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November 18, 2019

Office of the Insurance Commissioner
Attn: Hearings Unit
PO Box 40255
Olympia, WA 98504-0255

RE: Proposed Consent Order No. 19-0474

To Whom It May Concern:

I am writing to request that the Insurance Commissioner revoke our approval as a continuing education provider in lieu of a fine for alleged infractions of statutes and rules. In lieu of this, I request an administrative hearing for continuing education (CE) provider number 37521 pursuant to the final notice regarding the above-referenced order number, dated November 12, 2019. I am requesting such a hearing based on several objections outlined in this letter, but predominantly motivated by two factors:

1. Oregon RIMS and its members do not expect to receive continuing education credits from the State of Washington for the courses in question, and
2. Our organization's board of directors voted to cease offering Washington insurance producer continuing education credits effective July 19, 2019.

Oregon RIMS is a nonprofit 501(c)6 organization seeking to advance risk management through education and community engagement. As such, our organization runs entirely on volunteer labor; we do not have a single employee or otherwise compensated individual and 100% of our profits are reinvested in the community. Our volunteers are risk management community members, often performing several duties at once and sometimes monitoring course attendees for the first time. Our monitors are instructed to announce that CE credits will not be granted if attendees do not properly sign in at the beginning and out at the conclusion of the session. In so doing, attendees have been notified not to expect credit should they incorrectly sign the register.

Regarding the basis for proposed Order Number 19-0474, Section 4 cites alleged deficiencies in courses numbered 624279, 623415, 624055, 623408, 623440, and 623407. None of the instructors or monitors signed the attendance register for the aforementioned courses and no completion

For all these reasons, we believe we have not violated Washington Administrative Codes cited in Sections 6 and 10 of the proposed Order.



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Regarding the remaining, uncontested code and rule violations, I would respectfully request that the Insurance Commissioner review the infractions in light of the nature of our organization and the circumstances surrounding the infractions and drop the fines issued to Oregon RIMS.

Our event attendees expect risk management education and community-building opportunities. Any continuing insurance education credit with the State of Washington is de minimus at best and traditionally have been offered by our group as a courtesy due to our geographical and professional proximity. Because Washington CE credits are not a core benefit, this makes the requirements to obtain them relatively onerous, and we will not be doing so in the future. We have already ceased submission of course applications for consideration. Therefore, I propose that the Insurance Commissioner revoke our approval as a continuing education provider in lieu of a fine for alleged infractions of statutes and rules. Please reconsider the imposition of a fine which would only harm the risk management community of Oregon and SW Washington.

Thank you for your time and consideration in this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Grant Feltz", with a stylized flourish at the end.

Grant Feltz
President

RISK & INSURANCE MANAGEMENT
SOCIETY OF OREGON
PO BOX 2010
PORTLAND, OR 97208

**STATE OF WASHINGTON
OFFICE OF THE INSURANCE COMMISSIONER**

In the Matter of

OREGON RIMS CHAPTER,

Continuing Insurance Education Provider

Order No. 19-0474

Provider No. 37521

CONSENT ORDER

LEVYING A FINE

This Consent Order Levying a Fine (“Order”) is entered into by the Insurance Commissioner of the state of Washington (“Insurance Commissioner”), acting pursuant to the authority set forth in RCW 48.02.060 and RCW 48.17.560, and continuing insurance education provider Oregon RIMS Chapter. This Order is a public record and will be disseminated pursuant to Title 48 RCW and the Insurance Commissioner’s policies and procedures.

BASIS:

1. Oregon RIMS Chapter (“the Provider”) is a continuing insurance education provider, provider number 37521.
2. In August 2019, a records audit was conducted on the Provider, which found the Provider had not been issuing certificates of completion as required. The Provider submitted 28 rosters during the audit, most of which had over three (3) attendees, and it was estimated that over 100 certificates were not issued.
3. The instructor or monitor did not sign the attendance register for any of the classes audited. The attendance register form is the only document that verifies a producer completed a course and must have all of the information specified in WAC 284-17-273. Specifically, the attendance register must show the time the Producer arrived and departed the classroom. The class monitor or instructor is required to review the attendance register at the classroom to correct any mistakes before the attendees leave. The class monitor or the instructor is then required to sign the attendance register as verification that it has been reviewed.
4. Additionally, some attendees did not sign in, some did not sign out, and some did not indicate the time they left, or left early:

7. WAC 284-17-292 provides the certificates of completion of insurance continuing education courses must include the signature of the authorized designee of the provider and the date.

8. WAC 284-17-273 provides that a continuing education provider must use an attendance register in the format required by the Insurance Commissioner to document attendance for a classroom or webinar course. The attendance register must include (4) the signature of the instructor or monitor for a classroom course, and (5) the attendee's name and phone number, Washington producer license number, arrival time, signature, and departure time with the attendee's initials.

9. WAC 284-17-281(1)(d) provides that to verify course completion for classroom courses, licensees must attend the entire presentation and sign the attendance register at the beginning and end of the presentation.

10. WAC 284-17-302(9) allows the Insurance Commissioner to levy a fine for issuing a certificate of completion to a person who did not complete the course in accordance with chapter 284-17 WAC.

11. WAC 284-17-302(10) allows the Insurance Commissioner to levy a fine for submitting a roster for a person who did not complete the course in accordance with chapter 284-17 WAC.

12. WAC 284-17-302(11)(a) states that a continuing education provider or any of its employees, designees, or instructors may be fined for submitting a roster for a person who did not sign the classroom attendance register.

13. WAC 284-17-302(11)(b) allows the Insurance Commissioner to levy a fine for submitting a roster for a person who did not indicate their arrival time or departure time on the attendance register.

14. WAC 284-17-302(17) states that failing to comply with any statute or rule pertaining to continuing education providers as specified in Titles 48 RCW and 284 WAC may result in a fine.

15. RCW 48.17.560 provides that after hearing or upon stipulation by the licensee or insurance education provider, and in addition to or in lieu of the suspension, revocation, or refusal to renew any such license or insurance education provider approval, the Insurance Commissioner

EXECUTED this _____ day of _____, 2019.

OREGON RIMS CHAPTER

By: _____

Printed Name: _____

Printed Corporate Title: _____

AGREED ORDER:

Pursuant to the foregoing factual Basis and Consent to Order, the Insurance Commissioner of the state of Washington hereby Orders as follows:

1. The Provider shall pay a fine in the amount of Eight Hundred Dollars (\$800.00), receipt of which is hereby acknowledged by the Insurance Commissioner.

2. This Order and the violations set forth herein constitute admissible evidence that may be considered in any future action by the Insurance Commissioner involving the Provider. However, the facts of this Order, and any provision, finding or conclusion contained herein does not, and is not intended to, determine any factual or legal issue or have any preclusive or collateral estoppel effects in any lawsuit by any party other than the Insurance Commissioner.

ENTERED this _____ day of _____, 2019.



MIKE KREIDLER
Insurance Commissioner

By and through his designee

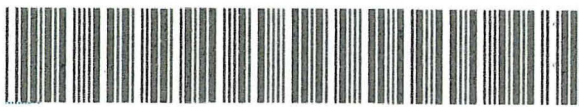
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Hearings



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Oct 2018
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GR-RIMS
Po Box 2010
Portland, OR 97208

RECEIVED
NOV 27 2019
INSURANCE
COMMISSIONER

OFFICE OF THE INSURANCE COMMISSIONER
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