



OFFICE OF
INSURANCE COMMISSIONER

OLYMPIA OFFICE:
INSURANCE BUILDING
P.O. BOX 40258
OLYMPIA, WA 98504-0258
Phone: (360) 725-7000

IN THE MATTER OF

TRISA ANN JACKSON,

Licensee.

NO. 13-0182

STIPULATION AND ORDER
TERMINATING PROCEEDINGS,
RESCINDING REVOCATION ORDER
NO. 13-0182, SETTING CONDITIONS
FOR PROBATIONARY INSURANCE
PRODUCER'S LICENSE, AND
LEVYING A FINE

Pursuant to RCW 34.05.060 and WAC 10.08.230(2)(b), the parties hereby stipulate and agree as follows in resolution of this matter:

1. Licensee Trisa Ann Jackson ("Licensee") holds a Washington resident insurance producer license, WAOIC # 702269, issued March 2007.
2. Ms. Jackson is the subject of four complaints received by the Washington State Office of Insurance Commissioner ("OIC"). Based on these four complaints, OIC entered Order No. 13-0182 alleging that Ms. Jackson violated the Washington Insurance Code and revoking Ms. Jackson's Washington producer license. Ms. Jackson does not agree with the Order's assertion that she violated the Insurance Code and she timely demanded a hearing challenging the Order. As a result of Ms. Jackson's timely hearing demand, the Order was automatically stayed pursuant to RCW 48.04.020.
3. Ms. Jackson is the sole subject of one of the four complaints mentioned in the Order, while three of the four complaints name her as a subject of the complaints but also name another insurance producer, Sandra Cooley Allen, ("co-producer") as a co-subject of the complaints. In the three complaints against both insurance producers, consumers alleged the insurance producers engaged in coercive behavior and failed to correctly and appropriately explain the products they were selling.

4. As to the complaint received by the OIC in which Ms. Jackson is named as the sole subject, that complaint concerned the proposed replacement of a variable annuity with a Bankers Life and Casualty Company ("Bankers") fixed annuity. According to the complainants in that complaint, in April 2010 Ms. Jackson used overly aggressive sales tactics, and misinformed and misled the complainants regarding the details and suitability of the replacement annuity. Ms. Jackson categorically denies these allegations. According to Ms. Jackson, she and the complainants discussed the huge swings the variable annuity's account had taken over the last year and a half, she and the complainants carefully reviewed the proposed replacement annuity, and she completed paperwork for the annuitant to review with her broker, although no completed WAC 284-23-440(2)(a) replacement notice could be located for this proposed transaction. In response to this complaint, in August 2010 Bankers indicated that, going forward, it would have a Bankers sales manager review all of Ms. Jackson's annuity transactions before submitting them to Bankers' administrators for processing, and would make telephone inquiries as needed to clarify any questions regarding the proposed transaction. The OIC took no action on the complaint.

5. Since April of 2010, Ms. Jackson has written at least 146 annuity transactions, and OIC has received no additional complaints against Ms. Jackson. Ms. Jackson is currently still contracted as an insurance agent by Bankers, which is licensed to conduct the business of disability and life insurance in the state of Washington, pursuant to its Certificate of Authority, WAOIC # 176, NAIC # 61263.

6. Ms. Jackson does not agree that she violated provisions of the Insurance Code, but because she wishes to put this matter behind her and save attorneys' fees and expenses, she does agree that sufficient facts exist upon which a fact finder could find and conclude that Ms. Jackson violated one or more conditions of the Insurance Code. Ms. Jackson consents to the entry of a final Order which requires her to comply with the terms and conditions set forth below. The Insurance Commissioner also consents to settle this matter in consideration of Ms. Jackson's withdrawal of her hearing demand and her compliance with such terms and conditions as are set forth below.

