

# Arkansas Insurance Department

Mike Beebe  
Governor



Jay Bradford  
Commissioner

February 12, 2010

Via Certified Mail Return Receipt No. 7003 1010 0000 9423 7894

Mr. Ted Scallion  
P.O. Box 242024  
Little Rock, AR 72223-0019

RE: Complaint by Michael Norton  
AID File No. 2009-185

## LETTER OF REPRIMAND

Dear Mr. Scallion:

We have completed our review of the above-referenced matter and find cause for concern with regard to your communications with the complainant in this matter.

You stated that you made several requests for information from the complainant that went unanswered for quite some time which caused you some frustration. As a result, you sent a very disrespectful, distasteful e-mail about the complainant to a general e-mail account that was read by all of his coworkers, including his supervisor. You stated that this was an aggressive attempt to obtain the information that you needed, and you further stated that you have said or done other "aggressive" things to obtain information needed to work your files. After our conference we received your letter which indicates that you now realize the unprofessional nature of your actions and that your behavior was unacceptable and should never be repeated.

The law requires that the Commissioner must find, among other things, that a person is of good personal and business reputation in order to obtain an adjuster's license. See Ark. Code Ann. § 23-64-202(a)(2)(C)(i).

Your behavior in this matter does not demonstrate good personal and business reputation and such conduct will not be tolerated by this Department. We are now closing this file, but should this type of complaint against you be made in the future, this file will be considered in determining what administrative action needs to be taken.

Pursuant to the review of your actions by this Department, you are hereby served with this **Letter of Reprimand**. In view of the foregoing violation, 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.

Sincerely,

A handwritten signature in black ink that reads "Amanda Capps Rose". The signature is written in a cursive, flowing style.

Amanda Capps Rose  
Associate Counsel  
(501) 371-2820

ACR/tal

cc: Correspondence