacher hired Respondent in August 2006. Claire Faulkner began managing the agency on September 12, 2006. Faulkner ran a background check on Respondent which revealed a criminal background. Following Schumacher's death Respondent was terminated.

3. Subsequent to Respondent's termination, Faulkner begin to receive calls from customers who reported they paid their premium but did not receive credit for premium payments made. The audit by State Farm determined that Respondent took the payments but did not enter the payments in the system.

4. An investigation was conducted by the Department and several Oklahoma State Farm customers of the Schumacher agency were interviewed who paid their monthly insurance premiums to Respondent but did not receive credit for the payments.

5. Respondent admitted being convicted of a felony on her producer application but denied an offense involving misappropriation of money or assets on her application

6. Further investigation revealed that Respondent was convicted of Obtaining Property by False Pretenses in 1996, Uttering a Forged Instrument in 1997, Obtaining Cash or Merchandise by Bogus Check in 2000, Uttering Two or More Bogus Checks Exceeding \$1,000.00 in 2001 and Unlawful Use of a Credit Card in 2007.

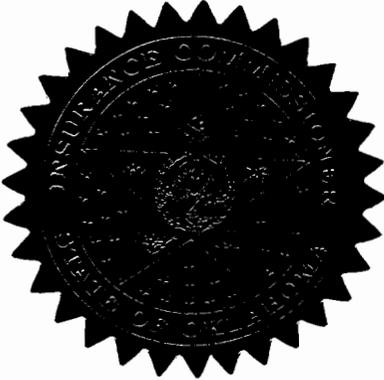
CONCLUSIONS OF LAW

Respondent has violated 36 O.S. § 1435.13(A)(1) by providing incorrect, misleading, incomplete or materially untrue information in the license application; 36 O.S. 1435.13(A)(3) by obtaining or attempting to obtain a license through misrepresentation or fraud; 36 O.S. § 1435.13(A)(4) by improperly withholding, misappropriating or converting monies or properties received in the course of doing an insurance business; 36 O.S. § 1435.13(A)(6) having been convicted of multiple felonies involving misappropriation of money or assets; and 36 O.S. § 1435.13(A)(8) by using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness or financial irresponsibility in the conduct of business in this state.

ORDER

IT IS THEREFORE ORDERED, ADJUDGED AND DECREED by the Insurance Commissioner that the **Administrative Order of Suspension Instanter** entered in this matter on August 5, 2008 is a **FINAL ADMINISTRATIVE ORDER**, that no hearing was requested and Respondent's license is hereby **REVOKED**.

WITNESS My Hand and Official Seal this 10th day of September, 2008.



A handwritten signature in black ink, appearing to read "Karl F. K.", written over a horizontal line.

KARL F. KRAMER
DEPUTY INSURANCE COMMISSIONER
STATE OF OKLAHOMA

CERTIFICATE OF MAILING

I, Julie Delluomo, hereby certify that a true and correct copy of the above and foregoing Final Administrative Order was mailed by certified mail with postage prepaid and return receipt requested on this 10th day of September, 2008, to:

Stephanie Dione Ruffin
1309 S. 3rd Street
Duncan, OK 73533

CERTIFIED MAIL NO. 7006 0810 0002 6163 5302

and that notification was sent to:

NAIC/RIRS

and that a copy was mailed to:

All Appointing Insurers

and that a copy was delivered to:

Agents Licensing Division

A handwritten signature in black ink, appearing to read "Julie Delluomo", written over a horizontal line.

Julie Delluomo