

July 12, 2013

Office of the Insurance Commissioner
Attention Patricia D. Petersen, Chief Hearing Officer
Hearings Unit
P.O. Box 40255
Olympia, WA 98504
NO.# 13-0182

FILED

2013 JUL 16 A 9:43

To Whom It May Concern,

I am writing today, July 12, 2013, to demand a hearing to have the opportunity to discuss the four ^{Hearings Unit, DIC} allegations made against me to revoke my Washington State insurance producer license. ^{Chief of the Unit, Patricia Petersen} I don't feel the allegations that have been put forth are accurate and want the ability to express my side in a hearing.

The first complaint listed 2.) was Melba Hutton, who was 70 yrs on 10/13/09 when this complaint was issued. Not 83 yrs old, as it is falsely stated on this order revoking lic#13-0182. The complaint was brought on by Ms. Hutton's Financial Broker, Gene Cope, who was upset that Ms. Hutton moved accounts away from her to us. Ms. Cope was going to lose annual commissions, fees, and the potential for future revenue based on Ms. Hutton making these changes. I never met the daughter and at no time did Ms. Hutton show signs of dementia or other "major impairments" as the daughter now claims. In fact, during the time that I had met with Ms. Hutton she was an acting tax advisor/CPA. I still have the leather bound note book she gave me when she solicited business to do my taxes. I met with her on multiple occasions as we were conducting business and she was often times in the middle of filing multiple tax statements for clients. I know I would never have anyone do my taxes if there were obvious signs of dementia as the daughter claims. In addition, if the daughter did in fact know that her mother had dementia, I can't believe she would let her mother put these clients in potential harm's way with the IRS.

3.) I am having a hard time placing this complaint because there is not enough information provided for me to research.

4.) Lavonne and Larry Ackerlund are my clients and have been for the last 5 years. This is a complaint that was later reversed by the clients. I was told by the clients that a broker at their bank had reviewed their Bankers EIA after a year where there was zero growth. He told them that it was a bad product and that he could invest the money in mutual funds and get them 6% not 0%. He explained the only problem was that since these annuities were past their free look period, if they moved their annuities, there would be big surrender penalties to do so. He coached them that if they wrote a letter to the WA State insurance commissioner's office saying that they were misinformed, misled or lied to at point of sale, they would be able to get out of these investments. Just last month a friend of the Ackerlund's, Sally Lytle, called me and said that the Ackerlunds referred me to her and she would like to meet and do business with me based off of her friends recommendation. Both she and her son are now my valued clients as well. Based off of these recent events, I don't feel the Ackerlund's are people that think I am untrustworthy or incompetent, as some of these allegations claim.

5.) Dorothea K. Gillen was an orphan Bankers Life and Casualty client from former agent, Richard Wheeler, who no longer works for the company. I was only involved in the canceling on a new annuity application that was never processed. Again, the existing broker got involved as I was discussing transferring their investments. As the son stated, he wanted to check with "the broker of the account that contained the mother's existing annuity." Only after Mr. Gillen spoke with the broker and told him that they were considering taking this business away, did the son called me and say they did not want to proceed. I canceled the application and have not spoken to them since.

Due to the explanations above, I again demand a hearing to clear myself of these allegations.

Sincerely,



Trisa Jackson



COPY

OFFICE OF
INSURANCE COMMISSIONER

In The Matter of

Trisa Ann Jackson,

Licensee.

NO. 13-0182

ORDER REVOKING LICENSE

To: Trisa Ann Jackson
3560 Bridgeport Way W Ste 3E
University Place, WA 98466

IT IS ORDERED AND YOU ARE HEREBY NOTIFIED that your Washington State insurance producer license is **REVOKED**, effective **July 30, 2013**, pursuant to RCW 48.17.530 and RCW 48.17.540(2).

THIS ORDER IS BASED ON THE FOLLOWING:

1. Trisa Ann Jackson (WAOIC 702269, NPN 9118235) holds a Washington resident insurance producer's license. She has been the subject of four complaints received by the Washington State Office of the Insurance Commissioner ("OIC"), as summarized below.
2. On August 27, 2009, the daughter of an 83 year-old Washington consumer with dementia filed a complaint asking OIC to take "appropriate disciplinary action" to "stop the harassment - revoke [Ms. Jackson's] license." The consumer's daughter alleged her mother was subjected to "predatory harassment" and "misrepresentation" when Ms. Jackson tried selling her annuities. This began in or around June of 2008 when Ms. Jackson and a female co-worker met alone with the mother at her home and discussed Medicare and the mother's long term care needs, but after "determin[ing] [...] she would not qualify [...] because of health issues" the mother then disclosed that she had annuities and investment accounts that the agents believed were "losing money." Ms. Jackson told OIC that the mother "was worried about" these annuities and investment accounts, and she "willingly [...] produced [her financial] statements to us to review." When the consumer's daughter (who was not present at the meeting, but learned about it later from her mother) learned about the meeting and what happened, she saw that her mother was "upset and confused" and "very agitated" because of what the agents told her at this meeting. Based on Ms. Jackson and her co-worker's representations that "she was losing a tremendous amount of money in one of her annuities" and that "she needed to act ASAP" and "transfer" it "or risk losing much more" because one of her fixed annuities was "bad," the mother became greatly distressed. According to the daughter, "[a]ny normal person that met with my Mother [sic] could see she has some major impairments." After the meeting, no sale was made, but Ms. Jackson kept trying. Ms. Jackson told OIC that no one told her to not contact the mother or daughter any more after that; the daughter wrote "I finally called these women

