

EXHIBIT 1

INDIVIDUAL INFORMATION

Application Type Original Application Transaction # 224682 Application Date 12/23/2011
 Licensee Name HAUF, KERRY L DOB [REDACTED]
 Resident Licensee? Y Resident License State N US Citizen? Y
 NFN # WAOIC # CRD #

Submitter Name Firm Name City State Zip
 HALL, SHARON PRIMERICA DULUTH GA 30099

ADDRESS DETAILS

Mailing Address Residence Address
 529 E FRISBIE WAY 529 E FRISBIE WAY
 ROCKFORD WA 99030 ROCKFORD WA 99030
 PHONE:509-291-0009 PHONE:509-291-0009
 KHAUF49@YAHOO.COM KHAUF49@YAHOO.COM

License Type	License	Acting As	Representative
Insurance Producer	L	Agent	N

Employer Name	City	State	Country	Position Held	Start Date	End Date
COMMUNITY HEALTH SYSTEM	SPOKANE	Washington	United States	MED SEC/TRANS	06/01/2007	12/23/2011
INLAND IMAGING LLC	SPOKANE	Washington	United States	TRANSCRIPTIONIST	08/01/1998	01/01/2007
UNEMPLOYED	ROCKFORD	Washington	United States	UNEMPLOYED	01/01/2007	06/01/2007

Q.No.	Question	Response
1.	Have you ever been convicted of a crime, had a judgment withheld or deferred, or are you currently charged with committing a crime?	No
2.	Have you ever been named or involved as a party in an administrative proceeding regarding any professional or occupational license or registration?	No
3.	Has any demand been made or judgment rendered against you or any business in which you are or were an owner, partner, officer or director, or member or manager of a limited liability company, for overdue monies by an insurer, insured or producer, or have you ever been subject to a bankruptcy proceeding? Do not include personal bankruptcies, unless they involve funds held on behalf of others.	No
4.	Have you been notified by any jurisdiction to which you are applying of any delinquent tax obligation that is not the subject of a repayment agreement?	No
5.	Are you currently a party to, or have you ever been found liable in, any lawsuit, arbitration or mediation proceeding involving allegations of fraud, misappropriation or conversion of funds, misrepresentation or breach of fiduciary duty?	No
6.	Have you or any business in which you are or were an owner, partner, officer or director, or member or manager of a limited liability company, ever had an insurance agency contract or any other business relationship with an insurance company terminated for any alleged misconduct?	No
7.	Do you have a child support obligation in arrears?	No

DECLARATION FORM

No. **Arrestation**

1. I hereby certify that, under penalty of perjury, all of the information submitted in this application and attachments is true and complete. I am aware that submitting false information or omitting pertinent or material information in connection with this application is grounds for license revocation or denial of the license and may subject me to civil or criminal penalties.
2. Unless provided otherwise by law or regulation of the jurisdiction, I hereby designate the Insurance Commissioner to be my agent for service of process regarding all insurance matters in the respective jurisdiction and agree that service upon the Insurance Commissioner is of the same legal force and validity as personal service upon myself.
3. I further certify that I grant permission to the Insurance Commissioner for which this application is made to verify information with any federal, state or local government agency, current or former employer, or insurance company.
4. I further certify that, under penalty of perjury, a) I have no child support obligation, b) I have a child support obligation and I am currently in compliance with that obligation, or c) I have identified my child support obligation arrearage on this application.
5. I authorize the jurisdictions to give any information concerning me, as permitted by law, to any federal, state or municipal agency, or any other organization and I release the jurisdictions and any person acting on their behalf from any and all liability of whatever nature by reason of furnishing such information.
6. I acknowledge that I understand and comply with the insurance laws and regulations of the jurisdictions to which I am applying for licensure/registration.
7. For Non-Resident License Applications, I certify that I am licensed and in good standing in my home state/resident state for the lines of authority requested from Washington State.
8. I hereby certify that upon request, I will furnish the jurisdiction(s) to which I am applying, certified copies of any documents attached to this application or requested by the jurisdiction(s).

Fee Description	Fee (in USD)
License Fee(Insurance Producer)	\$55.00
Fingerprint Processing Fee	\$45.25
Filing Fee	\$5.00
Total Fee	\$105.25

EXHIBIT 2

Sutherland, Janet (OIC)

From: WSP APPLICANT Response [WSPResponseAPP@wsp.wa.gov]
Sent: Wednesday, January 25, 2012 3:34 PM
To: OIC FBI Data
Subject: QC REJECT Response - To: WA920090Z TOT: NFUF TCN: WA4099300006257993 NAME: HAUF, KERRY L
Attachments: SearchResult.pdf

SALESMAN LICENSE APPLICANT

Please do not reply to this email. This mailbox is not monitored and you will not receive a response.

Type of Transaction: NFUF
Date Transaction Initiated: 01/10/2012
Transaction Control Number: WA4099300006257993
Name: HAUF,KERRY L
Local ID: 224682
Status/Error Message: 20120125152912

L0008

Characteristics quality low

The quality of the characteristics is too low to be used.

