

STATE OF OREGON
DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
DIVISION OF FINANCIAL REGULATION

In the Matter of:

Case No. INS-20-0002

AMY L. KHAN, an Individual,

Respondents.

ORDER TO CEASE AND DESIST,
ORDER TO PLACE LICENSE ON
PROBATION, ORDER TO ASSESS
CIVIL PENALTIES, AND CONSENT
TO ENTRY OF ORDER

The Director of the Department of Consumer and Business Services for the State of Oregon (“Director”), acting in accordance with Oregon Revised Statutes (“ORS”) chapters 731, 732, 733, 734, 735, 737, 742, 743, 743A, 743B, 744, 746, 748 and 750 (“Insurance Code”), conducted an investigation into the activities of Amy L. Khan (“Respondent”) and determined that Respondent engaged in activities constituting violations of the Insurance Code.

Respondent wishes to resolve and settle this matter with the Director.

Now, therefore, as evidenced by the authorized signature subscribed on this Order, Respondent hereby CONSENTS to entry of this Order upon the Director’s Findings of Fact and Conclusions of Law as stated hereinafter.

FINDINGS OF FACT

The Director FINDS that:

1. On May 19, 2014, Respondent was issued an Oregon resident insurance producer license (“License”). Respondent’s national producer number is 17271024.
2. At all relevant times, Respondent was employed by Richard K. Moore Insurance Agency, Inc. (“RKMIA”).
3. At all relevant times, RKMIA was owned by Richard K. Moore (“Moore”).¹

¹ See related Division of Financial Regulation (“Division”) case number INS-19-0139 against Moore and



1 4. From in or around 2015 through in or around 2019, Respondent, acting on
2 RKMIA's behalf, regularly forged customer signatures onto rerate request forms.²

3 5. Respondent voluntarily disclosed the foregoing conduct to the Division, and
4 informed the Division of similar conduct relating to RKMIA.

5 CONCLUSIONS OF LAW

6 The Director CONCLUDES that:

7 6. Forging customer signatures demonstrates dishonest practices, and the Director
8 may place Respondent's License on probation under ORS 744.074(1)(h).

9 7. Because the Director has reason to believe that Respondent has been engaged,
10 is engaging, or is about to engage in violations of the Insurance Code, the Director may
11 issue an order to Respondent to cease and desist, pursuant to ORS 731.252(1).

12 8. Under ORS 731.988(1), the Director may impose a civil penalty of up to
13 \$10,000 *per violation* upon any person who violates a provision of the Insurance Code.

14 ORDERS

15 Now therefore, the Director issues the following Orders:

16 9. As authorized by ORS 731.252(1), the Director hereby ORDERS Respondent
17 to CEASE AND DESIST from violating ORS 744.074(1)(h).

18 10. As authorized by ORS 744.074(1)(h), the Director hereby ORDERS that
19 Respondent's Oregon resident insurance producer license be placed on PROBATION for
20 ONE YEAR for engaging in dishonest practices under ORS 744.074(1)(h).

21 11. The foregoing PROBATION shall begin on the date this Order is executed.
22 During the probationary period, Respondent shall abide by the following terms:

23 A. Obey all federal, state, and local laws;

24 B. Comply with all terms of this Order;

25 _____
26 RKMIA.

² Rerates occur when customers request their insurance company to rate them as if they were new applicants.





1 C. Notify the Director within fourteen days if there is a change in
2 Respondent's appointment or employer;

3 D. Complete four hours (two classes) of continuing education in ethics.
4 The classes shall be completed during the probationary period. Proof of completion
5 shall be submitted to the Division at 350 Winter Street NE, Room 410, Salem, OR
6 97301 or DFR.ReportEnforcement@oregon.gov. This continuing education
7 requirement shall be in addition to any ethics-based coursework required to
8 maintain Respondent's License; and

9 E. Provide the Division with a copy of each insurance application she
10 submits to insurers during the probationary period. Copies of the applications shall
11 be submitted to DFR.ReportEnforcement@oregon.gov, or a document sharing
12 service agreed to by the parties every month of the probationary period;

13 F. Submit the applications for the applicable period by the first business
14 day of each applicable month.

15 12. Should Respondent comply with the foregoing terms, her term of PROBATION
16 shall conclude one year from the date this Order is executed.

17 13. As authorized by ORS 731.988(1), the Director hereby ORDERS that
18 Respondent be subject to a CIVIL PENALTY of \$5,000 for violating ORS 744.074(1)(h).

19 14. The Director hereby suspends payment of \$4,000 of the CIVIL PENALTY for
20 a period of three years, provided Respondent:

21 A. Complies with the terms of this Order; and

22 B. Does not violate the Insurance Code within the three-year time period.

23 15. The non-suspended CIVIL PENALTY (\$1,000) is due and payable at the time
24 this Order is submitted to the Director.

25 16. The suspended CIVIL PENALTY (\$4,000) will be waived three years from the
26 date this Order is finalized, provided Respondent has complied with the foregoing Order

1 terms. The Director reserves the right to immediately assess and collect the suspended
2 civil penalty upon a determination that Respondent has violated any term of this Order.

3 17. This Order is binding upon Respondent’s successors and assigns.

4 18. This Order is a “Final Order” under ORS 183.310(6)(b). Subject to that
5 provision, the entry of this Order does not limit other remedies that are available to the
6 Director under Oregon law.

7 SO ORDERED this 24th day of February, 2020.

8
9 LOUIS SAVAGE, Acting Director
Department of Consumer and Business Services

10
11 /s/ Dorothy Bean
12 Dorothy Bean, Chief of Enforcement
Division of Financial Regulation

13 *[The remainder of this page intentionally left blank.]*
14
15
16
17
18
19
20
21
22
23
24
25
26

Division of Financial Regulation
Labor and Industries Building
350 Winter Street NE, Suite 410
Salem, OR 97301-3881
Telephone: (503) 378-4387



1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26

CONSENT TO ENTRY OF ORDER

I, Amy L. Khan, state that I have read the foregoing Order and that I know and fully understand the contents hereof. I have been advised of my right to a hearing and of my right to be represented by counsel in this matter. I voluntarily consent to the entry of this Order without any force or duress, expressly waiving any right to a hearing in this matter, as well as any rights to administrative or judicial review of this Order. I understand that the Director reserves the right to take further actions against me to enforce this Order or to take appropriate action upon discovery of other violations of the Insurance Code by me. I will fully comply with the terms and conditions stated herein.

Signature: /s/ Amy Khan

State of Oregon

County of Douglas

Signed or attested before me on this 31st day of January, 2020

by Amy Khan.

/s/ Katie Starkel

Notary Public

Division of Financial Regulation
Labor and Industries Building
350 Winter Street NE, Suite 410
Salem, OR 97301-3881
Telephone: (503) 378-4387