7. Pursuant to RCW 48.17.530, Ms. Jackson will be on probation and her Washington producer license will be converted to a probationary insurance producer license. The period of probation for Ms. Jackson and her license will be twenty-four (24) months commencing on the date of entry of the subjoined Order Terminating Proceedings. During the probation period, if any administrative action is taken and a penalty is imposed against any license Ms. Jackson holds with any state, or if any action is taken and a penalty is imposed against Ms. Jackson by FINRA, or if Ms. Jackson is convicted of any criminal violation other than a misdemeanor traffic violation, her probationary Washington resident license may be revoked. Nothing herein shall be construed to limit Ms. Jackson in any way from contesting any such administrative, civil or criminal action up to and including appeal in the state and federal courts. During the probation period, Bankers will act and serve as Ms. Jackson's mentor as outlined in Exhibit A.

8. If Ms. Jackson's mentor herein is unable or unwilling to perform any responsibilities set forth herein, substitution of another mentor will be required. Any substitution mentor must agree to the terms set forth herein and must notify the OIC in writing of such agreement. Ms. Jackson may not engage in any activities that constitute the business of insurance without having a current mentor during the probation period. The mentor may resign his or her job as mentor only in writing to OIC, either by US mail (attention Ms. Christine Tribe, OIC, PO Box 40255, Olympia WA 40255) or e-mail (ChristT@oic.wa.gov). Any such resignation must be provided to OIC at least two (2) weeks prior to the effective date of the resignation. Ms. Jackson must immediately – within 24 hours – report to OIC if her mentor is unwilling or unable to perform the responsibilities set forth herein. If Ms. Jackson engages in any activities that constitute the business of insurance without having a current mentor during the probation period, her insurance producer license will be subject to immediate revocation, and in such instance, Ms. Jackson shall retain only the right to demand a hearing to contest whether she engaged in activities which constitute the business of insurance while her mentor was unwilling or unable to perform the responsibilities set forth herein.

9. Ms. Jackson agrees to notify the OIC immediately if she leaves her current employment with Bankers Life & Casualty Company.

10. Ms. Jackson must complete ten (10) hours of continuing ethics education courses during her probation period. Ms. Jackson shall submit proof of the completion of such courses to the Insurance Commissioner within thirty (30) days of the end of her probation period.

11. Ms. Jackson agrees to accept service of a subpoena and to appear if subpoenaed and testify truthfully in the matter concerning the co-producer.

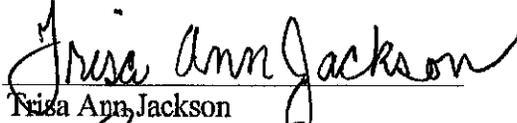
12. By agreement of Ms. Jackson and the Commissioner, Ms. Jackson is fined two thousand dollars (\$2,000) imposition of all of which amount is suspended on the condition that Ms. Jackson commit no further violations of the statutes and regulations that are subject of the final Order for a period of two years from the date the final Order is entered and on the condition that Ms. Jackson otherwise conforms to the terms of this Stipulation and subjoined Order Terminating Proceedings. If Ms. Jackson violates the conditions as set forth in the final Order, the suspended portion of this fine may be imposed at the sole discretion of the Insurance Commissioner without any right to a hearing, appeal, and/or advance notice.

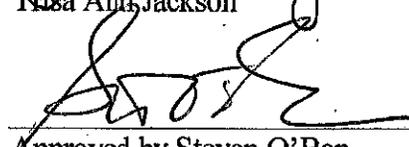
13. Ms. Jackson's failure to adhere to any of these may constitute grounds for revocation of Ms. Jackson's Washington resident insurance producer license.

14. Order Revoking License number 13-0182 entered July 12, 2013, shall be rescinded and replaced by the subjoined Final Order Terminating Proceedings.

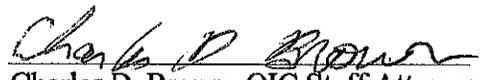
15. The parties agree that the subjoined Final Order Terminating Proceedings may be entered forthwith and without further notice to either party.

SIGNED this 13 day of June, 2014.


