



OFFICE OF
INSURANCE COMMISSIONER

In the Matter of

CHARLES A. CRAVENS,

Licensee.

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No. D 07- 0342

ORDER REVOKING LICENSE

To: Charles A. Cravens
2909 North Road 64
Pasco, WA, 99301-1963

IT IS ORDERED AND YOU ARE HEREBY NOTIFIED that your license is **REVOKED**, effective December 11, 2007, pursuant to RCW 48.17.530 and 48.17.540(2).

THIS ORDER IS BASED ON THE FOLLOWING:

1. Charles A. Cravens is licensed to sell life and disability insurance in Washington and was appointed as an agent of Allianz Life Insurance Company of North America (Allianz).
2. In March 2007, the Washington State Office of Insurance Commissioner (OIC) learned that between February 2001 and January 2002, Mr. Cravens sold four Allianz annuities that were not approved by the OIC to Oroville, Washington residents, Sandy Harvey and Tom Harvey.
3. The Harveys advised the OIC that these non-approved annuities were presented and delivered in Washington and that their applications were signed in Washington.
4. On the Allianz applications for these four annuities, the Licensee falsely represented that the applications were signed in Boise, Idaho.
5. By virtue of the Harveys' complaint, Allianz contacted other customers of Mr. Cravens, who were Washington residents and who had purchased annuities not approved for sale in Washington. Gary Patterson, a resident of Davenport, Washington, who had purchased such an unapproved annuity, advised that his application dated June 24, 2002, was signed in Ritzville, Washington, and that the annuity was delivered in Davenport, Washington.
6. On the Allianz application for this annuity, the Licensee falsely represented that Mr. Patterson's application was signed in Moscow, Idaho.
7. In May 2003, as part of an OIC investigation of Allianz concerning the sale of unapproved Allianz annuities to Washington residents, OIC investigator Thomas Talarico



wrote to Mr. Cravens and asked the following questions, among others.

4. Did you present the non-approved Allianz annuity to Washington consumers in Washington?

5. Did you complete any of the paperwork for the non-approved Allianz annuity in Washington?

8. Mr. Cravens' reply, dated May 8, 2005, falsely answered these questions as follows.

4. I did not have formal presentations to any Washington resident regarding these products. They are all individuals who have been clients for many years, and I indicated that if they were in Idaho for other reasons (where I do almost 100% of my business), we could have further discussions at that time.

5. No paperwork for any of this business was completed in Washington.

9. By knowingly making false statements or representations in, or relative to, applications for insurance, the Licensee violated RCW 48.30.210.

10. By selling annuities that were not approved by the OIC in Washington and to Washington residents, the Licensee knowingly caused and participated in the violation of RCW 48.18.100, prohibiting the use of unapproved policy forms.

11. RCW 48.17.530 provides that: (1) The Commissioner may suspend, revoke, or refuse to issue any license . . . for any cause specified in any other provision of this code, or for any of the following causes:

(b) If the licensee . . . willfully violates . . . any provision of this code

(e) If the licensee . . . has, with intent to deceive, materially misrepresented the . . . effect of any insurance contract; or has engaged in . . . any fraudulent transaction.

(h) If the licensee or applicant has shown himself to be, and is so deemed by the commissioner, incompetent, or untrustworthy, or a source of injury and loss to the public.

By reason of your conduct, you have shown yourself to be, and are so deemed by the Commissioner, untrustworthy and a source of injury and loss to the public and not qualified to be an insurance agent in the State of Washington. Accordingly, your license is revoked pursuant to RCW 48.17.530(1) (b), (e), and (h).

IT IS FURTHER ORDERED that you return your insurance agent's license certificate to the Commissioner on or before the effective date of the revocation of your license, as required by RCW 48.17.530(4).

NOTICE CONCERNING YOUR RIGHT TO A HEARING. Please note that a detailed summary of your right to contest this Order is attached. Briefly, if you are aggrieved by this Order, RCW 48.04.010 permits you to demand a hearing. Pursuant to that statute and others: You must demand a hearing, in writing, within 90 days after the date of this Order, which is the day it was mailed to you, or you will waive your right to a hearing. Your demand for a hearing must specify briefly the reasons why you think this Order should be changed. If your demand for a hearing is received by the Commissioner before the effective date of the revocation, then the revocation will be stayed (postponed) pending the hearing, pursuant to RCW 48.04.020. Upon receipt of your demand for hearing, you will be contacted by an assistant of the Chief Hearing Officer to schedule a teleconference with you and the Insurance Commissioner's Office to discuss the hearing and the procedures to be followed.

Please send any demand for hearing to Insurance Commissioner, attention John F. Hamje, Deputy Insurance Commissioner, Office of the Insurance Commissioner, P.O. Box 40257, Olympia, WA 98504-0257.

ENTERED AT TUMWATER, WASHINGTON, this 21st day of November, 2007.

MIKE KREIDLER
Insurance Commissioner

By

Catherine E. Rogerson
for
JOHN F. HAMJE

Deputy Insurance Commissioner
Consumer Protection Division

Investigator: Tom Talarico

DECLARATION OF MAILING

I certify under penalty of perjury under the laws of the State of Washington that on the date listed below, I mailed or caused delivery of a true copy of this document to **Charles A. Cravens**.

Dated: November 21, 2007
At Tumwater, Washington

Victoria Estrada
Victoria Estrada

NOTICE OF YOUR RIGHT TO A HEARING

You have the right to demand a hearing to contest this Order. During this hearing, you can present your argument that the Order should not have been entered for legal and/or factual reasons and/or to explain the circumstances surrounding the activities which are the subject of this Order. You may be represented by an attorney if you wish, although in some hearings before this agency parties do choose to represent themselves without an attorney.

Your Demand for Hearing should be sent to John F. Hamje, Deputy Insurance Commissioner, Office of the Insurance Commissioner, P.O. Box 40257, Olympia, WA 98504-0257, and must briefly state how you are harmed by this Order and why you disagree with it. You will then be notified both by telephone and in writing of the time and place of your hearing. If you have questions concerning filing a Demand for Hearing or the hearing process, please telephone the Hearings Unit, Office of the Insurance Commissioner, at 360/725-7002.

Your Demand for Hearing must be made within 90 days after the date of this Order, which is the date of mailing, or your Demand will be invalid and this Order will stand. If your Demand for Hearing is received before the effective date of this Order, the penalties contained in the Order will be stayed (postponed) until after your hearing.

It is important to know that if you demand a hearing, you will have two options for how it will be handled:

Option 1: Unless you specifically request Option 2, your hearing will be presided over by an administrative law judge from the Office of the Insurance Commissioner. Under this option, upon receipt of your Demand for Hearing, the Insurance Commissioner may refer the case to an administrative law judge. The administrative law judge is an individual who has not had any involvement with this case. The administrative law judge will hear and make the final decision in the case without any communication, input or review by the Insurance Commissioner or staff or any other individual who has knowledge of the case. This administrative law judge's final decision may uphold or reverse the Commissioner's action or may instead impose any penalties which are less than those contained in the Order.

Option 2: If you elect, your hearing will be presided over by an administrative law judge from the Office of Administrative Hearings. That administrative law judge will issue an initial or recommended decision which will then be sent to the Insurance Commissioner. The Insurance Commissioner, or his designee, will review the initial decision and make the final decision. The Insurance Commissioner's final decision in the case may uphold, reverse or modify the initial decision, thereby changing the penalty which is recommended in the initial decision. In writing the final decision, the Insurance Commissioner is not bound by the findings of facts or conclusions of law which were made in the initial decision.