[Ms. Jackson and a female co-worker] at [their] office, informed them I am [her mother's] daughter and POA and demanded they leave my mom alone, that if they have anything that needs to be addressed they need to contact me." Ms. Jackson maintained that she later made repeated telephone calls to the daughter to try to invite her to meet about the sale, but the daughter did not call back, she supposed, because of certain personal problems she believed the daughter had. The daughter wrote to OIC that not only did she talk to Ms. Jackson the day after the meeting, she specifically told her "my Mother had dementia and had [a] difficult time understanding technical information," she asked Ms. Jackson to return her mother's "personal and private financial paper work [...] ASAP, and to not contact her ever again." About a year later, in or about August of 2009, Ms. Jackson began contacting the mother again. Ms. Jackson maintained that she did this because she had "just recently acquired [her] securities license through UVEST and I called to inform her of this and ask if she would like me to review her accounts with her again." The daughter wrote to OIC that in one call to the mother, Ms. Jackson said "her [present] annuity was about to "renew" and she should take advantage of the "renewal" opportunity," mentioning the name of the mother's financial advisor which had appeared on the financial statements Ms. Jackson obtained in the meeting the year before. The daughter believed mentioning the advisor's name this way, "almost in the form of an endorsement," was "a gross misrepresentation." Ms. Jackson and the advisor did not know each other in any such capacity. No sale was made. In May 2011, the mother passed away.

3. In another matter, in or about October 2009, one Washington resident complained that Ms. Jackson should be required to surrender her license in connection with her actions during an attempted annuity sale to a Washington senior citizen. Working with another OIC licensee, Ms. Jackson and her colleague used coercion to obtain the person's signatures on application forms, failed to correctly and appropriately complete the required replacement form, misinformed the consumer, and made incomplete, inaccurate and/or misleading representations to the consumer, to the insurer, and to OIC's investigator. The insurer initially defended Ms. Jackson's sale of their annuity, but later reversed its position and committed to making the insured whole again.

4. In another matter, in or about October 2010 OIC received complaints from two Washington consumers over annuities Ms. Jackson and a colleague sold them in August 2008. The complaints alleged that the licensees were "insurance sales people and apparently not knowledgeable retirement investment personnel," that they gave incomplete, inaccurate and/or misleading information at the time of the sale, and that they sold them products that were not good investments. Ms. Jackson then met with the consumers about the complaints OIC received, and shared with them further information and/or explanation about the products sold. After this meeting, both consumers were persuaded to write to OIC that they wished to "reverse" their complaints, but they noted that while they were glad to receive the information from Ms. Jackson, they maintained they did not receive it at the time of the purchase and should have, and that they received incomplete, inaccurate and/or misleading information when the sale took place.

5. In another matter, in or about April 2010, an 87 year-old consumer's son made a complaint to OIC that Ms. Jackson engaged in "predatory" and "unethical" sales practices,

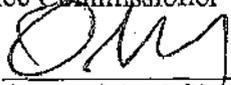
treating the mother more as a "mark" than a client. During her meetings with the consumer and her son on Wednesday and Thursday, April 21-22, 2010, Ms. Jackson tried to persuade the consumer to sell her existing annuity (which was part of her investments she relied on as an income stream) and then use the proceeds of that sale to buy one of the annuities Ms. Jackson was selling. Ms. Jackson claimed the annuity she wanted to sell would offer the mother the same opportunities to make money as an investment, but it had guarantees and would not lose money. The consumer and her son were "confused." Ms. Jackson then "pressure[d] the mother into signing the forms she had" to complete the transaction right then. Ms. Jackson used "high pressure sales methods," "extremely high pressure sales tactics," and "scare tactics" – including "shock[ing]" the mother by "threaten[ing]" that if she kept her existing annuity, she "could lose it all." Ultimately, Ms. Jackson got the mother to sign three forms – which did not include the required replacement form, but the son, still not convinced that his mother's accounts "were in trouble," still wanted to check with the account broker and told Ms. Jackson this. The mother and son were not sure her existing annuity was losing the money Ms. Jackson claimed it was losing, and the son told Ms. Jackson that he wanted to discuss the situation with the broker of the account that contained the mother's existing annuity. Ms. Jackson told his mother not to tell the account broker. Ms. Jackson later told OIC that, not only did she believe she fully explained the annuity transaction, the consumer wanted to proceed because the son "was very unhappy with their current broker [...] and explained that they never heard from him unless he wanted to buy something in their account." The consumer and the son refuted this, maintaining that Ms. Jackson did not fully explain the transaction, they denied that the son was very unhappy with the current broker, and they denied that the broker supposedly never contacted them unless he wanted them to buy something. On Thursday, April 22, 2010, after the consumer signed the papers, Ms. Jackson told the consumer and her son that she goes into the home office on Mondays and she would be going to her office on Monday, April 26, 2010 to turn in the paperwork. Ms. Jackson took the three signed forms and one of the consumer's account statements with her and left the consumer's home. The next day, the son reached the broker and discussed the matter. Based on what he learned, the son decided with his mother that the transaction should not proceed. On Friday, April 23, 2010, the son called Ms. Jackson and immediately told her to stop everything. He told her "he had spoken with the broker" and that he now wanted Ms. Jackson to "hold off on processing the annuity transfer." By then, however, Ms. Jackson had already turned in the paperwork that morning. The son and Ms. Jackson dispute whether she told or explained this to him during this call, but during this call they agreed to meet in a Lowe's store parking lot on Sunday April 25, 2010. The son asked Ms. Jackson to meet specifically so she could return not just the mother's account statement she had taken, but also all of the papers that his mother had signed. Ms. Jackson maintained that the son only asked her "to meet him sometime that weekend to return" the account statements. When they met in the parking lot, the licensee only returned the mother's account statement, and the son was "shocked" to then learn that Ms. Jackson had already turned in the signed papers on Friday instead of Monday as she said she would. Ms. Jackson thereafter not only "requested the cancelation of [the mother's] annuity transfer," "the paperwork was [also] shredded at the branch office." On Monday, the consumer and her son delivered a letter that implored Ms. Jackson to "never again contact" them, and pointed out that they were "highly pressured, not fully informed and was in fact misinformed and misled."