Trisa Ann Jackson


Approved by Steven O'Ban
Attorney for Licensee

OFFICE OF THE INSURANCE COMMISSIONER


Charles D. Brown, OIC Staff Attorney
Legal Affairs Division

ORDER TERMINATING PROCEEDINGS

This matter having come on before the undersigned Hearing Officer of the State of Washington Office of Insurance Commissioner pursuant to the foregoing Stipulation, and the Hearing Officer having reviewed said Stipulation and deeming himself fully advised in the premises, NOW THEREFORE,

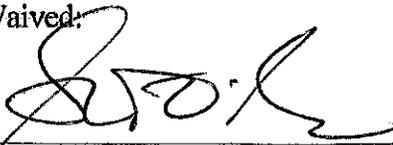
IT IS HEREBY ORDERED pursuant to RCW 48.17.530 and the foregoing Stipulation as follows:

1. Order Revoking License No. 13-0182 entered July 12, 2013 is hereby vacated.
2. Licensee Trisa Ann Jackson shall comply with the terms of the foregoing Stipulation and is fined \$2,000, all of which amount is suspended on the conditions set forth in the foregoing Stipulation.
3. It is hereby ordered pursuant to RCW 48.17.530 and RCW 48.17.560 that OIC Docket Number 13-0182 is hereby closed and dismissed as settled.

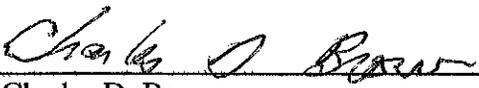
SIGNED AND ENTERED THIS ____ day of _____, 2014.

George Finkle
Hearing Officer
Office of Insurance Commissioner

Approved for Entry/Notice of Presentation
Waived:



Steven O'Ban
Attorney for Licensee



Charles D. Brown
OIC Staff Attorney
Legal Affairs Division

EXHIBIT A

Mike Kreidler
Commissioner, Office of the Insurance Commissioner
Washington

Re: Confirmation of monitoring activities for Agent Trisa Jackson

Dear Commissioner Kreidler:

This letter is to confirm that, at the request of Agent Trisa Jackson, for a two-year period beginning from the date of the entry of a final order in Docket No. 13-0182 or her contract with Bankers Life is terminated, whichever ends first, Bankers Life will monitor the sales activities of Agent Trisa Jackson, and submit reports to the OIC, as follows:

- (1) all Bankers annuity applications written by Ms. Jackson will continue to be reviewed by a Bankers sales manager to ensure compliance with Bankers suitability guidelines prior to being submitted to the home office for processing;
- (2) a Bankers manager will contact each of Ms. Jackson's annuity applicants to verify the accuracy of the information provided by the applicant on the application and annuity suitability forms;
- (3) a Bankers manager will randomly select and monitor four of Ms. Jackson's sales calls annually to ensure that she properly identifies herself to the prospect as an insurance agent and explains the purpose of the call; and
- (4) Bankers will notify the OIC of consumer complaints that it receives against Ms. Jackson .

Bankers or one of its' managers will provide a report to the OIC every 6 months on each of the items referenced above. The report will include a list of the policies written by Ms. Jackson during the previous 6 months. The report may include charts, transaction documents, forms, data summaries, and any other information that Bankers believes will be meaningful to the OIC. All reports will be filed with the OIC within thirty (30) calendar days after the end of each six (6) month period. The first six (6) month period ends six (6) months after the date of entry of the final order. The reports will be submitted to:

Producer Licensing Manager
Office of the Insurance Commissioner
Insurance 5000 Building
P.O. Box 40255
Olympia, WA 98504-0255

Bankers Life understands that the above commitments are required of Ms. Jackson under a stipulation and consent to order that she has entered into with the OIC and that her failure to cause these monitoring and reporting activities could result in further penalties for her under that order.

Please do not hesitate to contact me if you have any questions on this letter or the reports contemplated above.

Sincerely,



James Valdez