THE QUALITY OF THE CHARACTERISTIC IS TOO LOW TO BE USED -
FINGERPRINT(S) ILLEGIBLE

This message is transmitted to the fingerprint submitting agency. The message has the Washington State Identification Section reject response to a state and/or national fingerprint search.

EXHIBIT 3

Sutherland, Janet (OIC)

From: Sutherland, Janet (OIC)
Sent: Friday, February 03, 2012 8:47 AM
To: 'KHAUF49@YAHOO.COM'
Subject: REJECTED FINGERPRINT CARD

Importance: High

February 3, 2012

RE: KERRY HAUF
WA OIC #_800881_
RE: Fingerprint Card Processing

Your originally submitted fingerprint card have been processed and returned to us from the Washington State Patrol or the FBI for the following reason(s):

YOU MAY BE LICENSED BUT YOUR FINGERPRINT CARD HAS BEEN REJECTED.

- Impression smudged or smeared, **blotchy**
- Insufficient ink/pressure, image too light.
- Excessive ink/pressure, too dark to read.
- Finger not fully inked or rolled.
- Sequence error: print not in correct sequence as space indicates. **POOR TECHNIQUE**
- Print missing with no explanation.
- Impressions not done in CENTER OF BLOCK-OVERLAPPING
- Other: Poor quality electronic prints, **USE PRINTERS INK LOTION AND RETABS.**

Please complete and enclose a new fingerprint card with the problem(s) corrected. Your local Police, Sheriff's Office, or Authorized Fingerprint Facility will be able to obtain fingerprints correctly.

PLEASE RETURN WITH THIS LETTER your corrected fingerprint card within 30 days. **Do not submit any additional fees. DO NOT BEND CARD.** Failure to comply within the specified time will subject you to disciplinary action, which could include revocation of your license(s).

If you are no longer in the insurance business or have no need for an insurance license in this state, please date, sign and return this letter. Voluntarily terminating your Washington license will prevent revocation.

Please immediately cancel my Washington insurance license.

Signature

Date

WA. OIC - LIC
PO BOX 40257
OLYMPIA WA 98504-0257

Thanks*'--) ...*'--(... '*you!*

Janet Sutherland | INS Tech 4 | Licensing and Education

Washington state Office of the Insurance Commissioner

360-725-7152 | janets@oic.wa.gov | www.insurance.wa.gov

fax 360-586-2019 | PO BOX 40257 Olympia WA 98504-0257

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Protecting insurance consumers (Insurance Consumer Hotline 1.800.562.6900)

EXHIBIT 4

MASTER RECORD PRINTOUT

Individual Information:

WACIC #: 800861 Licensee Name: KAUF, KERR
 Resident: Yes CRD Number:

Mailing Address:

529 E FRISBIE WAY
 ROCKFORD WA 99030
 Tel: 509-291-0009 Ext:
 Email: KHAUF49@YAHOO.COM

Residence Address:

529 E FRISBIE WAY
 ROCKFORD WA 99030
 Tel: 509-291-0009 Ext:
 Email: KHAUF49@YAHOO.COM

License Details:

License Type: Insurance Producer Effective Date: 12/28/2011 Cancel Date:
 Lines: Life Expiry Date: 04/08/2014 Status: Active

Appointments:

Company Name	Company #	Appt. Type	Effective Date	Expiry Date	Cancel Date
PRIMERICA LIFE INSURANCE COMPANY	785	RAP	12/30/2011	04/08/2014	

EXHIBIT 5



March 12, 2012

OFFICE OF
INSURANCE COMMISSIONER

SECOND REQUEST

KERRY LYNNE HAUF
529 E FRISBIE WAY
ROCKFORD WA 99030

SUBJECT: Replacement Fingerprint Card
License # 800881

Dear Licensee;

On 2-3-2012, the Washington State Office of Insurance Commissioner (OIC) Licensing Unit sent you correspondence about your insurance license. The correspondence explained why the fingerprint card you submitted with your license application was rejected. It also provided you with a specific timeframe to replace the fingerprint card. We did not receive a reply from you. When you failed to respond, you violated RCW 48.17.475, which requires a Licensee to respond to an inquiry of the Insurance Commissioner. Therefore, the matter is under review and could result in the revocation of your license if we do not receive the replacement fingerprint card. Please provide a replacement fingerprint card immediately. The fingerprint must be done with an ink pad.

If you are no longer in the insurance business or if you no longer need your Washington state insurance license, then please sign and date the bottom of this letter requesting cancellation of your license. This will prevent an Order of Revocation from being issued, which could affect your ability to hold a license in Washington, and perhaps, other states.

We expect to receive your fingerprint card by April 12, 2012. RCW 48.17.475 requires a Licensee to respond to an inquiry of the Insurance Commissioner within 15 days. However, we are allowing you 30 days. Mail your fingerprint card to: P O Box 40257, Olympia WA 98504-0257.