Pursuant to RCW 48.17.530(1), the Commissioner may revoke the license of any insurance producer. Licensee Trisa Ann Jackson has violated numerous provisions of the Insurance Code, including, but not limited to: repeatedly using fraudulent or dishonest practices, and repeatedly demonstrating his untrustworthiness (RCW 48.17.530(1)(h)); making and causing to be made misrepresentations of the terms of any policies and/or the benefits or advantages promised thereby (RCW 48.30.090); recommending the purchase of annuities without reasonable grounds for believing that the recommendation is suitable for the consumer (RCW 48.23.015(2)(a)); making recommendations for the purchase of annuities without those recommendations being reasonable under all circumstances (RCW 48.23.015(3)); knowingly making false or misleading statements or impersonations, and willfully failing to reveal material facts, in or relative to applications for insurance to an insurer (RCW 48.30.210); making misrepresentations and/or misleading comparisons to induce or tend to induce insureds into lapsing, terminating, forfeiting, surrendering, retaining, or converting any insurance policy (RCW 48.30.180); failing to demonstrate good faith, failing to practice honesty and equity, and using deception in the business of insurance (RCW 48.01.030); failing to present one or more accurate, correct, non-misleading, and complete WAC 284-23-485 notices to consumers no later than the time of the taking of the application, and failing to fairly and adequately highlight the points raised by the questions (WAC 284-23-440(2)(a)); making false, deceptive, or misleading representations or advertising in the conduct of the business of insurance or relative to the same or relative to any person engaged therein (RCW 48.30.040); violating insurance laws or rules (RCW 48.17.530(1)(b)); intentionally misrepresenting the terms of actual or proposed insurance contracts or applications for insurance (RCW 48.17.530(1)(e)); and using coercive and/or dishonest practices and demonstrating herself to be untrustworthy and/or incompetent. Accordingly, Trisa Ann Jackson's license is hereby **REVOKED**.

IT IS FURTHER ORDERED that Trisa Ann Jackson immediately return to OIC her certificate of her resident insurance producer license, and that she do so on or before the effective date of this Order Revoking License, as required by RCW 48.17.530(4). Such license shall be delivered to: ATTN: Licensing Manager, Office of the Insurance Commissioner, P O Box 40257, Olympia, WA 98504-0257.

ENTERED AT TUMWATER, WASHINGTON, this 12th day of July, 2013.

MIKE KREIDLER
Insurance Commissioner

By 
Alan Michael Singer
OIC Staff Attorney

NOTICE OF YOUR RIGHT TO A HEARING

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 the reasons why you think this Order should be changed. 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:

Office of the Insurance Commissioner
Attention Patricia D. Petersen, Chief Hearing Officer
Hearings Unit
P.O. Box 40255
Olympia, WA 98504-0255

CERTIFICATE OF MAILING

The undersigned certifies under the penalty of perjury under the laws of the State of Washington that I am now and at all times herein mentioned, a citizen of the United States, a resident of the State of Washington, over the age of eighteen years, not a party to or interested in the above-entitled action, and competent to be a witness herein.

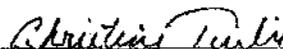
On the date given below I caused to be served the foregoing ORDER REVOKING LICENSE on the following individual via US Mail and e-mail at the below indicated addresses:

Trisa Ann Jackson
3560 Bridgeport Way W Ste 3E
University Place, WA 98466

Trisa Ann Jackson
14005 95th Ave NW
Gig Harbor, WA 98329

trisa.jackson@bankerslife.com

SIGNED this 12th day of July, 2013, at Tumwater, Washington.


Christine Tribe