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OFFICE OF  
INSURANCE COMMISSIONER  
HEARINGS UNIT  
Fax: (360) 664-2782

2012 JUN -9 A 10:19

Kelly A. Cairns  
Paralegal  
Chief Hearing Officer

Patricia D. Petersen  
Chief Hearing Officer  
(360) 725-7105

Kelly A. Cairns  
Paralegal  
(360) 725-7002  
[KellyC@oic.wa.gov](mailto:KellyC@oic.wa.gov)

BEFORE THE STATE OF WASHINGTON  
OFFICE OF INSURANCE COMMISSIONER

In the Matter of:	)	
	)	No. 12-0128
ROSEANN L. COUGHLIN,	)	
	)	ORDER TERMINATING
Licensee.	)	PROCEEDINGS
_____	)	

**TO:** Roseann L. Coughlin  
Gallagher Bassett Services, Inc.  
P.O. Box 30840  
Laguna Hills, CA 92654

**COPY TO:** Mike Kreidler, Insurance Commissioner  
Michael G. Watson, Chief Deputy Insurance Commissioner  
Carol Sureau, Deputy Commissioner, Legal Affairs Division  
John F. Hamje, Deputy Commissioner, Consumer Protection Division  
Office of the Insurance Commissioner  
PO Box 40255  
Olympia, WA 98504-0255

On May 4, 2012, the Insurance Commissioner ("OIC") issued Order Revoking License, No. 12-0128, revoking the nonresident adjuster's license of Roseann L. Coughlin ("Licensee") effective May 24, 2012. The order was based on the assertion that (1) the Licensee failed to provide a legible fingerprint card for background check purposes, and (2) the Licensee failed to respond to numerous communications from the OIC requesting the Licensee submit a replacement fingerprint card. On May 23, 2012, the undersigned received and filed a Demand for Hearing from the Licensee requesting a



ORDER TERMINATING PROCEEDINGS

No. 12-0128

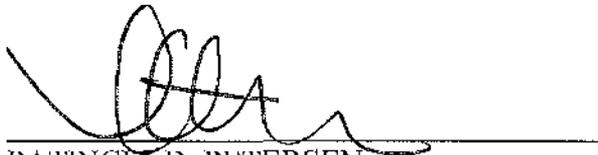
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hearing to contest the OIC's Order, and therefore pursuant to RCW 48.04.020(1) the OIC's Order Revoking License was stayed pending the outcome of the hearing. Subsequently, the Licensee submitted additional fingerprint cards which were in compliance with applicable statutes. The OIC then notified the undersigned that the OIC would not be pursuing its Order Revoking License against the Licensee and that the Licensee's nonresident adjuster's license would remain active. Based upon the OIC's decision, on July 19, 2012, the Licensee filed a statement with the undersigned advising that she was withdrawing her Demand for Hearing, and on July 26, 2012, the OIC filed with the undersigned an Order Rescinding Order to Revoke License dated July 25, 2012. Copies of the order and Licensee's withdrawal notice are attached hereto and by this reference made a part hereof.

Based upon the above activity,

**IT IS HEREBY ORDERED** that this proceeding, Docket No. 12-0128, is hereby dismissed with prejudice.

Entered this 9<sup>th</sup> day of August, 2012, at Tumwater, Washington, pursuant to Title 48 RCW, Title 34 RCW and regulations pursuant thereto.



PATRICIA D. PETERSEN  
Presiding Officer  
Chief Hearing Officer

Declaration of Mailing

I declare under penalty of perjury under the laws of the State of Washington that on the date listed below, I mailed or caused delivery through normal office mailing custom, a true copy of this document to the following people at their addresses listed above: Roseann Coughlin, Mike Kreidler, Mike Watson, John F. Hamje, and Carol Sureau.

DATED this 9<sup>th</sup> day of August, 2012

  
KELLY A. CAIRNS

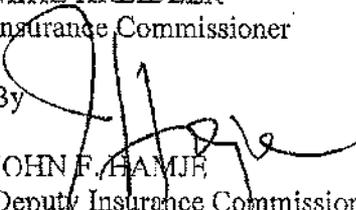


OFFICE OF INSURANCE COMMISSIONER  
ORDER RESCINDING ORDER TO REVOKE LICENSE  
No. 12-0128  
Page Two

THIS ORDER IS EFFECTIVE IMMEDIATELY AND IS ENTERED AT  
TUMWATER, WASHINGTON, this 25<sup>th</sup> day of July, 2012.

MIKE KREIDLER  
Insurance Commissioner

By

  
JOHN F. HAMJE  
Deputy Insurance Commissioner

**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 *Roseann L. Coughlin*.

Dated: *July 25, 2012*  
At Tumwater, Washington

  
Kathy J. Marshall

## Cairns, Kelly (OIC)

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**From:** Roseann Coughlin [Roseann\_Coughlin@gbtpa.com]  
**Sent:** Thursday, July 19, 2012 11:21 AM  
**To:** Cairns, Kelly (OIC)  
**Cc:** Penn, Cheryl (OIC)  
**Subject:** RE: Roseann Coughlin - Withdrawal of Demand for Hearing, No. 12-0128

July 19, 2012

Office of Insurance Commissioner  
Attn: Patricia Peterson, Chief Hearing Officer  
c/o Kelly C., Hearings Unit  
P.O. Box 40255  
Olympia WA 98504-0255  
Re: No. 12-0128 Demand For Hearing

Dear Ms. Peterson,

I am withdrawing my demand for hearing with regard to License No. 788716.

Thank you for your attention to this matter.

Sincerely,

Roseann Coughlin, AIC  
Construction Claim Analyst  
Laguna Hills 036  
**Gallagher Bassett Services, Inc.**  
P.O. Box 30840  
Laguna Hills, CA 92654  
(800) 433-0181x9733  
(949) 349-9733 direct line  
(866) 778-0541 fax  
[roseann\\_coughlin@gbtpa.com](mailto:roseann_coughlin@gbtpa.com)  
[www.gallagherbassett.com](http://www.gallagherbassett.com)