Sincerely,

Joc Mendoza
Consumer Protection Division / Licensing & Education Unit
(360)725-7146, Direct
(360)586-2019, Fax
joem@oic.wa.gov

I am voluntarily requesting that my Washington insurance license be cancelled:

SIGNATURE: _____

DATE: _____, 2009

EXHIBIT 6



OFFICE OF
INSURANCE COMMISSIONER

April 17, 2012

FINAL REQUEST

KERRY L HAUF
529 E FRISBIE WAY
ROCKFORD WA 99030

SUBJECT: **Failure to Respond, Impending Administrative Action**
License, WAOIC#800881

Dear Licensee:

On February 3, 2012, the Washington State Office of Insurance Commissioner (OIC) Licensing Unit sent you correspondence about your insurance license. The correspondence requested that you submit a replacement fingerprint card within 30 days. When the replacement fingerprint card was not received, a second request was sent on March 12, 2012, again giving you 30 days to submit the replacement fingerprint card.

As an insurance licensee, you are required to respond to an inquiry from the Insurance Commissioner. Your failure to respond is a violation of RCW 48.17.475. A violation of this statute can result in formal disciplinary action by the OIC and the revocation of your insurance license.

We are requesting that a replacement fingerprint card be submitted and received in our office no later than **May 17, 2012**. If you choose to mail your fingerprint card to our PO Box address rather than sending it via overnight shipment, please allow up to five (5) days for this office to receive it by the deadline. If a replacement card is not received by that date, your insurance license will be **revoked**. A **revocation** can prevent you from becoming licensed in other professions, or in other states.

If you are no longer transacting insurance, you may cancel your insurance license, thereby preventing the permanent record of an administrative action against your license. If you wish to cancel your insurance license, please see below.



OFFICE OF
INSURANCE COMMISSIONER

Final Request Letter
Page 2

Please immediately cancel my Washington insurance license.

Print name: _____

Signature: _____

Date: _____ WAOIC# _____

We expect to receive your fingerprint card or cancellation request no later than May 17, 2012. RCW 48.17.475 requires the licensee to respond to an inquiry of the Commissioner. Your failure to respond will result in the revocation of your producer license.

Mail your fingerprint card or cancellation request to:
P O Box 40257, Olympia WA 98504-0257.

The physical address for personal delivery is:
5000 Capital Blvd, Tumwater WA 98501

Sincerely,

Joe Mendoza
Consumer Protection Division
Licensing & Education Unit
(360)725-7146, Direct
(360)586-2019, Fax
joem@oic.wa.gov

EXHIBIT 7

RS

GRS
SP
↓

RARS

FPL

KRS

FP

DATE SENT	NAME	WAOIC	BARCODE
1-26-72	Ryan K	775051	91 7199 9991 7030 1772 2223
	Martin C	748364	91 7199 9991 7030 1772 2230
	McDonat, S	26272	91 7199 9991 7030 1772 2247
	Taylor, N	773752	91 7199 9991 7030 1772 2254
	Harst, S	734617	91 7199 9991 7030 1772 2261
	Hagan, B	784990	91 7199 9991 7030 1772 2278
	Solthard, Alda	789215	91 7199 9991 7030 1772 2285
	Owens, Leterha	792902	91 7199 9991 7030 1772 2292
	Fikes, Kathleen	797948	91 7199 9991 7030 1772 2308
	Possin Debra	792985	91 7199 9991 7030 1772 2315
	Savage, Kelly	797885	91 7199 9991 7030 1772 2322
	Brown, Matt	795756	91 7199 9991 7030 1772 2339
	Rosales Gladie	798783	91 7199 9991 7030 1772 2346
	Baldwin, Vest	785795	91 7199 9991 7030 1772 2353
	Shannon, Tonia	799017	91 7199 9991 7030 1772 2360
	Coughlin Roseann	788716	91 7199 9991 7030 1772 2391
	Evans, David	799366	91 7199 9991 7030 1772 2364
	Gilligan, Kim	791995	91 7199 9991 7030 1772 2377
	Flores, Joe	731831	91 7199 9991 7030 1772 2407
	Luthi, Ronald	800606	91 7199 9991 7030 1772 2414
	Jones, Braden	792388	91 7199 9991 7030 1772 2421
	Reche, Rick	704454	91 7199 9991 7030 1772 2445
	Sanster, Mark	262047	91 7199 9991 7030 1772 2438
	Hauf, Kerry	800881	91 7199 9991 7030 1772 2452

English

Customer Service

USPS Mobile

Register | Sign In



Search USPS.com or Track Packages

Quick Tools

Ship a Package

Send Mail

Manage Your Mail

Shop

Business Solutions

Track & Confirm

You entered: 9171999991703017722452

Status: Delivered

Your item was delivered at 10:09 am on April 20, 2012 in ROCKFORD, WA 99030. Additional information for this item is stored in files offline.

