

Arkansas Insurance Department

Asa Hutchinson
Governor



Allen Kerr
Commissioner

May 7, 2015

Carl Thomas
2874 Price Dr Ste 2
Bartlett, TN 38134

Via Certified Mail # 7009 1680 0002 2605 4457 & Regular Mail

LETTER OF REPRIMAND

RE AID File Number: 95974, National Producer No. 9124384
Failure to file claim in a timely manner

Mr Thomas:

The Arkansas Insurance Department has concluded the investigation into the above referenced matter. It was discovered a gross negligence on your part created an extreme and ongoing situation for your client, Ms. Jefferson. Claims should be filed with the carrier for evaluation of coverage. You as an agent do not maintain a license to adjust or evaluate claims. You were in violation of Arkansas Insurance Rules & Regulations 43 sections 8 & 9. Your client was not informed in 15 days if the claim was accepted or denied, nor was the claim settled within 45 days of the reporting of such claim.

Pursuant to the review of the file by this Department, you are hereby served with this **Letter of Reprimand**.

Please be advised that this Letter of Reprimand will be placed in the appropriate file as a permanent record for referral. Additionally, this **Letter of Reprimand** will be forwarded to the National Association of Insurance Commissioners ("NAIC") for publication on the NAIC website. If you feel that this Letter of Reprimand is unjust or unwarranted, you may request an administrative hearing within thirty (30) days of your receipt of this correspondence.

If you have any questions please feel free to contact me.

Thank You,

Margie Farmer

Margie Farmer/Investigator
Arkansas Insurance Department
Legal Division
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Cc: Gray Turner/Assoc. Counsel