You may request that the additional information be retrieved from the archives, and that we send you an e-mail when this retrieval is complete. Requests to retrieve additional information are generally processed within four hours. This information will remain online for 30 days.

I would like to receive notification on this request



Find Another Item

What's your label (or receipt) number?



LEGAL

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- [Terms of Use >](#)
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- [Postal Inspectors >](#)
- [Inspector General >](#)
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EXHIBIT 8



OFFICE OF
INSURANCE COMMISSIONER

In the Matter of

No. 12-0150

KERRY LYNNE HAUF,

ORDER REVOKING LICENSE

Licensee.

To: Kerry Lynne Hauf
529 E Frisbie Way
Rockford WA 99030

IT IS ORDERED AND YOU ARE HEREBY NOTIFIED that your license is REVOKED, effective June 11, 2011, pursuant to RCW 48.17.530 and 48.17.540 (2).

THIS ORDER IS BASED ON THE FOLLOWING:

The Commissioner sent you written inquiries dated February 3, 2012 and March 12, 2012. A certified letter was sent by US Postal Service to your mailing address on April 17, 2012. The certified letter was delivered to your address on April 20, 2012. These numerous attempts to communicate with you were related to the business of insurance, requesting a replacement fingerprint card. You did not respond to any of these requests. Each failure to respond promptly violated RCW 48.17.475. By not providing a legible fingerprint card for the purpose of your background check, you violated RCW 48.17.090.

IT IS FURTHER ORDERED that you return your insurance producer 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

ORDER REVOKING LICENSE
No. 12-0150
Page Two

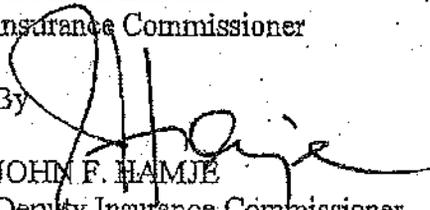
the revocation will be stayed (postponed) pending the hearing, pursuant to RCW 48.04.020. Upon receipt of your demand for a hearing, you will be contacted by an assistant of the Chief Hearing Officer to schedule a teleconference with you and the Insurance Commissioner's Office to discuss the hearing and the procedures to be followed.

Please send any demand for hearing to the Insurance Commissioner, to the attention of Patricia Petersen, Chief Hearing Officer, Hearings Unit, Office of Insurance Commissioner, P.O. Box 40255, Olympia, WA 98504-0255.

ENTERED AT TUMWATER, WASHINGTON, this 21st day of May, 2012.

MIKE KREIDLER
Insurance Commissioner

By


JOHN F. HAMJE
Deputy Insurance Commissioner

Program Analyst: Joe Mendoza

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 *Kerry Lynne Hauf*.

Dated: *May 21, 2012*
At Tumwater, Washington


Kathy J. Marshall

EXHIBIT 9

5/25/2012

FILED

2012 JUN -7 A 9 49

INSURANCE COMMISSIONER
P.O. BOX 49255
OLYMPIA, WASHINGTON 98504-0255

Hearings Unit, LLC
Patricia D. Petersen
Chief Hearing Officer

Attn: Patricia Petersen, Chief Hearing Officer.

RE: No. 12-0150 Revocation of Insurance License
for Kerry L. Hauf.

To Whom It May Concern:

I did receive your letter dated 4/20/2012 and I apologize for not responding to it. In the past 8 months my 80 year old father has had a traumatic brain injury requiring surgery and rehab, my brother-in-law was diagnosed with cancer, my mother diagnosed with breast cancer, my husband diagnosed with cancer, my father had a heart attack and had open heart surgery, my 7 month old granddaughter was diagnosed with cancer, my brother-in-law passed away and an aunt and an uncle passed away.

Understandably, my mind has been more than preoccupied and subsequent to all these tragedies my vacation and sick time from work exhausted. Because Pearson View has hours that are almost exactly the same as my work hours I have been unable to make an appointment to get in to get the fingerprint card redone.

I also do not understand what was wrong with the card, the employee at Pearson View that did the fingerprint card seemed to think it was good after she had repeated it about 5 times.

I guess I am requesting this order be revoked. I do not have time to take off for a hearing. I also do not have time to be working for Primerica selling life insurance, However, I do not want to lose my

license since I worked so hard to get it. I may one day find my life has settled down enough to want to use it.

I appreciate your time and attention to this matter.

Thank You,

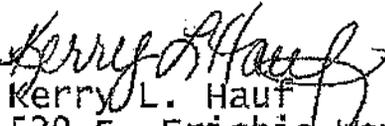

Kerry L. Hauf
529 E. Frisbie Way
Rockford, WA 99030

EXHIBIT 10



OFFICE OF
INSURANCE COMMISSIONER

June 19, 2012

KERRY HAUF
529 E FRISBIE WAY
ROCKFORD WA 99030

(509)
230-5840

Re: Order of Revocation – Request for Hearing

Dear Ms. Hauf:

We have been unsuccessful in our attempts to reach you by telephone – 509-291-0009 consistently rings busy; or email – we did not receive any response to the email sent on June 12, 2012. Our attempts to contact you have to do with discussing alternative settlement options pertaining to the May 21, 2012 order revoking your insurance license.

If you are willing to sign a consent order acknowledging your failure to respond to the Insurance Commissioner's inquiries, and pay a \$500 fine, the order of revocation will be rescinded. Please contact the undersigned to either accept or reject this proposal. We ask that you respond one way or the other no later than July 12, 2012. You can respond via email at cherylp@oic.wa.gov or telephonically at 360-725-7153.

Sincerely,

Handwritten signature of Cheryl Penn in cursive.

CHERYL PENN, Compliance Analyst
Consumer Protection Division - Licensing

(360) 725-7153

(360) 586-2019 [fax]

cherylp@oic.wa.gov [e-mail]

EXHIBIT 11

Penn, Cheryl (OIC)

From: Kerry Hauf [khauf49@yahoo.com]
Sent: Friday, June 22, 2012 7:04 PM
To: Penn, Cheryl (OIC)
Subject: Re: Order of Revocation

I have tried to reach you several times on the 360 number you provided and have been unable to get through. My home phone is disconnected and has been since January. I explained to you how hectic my life has been over the past 8 months. Also, never was I given an explanation as to how to rectify the problem. I absolutely refuse to pay \$500.00 for something that was of no fault of my own but the fault of the company you chose to represent you and do the finger print card. If you want to let me know how to go about getting a new one I would be happy to try to do that.

My cell number is 509 230-5840. I would appreciate you letting me know how we can resolve this.

--- On Tue, 6/12/12, Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV> wrote:

From: Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV>
Subject: Order of Revocation
To: KHAUF49@YAHOO.COM
Date: Tuesday, June 12, 2012, 9:25 PM

Ms. Hauf:

I have been attempting to reach you by telephone at 509-291-0009, but the line is consistently busy. We would like to discuss another option rather than going to hearing over the revocation of your license. Please contact the undersigned at 360-725-7153, or email me as to a good time to contact you. Thank you.

Cheryl Penn, Compliance Analyst

Consumer Protection Division - Licensing & Education

Washington State Office of the Insurance Commissioner

360.725.7153 | cherylp@oic.wa.gov | www.insurance.wa.gov

P.O. Box 40257, Olympia, WA 98504-0257 / fax 360.586.2019

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EXHIBIT 12

Philhower, Andrea (OIC)

From: Philhower, Andrea (OIC)
Sent: Friday, July 13, 2012 11:09 AM
To: 'Kerry Hauf'
Cc: Penn, Cheryl (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
Attachments: HAUF Consent Order.doc

Ms. Hauf,

The Hearings Unit schedules hearings; your request for alternative dates should be directed to the Judge's paralegal, Kelly Cairnes at hearings@oic.wa.gov. They are a separate division and I am not allowed to have any contact with them regarding this case unless you are also part of that contact.

You certainly can, and should, make an appointment to have your fingerprint card re-done, and provide us a legible card immediately. That should be done now, regardless of the hearing. The fine is not for having provided an illegible card; it is for failure to respond to inquiries of the Commissioner in a timely manner. Since you still have not provided the card, you continue to be in violation of this requirement.

However, we would need two things in order to be able to close this matter. One is the fingerprint card, the other is payment of the fine of \$500. We cannot levy this fine against you without either the Judge's order levying the fine after a hearing, or your consent. I have attached a proposed consent order, which would be the manner in which we would obtain your consent. I expect that you will not agree to sign it, and will continue to require us to seek the Judge's order in order to levy the fine. You have that right. But the offer to resolve this matter by signing the consent order and paying the fine is there, just the same.

I do not know what the Judge will do about scheduling the hearing. I do know that OIC cannot agree to waive the fine because we have a duty to treat all licensees alike. [Here is a link to our website page](#) that lists all of our orders from 2012. You can also see them as far back as 2004. If you look at the orders, you will see that the \$500 fine is the same fine that is assessed for each licensee in this situation. That is one of the reasons that, although we understand that you have had several events in your life recently, we cannot agree to waive the fine for you.

I would recommend that you contact Ms. Cairnes at the hearings division regarding the dates for the hearing, and provide a new fingerprint card immediately. I am available if you would like to discuss this further.

Andrea L. Philhower RN, JD
Staff Attorney
Legal Affairs
Washington State Office of the Insurance Commissioner

(360)725-7063 | AndreaP@OIC.wa.gov | www.insurance.wa.gov
Insurance 5000 Building P.O. Box 40255 Olympia, WA 98504-0255

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Protecting insurance consumers
(Insurance Consumer Hotline 1.800.562.6900)

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From: Kerry Hauf [mailto:khauf49@yahoo.com]
Sent: Thursday, July 12, 2012 4:01 PM
To: Philhower, Andrea (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Hi,

I am sorry but I work full time and being summer there are vacations. Unfortunately the week of 7/16-7/20 there are two people off and it will be next to impossible for me to take that much time away.

I know I am the one that asked for this hearing, but I tried to explain to everyone why things got to this point. In the past 7 months I have had three family deaths, two major car accidents involving family members, my 7 month old granddaughter had a kidney removed due to a malignant tumor, two other family members with surgery, and personally had a dislocated shoulder - meanwhile I worked full time. I got the second notice you all had apparently sent me but promptly forgot all about it with everything going on in my life. Then when the third notice came I kept meaning to contact you but the timing never worked out and frankly I just kept forgetting - as you can tell I have had other things on my mind. Also, with all these tragedies I have exhausted my vacation time. I would only have been able to get in to have it redone on a Saturday.

I am trying to work with you to take care of this. Couldn't I just make an appointment and go get the fingerprint card re-done?

Otherwise, are there any days available after the week of 7/16-20 ?

Thank You for your time.

Kerry Hauf

--- On Thu, 7/12/12, Philhower, Andrea (OIC) <AndreaP@OIC.WA.GOV> wrote:

From: Philhower, Andrea (OIC) <AndreaP@OIC.WA.GOV>
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
To: "OIC Hearings Unit" <Hearings@oic.wa.gov>
Cc: "Kerry Hauf" <khauf49@yahoo.com>
Date: Thursday, July 12, 2012, 7:35 PM

Kelly,

I can be available any time on July 17th or July 19th. I am not available on July 20.

Andrea L. Philhower RN, JD

Staff Attorney

Legal Affairs

Washington State Office of the Insurance Commissioner

(360)725-7063 | AndreaP@OIC.wa.gov | www.insurance.wa.gov
Insurance 5000 Building P.O. Box 40255 Olympia, WA 98504-0255

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From: Cairns, Kelly (OIC) **On Behalf Of** OIC Hearings Unit
Sent: Thursday, July 12, 2012 11:47 AM
To: Philhower, Andrea (OIC)
Cc: 'Kerry Hauf'
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Ms. Hauf and Ms. Philhower,

My apologies to you both. It turns out Judge Petersen will not be available on Monday, July 23. The other two times I proposed were Tuesday, July 17 at 10 am and Thursday, July 19 at 10 am. We could have the prehearing conference a little later in the day (11:30 am or 12 noon) on either of those days if that works better. Or we also have Friday, July 20 available at 10 or 11 am. The prehearing conferences usually last less than half an hour. Please let me know as soon as possible which time you prefer.

Thank you,

Kelby A. Cairns

Paralegal, OIC Hearings Unit

360-725-7002

KellyC@oic.wa.gov

From: Philhower, Andrea (OIC)
Sent: Wednesday, July 11, 2012 4:45 PM
To: Cairns, Kelly (OIC)
Cc: 'Kerry Hauf'
Subject: FW: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Kelly,

Please see below.

Thank you,

Andrea

From: Kerry Hauf [<mailto:khauf49@yahoo.com>]
Sent: Wednesday, July 11, 2012 3:53 PM
To: Philhower, Andrea (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Then probably the 23rd at 10 would be best for me.

Thanks

Kerry

--- On Wed, 7/11/12, Philhower, Andrea (OIC) <AndreaP@OIC.WA.GOV> wrote:

From: Philhower, Andrea (OIC) <AndreaP@OIC.WA.GOV>
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
To: "Kerry Hauf" <khauf49@yahoo.com>
Cc: "Cairns, Kelly (OIC)" <KellyC@oic.wa.gov>
Date: Wednesday, July 11, 2012, 4:05 PM

Ms. Hauf,

It usually takes half an hour to an hour.

Andrea L. Philhower-RN, JD

Staff Attorney

Legal Affairs

Washington State Office of the Insurance Commissioner

(360)726-7063 | AndreaP@OIC.wa.gov | www.insurance.wa.gov
Insurance 5000 Building P.O. Box 40255 Olympia, WA 98504-0255

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From: Kerry Hauf [<mailto:khauf49@yahoo.com>]
Sent: Tuesday, July 10, 2012 6:59 PM
To: Philhower, Andrea (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

How long do you think this might take. I am working all those days so I would need to know what I could work

out.

Thanks

Kerry

--- On Tue, 7/10/12, Philhower, Andrea (OIC) <AndreaP@OIC.WA.GOV> wrote:

From: Philhower, Andrea (OIC) <AndreaP@OIC.WA.GOV>
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
To: "OIC Hearings Unit" <Hearings@oic.wa.gov>, "Kerry Hauf" <khauf49@yahoo.com>
Date: Tuesday, July 10, 2012, 4:17 PM

Kelly, -

Any of those dates and times work for me.

Andrea L. Philhower RN, JD

Staff Attorney

Legal Affairs

Washington State Office of the Insurance Commissioner

(360)725-7063 | AndreaP@OIC.wa.gov | www.insurance.wa.gov
Insurance 5000 Building P.O. Box 40255 Olympia, WA 98504-0255

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From: Cairns, Kelly (OIC) On Behalf Of OIC Hearings Unit
Sent: Tuesday, July 10, 2012 9:16 AM
To: 'Kerry Hauf'; Philhower, Andrea (OIC)
Subject: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Ms. Philhower and Ms. Hauf,

I would like to schedule the prehearing conference with Judge Petersen for the above-referenced matter. I have the following dates and times available. Please let me know what will work for you.

Tuesday, July 17 at 10 am

Thursday, July 19 at 10 am

Monday, July 23 at 10 am

Once we have agreed on a date and time, I will forward you the toll free telephone number and access code that you will need to call in to the teleconference.

Thank you,

Kelly A. Cairns

Paralegal, OIC Hearings Unit

360-725-7002

KellyC@oic.wa.gov

EXHIBIT 13

Philhower, Andrea (OIC)

From: Penn, Cheryl (OIC)
Sent: Monday, August 06, 2012 11:07 AM
To: Philhower, Andrea (OIC)
Subject: Kerry Hauf

Andrea,

We received a replacement fingerprint card from Kerry Hauf. She says judge Peterson instructed her to submit it.

Cheryl Penn, Compliance Analyst

Consumer Protection Division - Licensing & Education

Washington State Office of the Insurance Commissioner

360.725.7153 | cheryl.p@oic.wa.gov | www.insurance.wa.gov

P.O. Box 40257, Olympia, WA 98504-0257 / fax 360.586.2019

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EXHIBIT 14

Philhower, Andrea (OIC)

From: Penn, Cheryl (OIC)
Sent: Thursday, August 23, 2012 9:12 AM
To: 'KHAUF49@YAHOO.COM'
Cc: Cairns, Kelly (OIC); Philhower, Andrea (OIC); Sutherland, Janet (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Ms. Hauf:

Please disregard the August 22, 2012 request for another fingerprint card. We will use alternate methods of conducting a background search.

Cheryl Penn, Compliance Analyst

Consumer Protection Division - Licensing & Education
Washington State Office of the Insurance Commissioner
360.725.7153 | cherylp@oic.wa.gov | www.insurance.wa.gov
P.O. Box 40257, Olympia, WA 98504-0257 / fax 360.586.2019
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From: Kerry Hauf [<mailto:khauf49@yahoo.com>]
Sent: Wednesday, August 22, 2012 12:35 PM
To: OIC Hearings Unit
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Kelly,

I just got notification that my SECOND fingerprint card that I went in and had done after the pre hearing conference has been rejected AGAIN!!! The gal at Pearson Vue said that my fingerprints were very hard to do. I have been a transcriptionist for 29 years typing all day long and she also said that women's fingerprints tend to get less distinct the older they get. What next!!!

Please advise me. I cannot continue to take time of work for this!

Thank you .

Kerry Hauf

--- On Tue, 7/17/12, OIC Hearings Unit <Hearings@oic.wa.gov> wrote:

From: OIC Hearings Unit <Hearings@oic.wa.gov>
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
To: "Kerry Hauf" <khauf49@yahoo.com>

Date: Tuesday, July 17, 2012, 4:31 PM

Thanks for your response, Ms. Hauf. How about if I set the prehearing conference for 12:30 pm this Thursday, July 19? The main objective of the prehearing conference is to make sure the parties are clear about the hearing process, so often a prehearing conference lasts only 15 minutes. (If you have questions about the process that do not all get answered during the conference, you can always call or email me for more information.) You can ask Judge Petersen about having the hearing by telephone at that time as well.

What I was trying to explain in my phone message is that Judge Petersen can only take action on your case *after* she has heard all of the facts at a hearing. If the facts so warrant, she has the authority to reverse or modify the original order. Any relief without a hearing would have to be worked out in the form of a settlement with the Insurance Commissioner through his staff. At this point, Andrea Philhower would be the one to talk to about a settlement.

Please let me know if you have any other questions.

Kelly

From: Kerry Hauf [<mailto:khauf49@yahoo.com>]
Sent: Tuesday, July 17, 2012 9:12 AM
To: OIC Hearings Unit
Subject: Re: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Hi Kelly,

I got your phone message. Thank you. It will be really tough but I want to get this taken care of so I guess I can try to take an extended lunch. Please let me know what day so I can try to make arrangements. Like I said, we are down 2 people this week so I'm not sure they will go for it but I can try. 12:30 or later would be best.

I could not understand all you said on your message. Is there someone I can talk to in the Insurance Commissioner's office and try to get them to reverse this decision and let me just do the fingerprint card over? Or at this point would this be the best course of action?

Thanks

--- On Tue, 7/10/12, OIC Hearings Unit <Hearings@pic.wa.gov> wrote:

From: OIC Hearings Unit <Hearings@oic.wa.gov>

Subject: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

To: "Kerry Hauf" <khauf49@yahoo.com>, "Philhower, Andrea (OIC)" <AndreaP@OIC.WA.GOV>

Date: Tuesday, July 10, 2012, 4:16 PM

Ms. Philhower and Ms. Hauf,

I would like to schedule the prehearing conference with Judge Petersen for the above-referenced matter. I have the following dates and times available. Please let me know what will work for you.

Tuesday, July 17 at 10 am

Thursday, July 19 at 10 am

Monday, July 23 at 10 am

Once we have agreed on a date and time, I will forward you the toll free telephone number and access code that you will need to call in to the teleconference.

Thank you,

Kelly A. Cairns

Paralegal, OIC Hearings Unit

360-725-7002

KellyC@oic.wa.gov

EXHIBIT 15

Philhower, Andrea (OIC)

From: Penn, Cheryl (OIC)
Sent: Thursday, August 30, 2012 3:45 PM
To: 'Kerry Hauf'
Cc: Philhower, Andrea (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Ms. Hauf:

I understand there were extenuating circumstances surrounding your failure to replace your fingerprint card after being asked to do so on three separate occasions. All it would have taken to prevent things from getting to this point was for you to pick up the phone or send an email to Joe Mendoza requesting an extension or explaining the situation. You did not do so until after the order of revocation was issued. Failure to respond is a violation of the insurance statute (RCW 48.17.475) which was the basis for the revocation. You have expressed an unwillingness to pay a fine for your violation of the statute -- that is the reason we have "to go through all this". Any further correspondence should be directed to Attorney Andrea Philhower at andreap@oic.wa.gov

Cheryl Penn

From: Kerry Hauf [<mailto:khauf49@yahoo.com>]
Sent: Thursday, August 30, 2012 3:33 PM
To: Penn, Cheryl (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

What ever, I would think that in view of ALL the circumstances you could just get the background check done however you are doing it and that would be the end of it. I do not understand why it has to go through all this still...

--- On Thu, 8/30/12, Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV> wrote:

From: Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV>
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
To: "Kerry Hauf" <khauf49@yahoo.com>
Cc: "Philhower, Andrea (OIC)" <AndreaP@OIC.WA.GOV>
Date: Thursday, August 30, 2012, 8:36 PM

Okay. We will proceed with the hearing to determine if the revocation will be upheld or not.

Cheryl Penn

From: Kerry Hauf [<mailto:khauf49@yahoo.com>]
Sent: Thursday, August 30, 2012 1:26 PM
To: Penn, Cheryl (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

No, I am not willing to pay the fine. I have explained the extenuating circumstances that were the cause of my not getting the fingerprint card re-done in a timely manner. As soon as the judge told me I could still go get it done (which I was unaware of at the time of the pre-hearing) I did. Unfortunately it was rejected yet again! I believe I have demonstrated my willingness to work with you all and that the deaths, cancer, etc that my family was suffering at the time was the only reason that I did not get it done right away the first time around.

Kerry Hauf

-- On Thu, 8/30/12, Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV> wrote:

From: Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV>
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
To: "Kerry Hauf" <khau49@yahoo.com>
Date: Thursday, August 30, 2012, 5:56 PM

It depends. Are you willing to pay a fine? If you do not agree to pay a fine, which would override the revocation, then the hearing will be held to determine whether the revocation will stand.

From: Kerry Hauf [<mailto:khau49@yahoo.com>]
Sent: Thursday, August 30, 2012 9:53 AM
To: Penn, Cheryl (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

So, does that mean that they may make a determination before the scheduled telephone hearing?

Thank you,

Kerry

--- On Wed, 8/29/12, Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV> wrote:

From: Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV>
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
To: "Kerry Hauf" <khau49@yahoo.com>
Date: Wednesday, August 29, 2012, 6:48 PM

As of right now, the hearing is still scheduled pending determination of whether the revocation is warranted.

From: Kerry Hauf [<mailto:khau49@yahoo.com>]

Sent: Friday, August 24, 2012 8:58 AM
To: Penn, Cheryl (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Thank you. What about the hearing scheduled for 9/12 at 10:00 a.m.? Is that still on?

--- On Thu, 8/23/12, Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV> wrote:

From: Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV>
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150
To: "Kerry Hauf" <khauf49@yahoo.com>
Date: Thursday, August 23, 2012, 6:02 PM

Ms. Hauf:

We have asked the WSP to conduct a search using statistical information, i.e., your name, date of birth, social security number, place of residence, etc. There is nothing further we're requiring of you at this time.

Cheryl Penn

From: Kerry Hauf [<mailto:khauf49@yahoo.com>]
Sent: Thursday, August 23, 2012 10:41 AM
To: Penn, Cheryl (OIC)
Subject: RE: Kerry Lynne Hauf Demand for Hearing, No. 12-0150

Hi Cheryl,

Thank you for getting back to me so promptly. What other methods can be used? I am willing to help out in whatever way I can. It is just so difficult to go in to Pearson Vue here in Spokane as their hours are not very compatible with mine!

Thank you,

Kerry

--- On Thu, 8/23/12, Penn, Cheryl (OIC) <CherylP@OIC.WA.GOV> wrote: