HB 0779 2004 A bill to be entitled

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An act relating to insurance agents and agencies; amending s. 626.016, F.S.; subjecting insurance agencies to regulation by the Chief Financial Officer; amending s. 626.112, F.S.; deleting a contingent requirement for insurance agency licensure; amending s. 626.171, F.S.; specifying licensure application requirements for insurance entities other than insurance agencies; deleting a provision applying to insurance agencies; amending s. 626.172, F.S.; revising insurance agency licensure application requirements; amending s. 626.191, F.S.; clarifying repeated application provisions; amending s. 626.201, F.S.; clarifying a department-authorized interrogatories provision; amending s. 626.342, F.S.; including insurance agencies under provisions prohibiting furnishing supplies to certain unlicensed agents and imposing civil liability under certain circumstances; amending s. 626.536, F.S.; including insurance agencies under an action-reporting requirement; amending s. 626.561, F.S.; including insurance agencies under provisions providing funds reporting and accounting requirements and imposing criminal penalties; amending s. 626.572, F.S.; including insurance agencies under provisions prohibiting rebating; amending s. 626.601, F.S.; including insurance agencies under provisions authorizing the department to inquire into improper conduct; creating s. 626.602, F.S.; authorizing the Department of Financial Services to disapprove the use of certain names under certain circumstances; amending s.

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626.6115, F.S.; providing an additional ground for the department to take compulsory adverse insurance agency license actions; amending s. 626.6215, F.S.; providing an additional ground for the department to take discretionary adverse insurance agency license actions; amending s. 626.641, F.S.; providing additional criteria for duration of license suspensions or revocations; amending ss. 626.292 and 626.321, F.S.; correcting cross references; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Subsection (1) of section 626.016, Florida Statutes, is amended to read:

626.016 Powers and duties of department, commission, and office.--

(1) The powers and duties of the Chief Financial Officer and the department specified in this part apply only with respect to insurance agents, <u>insurance agencies</u>, managing general agents, reinsurance intermediaries, viatical settlement brokers, customer representatives, service representatives, and agencies.

Section 2. Subsection (7) of section 626.112, Florida Statutes, is amended to read:

626.112 License and appointment required; agents, customer representatives, adjusters, insurance agencies, service representatives, managing general agents.--

(7)(a) No individual, firm, partnership, corporation, association, or any other entity shall act in its own name or

under a trade name, directly or indirectly, as an insurance agency, when required to be licensed by this subsection, unless it complies with s. 626.172 with respect to possessing an insurance agency license for each place of business at which it engages in any activity which may be performed only by a licensed insurance agent.

- (b) An insurance agency shall, as a condition precedent to continuing business, obtain an insurance agency license if the department finds that, with respect to any majority owner, partner, manager, director, officer, or other person who manages or controls the agency, any person has, subsequent to the effective date of this act:
- 1. Been found guilty of, or has pleaded guilty or nolo contendere to, a felony in this state or any other state relating to the business of insurance or to an insurance agency, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of the cases.
- 2. Employed any individual in a managerial capacity or in a capacity dealing with the public who is under an order of revocation or suspension issued by the department. An insurance agency may request, on forms prescribed by the department, verification of any person's license status. If a request is mailed within 5 working days after an employee is hired, and the employee's license is currently suspended or revoked, the agency shall not be required to obtain a license, if the unlicensed person's employment is immediately terminated.
- 3. Operated the agency or permitted the agency to be operated in violation of s. 626.747.

4. With such frequency as to have made the operation of the agency hazardous to the insurance-buying public or other persons:

- a. Solicited or handled controlled business. This subparagraph shall not prohibit the licensing of any lending or financing institution or creditor, with respect to insurance only, under credit life or disability insurance policies of borrowers from the institutions, which policies are subject to part IX of chapter 627.
- b. Misappropriated, converted, or unlawfully withheld
 moneys belonging to insurers, insureds, beneficiaries, or others
 and received in the conduct of business under the license.
- c. Unlawfully rebated, attempted to unlawfully rebate, or unlawfully divided or offered to divide commissions with another.
- d. Misrepresented any insurance policy or annuity contract, or used deception with regard to any policy or contract, done either in person or by any form of dissemination of information or advertising.
- e. Violated any provision of this code or any other law applicable to the business of insurance in the course of dealing under the license.
 - f. Violated any lawful order or rule of the department.
- g. Failed or refused, upon demand, to pay over to any insurer he or she represents or has represented any money coming into his or her hands belonging to the insurer.
- h. Violated the provision against twisting as defined in s. 626.9541(1)(1).

i. In the conduct of business, engaged in unfair methods of competition or in unfair or deceptive acts or practices, as prohibited under part IX of this chapter.

- j. Willfully overinsured any property insurance risk.
- k. Engaged in fraudulent or dishonest practices in the conduct of business arising out of activities related to insurance or the insurance agency.
- 1. Demonstrated lack of fitness or trustworthiness to engage in the business of insurance arising out of activities related to insurance or the insurance agency.
- m. Authorized or knowingly allowed individuals to transact insurance who were not then licensed as required by this code.
- 5. Knowingly employed any person who within the preceding 3 years has had his or her relationship with an agency terminated in accordance with paragraph (d).
- 6. Willfully circumvented the requirements or prohibitions of this code.
- (c) An agency required to be licensed in accordance with paragraph (b) shall remain so licensed for a period of 3 years from the date of licensure unless the license is suspended or revoked in accordance with law. The department may revoke or suspend the agency authority to do business for activities occurring during the time the agency is licensed, regardless of whether the licensing period has terminated.
- (d) Notwithstanding the provisions of this subsection, no insurance agency shall be required to apply for an agency license if such agency can prove to the department that:
- 1. The agency is severing its relationship with each majority owner, partner, manager, director, officer, or other

person who managed or controlled such agency and who violated any of the provisions of paragraph (b).

- 2. No such majority owner, partner, manager, director, officer, or other person who managed such agency is to be affiliated with such agency in any capacity for a period of 3 years from the date of such severance.
- Section 3. Section 626.171, Florida Statutes, is amended to read:
- 626.171 Application for license <u>as agent, customer</u> representative, adjuster, service representative, managing general agent, or reinsurance intermediary.--
- (1) The department or office shall not issue a license as agent, customer representative, adjuster, insurance agency, service representative, managing general agent, or reinsurance intermediary to any person except upon written application therefor filed with it, qualification therefor, and payment in advance of all applicable fees. Any such application shall be made under the oath of the applicant and be signed by the applicant. Beginning November 1, 2002, The department shall accept the uniform application for nonresident agent licensing. The department may adopt revised versions of the uniform application by rule.
 - (2) In the application, the applicant shall set forth:
- (a) His or her full name, age, social security number, residence address, business address, and mailing address.
- (b) Proof that he or she has completed or is in the process of completing any required prelicensing course.
- (c) Whether he or she has been refused or has voluntarily surrendered or has had suspended or revoked a license to solicit

insurance by the department or by the supervising officials of any state.

- (d) Whether any insurer or any managing general agent claims the applicant is indebted under any agency contract or otherwise and, if so, the name of the claimant, the nature of the claim, and the applicant's defense thereto, if any.
- (e) Proof that the applicant meets the requirements for the type of license for which he or she is applying.
- (f) Such other or additional information as the department or office may deem proper to enable it to determine the character, experience, ability, and other qualifications of the applicant to hold himself or herself out to the public as an insurance representative.
- (3) An application for an insurance agency license shall be signed by the owner or owners of the agency. If the agency is incorporated, the application shall be signed by the president and secretary of the corporation.
- $\underline{(3)}$ (4) Each application shall be accompanied by payment of any applicable fee.
- (4)(5) An application for a license as an agent, customer representative, adjuster, insurance agency, service representative, managing general agent, or reinsurance intermediary must be accompanied by a set of the individual applicant's fingerprints, or, if the applicant is not an individual, by a set of the fingerprints of the sole proprietor, majority owner, partners, officers, and directors, on a form adopted by rule of the department or commission and accompanied by the fingerprint processing fee set forth in s. 624.501. Fingerprints shall be used to investigate the applicant's

HB 0779 2004 qualifications pursuant to s. 626.201. The fingerprints shall be taken by a law enforcement agency or other department-approved entity.

- (5) (6) The application for license filing fee prescribed in s. 624.501 is not subject to refund.
- (6)(7) Pursuant to the federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996, each party is required to provide his or her social security number in accordance with this section. Disclosure of social security numbers obtained through this requirement shall be limited to the purpose of administration of the Title IV-D program for child support enforcement.
- Section 4. Section 626.172, Florida Statutes, is amended to read:
 - 626.172 Application for insurance agency license. --
- agency to any person only after such person files a written application with the department, qualifies for such license, and pays all applicable fees in advance. If any majority owner, partner, officer, or director of an insurance agency:
- (a) Has been found guilty of, or has pleaded guilty or nolo contendere to, a felony relating to the business of insurance in this state or any other state or federal court, regardless of whether a judgment of conviction has been entered by the court having jurisdiction of such cases; or
- (b) Has been denied a license relating to the business of insurance, or has had his or her license to practice or conduct any regulated profession, business, or vocation relating to the business of insurance revoked or suspended, by this or any other

state, any nation, any possession or district of the United

States, or any court, or any lawful agency thereof;

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- the insurance agency and any subsidiary or branch thereof shall obtain a license from the department pursuant to this section.
- 236 (2) An application for an insurance agency license shall
 237 be signed by the owner or owners of the agency. If the agency is
 238 incorporated, the application shall be signed by the president
 239 and secretary of the corporation. The application for an
 240 insurance agency license shall include:
 - (a) The name of each majority owner, partner, officer, and director of the insurance agency.
 - (b) The residence address of each person required to be listed in the application under paragraph (a).
 - (c) The name of the insurance agency and its principal business address.
 - (d) The location of each agency office and the name under which each agency office conducts or will conduct business.
 - (e) The name of each agent to be in full-time charge of an agency office and specification of which office.
 - voting securities, partner, officer, and director. The fingerprints must be taken by a law enforcement agency or other entity approved by the department and must be accompanied by the fingerprint processing fee specified in s. 624.501. The name of any person to whom subsection (1) applies.
 - (g) Such additional information as the department requires by promulgated rule to ascertain the trustworthiness and competence of persons required to be listed on the application

and to ascertain that such persons meet the requirements of this code.

Section 5. Section 626.191, Florida Statutes, is amended to read:

626.191 Repeated applications.—The failure of an applicant to secure a license upon an application shall not preclude the applicant him or her from applying again as many times as desired, but the department or office shall not give consideration to or accept any further application by the same individual for a similar license dated or filed within 30 days subsequent to the date the department or office denied the last application, except as provided in s. 626.281.

Section 6. Subsection (1) of section 626.201, Florida Statutes, is amended to read:

626.201 Investigation.--

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(1) The department or office may propound any reasonable interrogatories in addition to those contained in the application, to any applicant for license or appointment, or on any renewal, reinstatement, or continuation thereof, relating to the applicant's his or her qualifications, residence, prospective place of business, and any other matter which, in the opinion of the department or office, is deemed necessary or advisable for the protection of the public and to ascertain the applicant's qualifications.

Section 7. Subsections (1) and (2) of section 626.342, Florida Statutes, are amended to read:

626.342 Furnishing supplies to unlicensed life, health, or general lines agent prohibited; civil liability.--

agency, or an agent, directly or through any representative, may not furnish to any agent any blank forms, applications, stationery, or other supplies to be used in soliciting, negotiating, or effecting contracts of insurance on its behalf unless such blank forms, applications, stationery, or other supplies relate to a class of business with respect to which the agent is licensed and appointed, whether for that insurer or another insurer.

(2) Any insurer, general agent, <u>insurance agency</u>, or agent who furnishes any of the supplies specified in subsection (1) to any agent or prospective agent not appointed to represent the insurer and who accepts from or writes any insurance business for such agent or agency is subject to civil liability to any insured of such insurer to the same extent and in the same manner as if such agent or prospective agent had been appointed or authorized by the insurer or such agent to act in its or his or her behalf. The provisions of this subsection do not apply to insurance risk apportionment plans under s. 627.351.

Section 8. Section 626.536, Florida Statutes, is amended to read:

agency shall submit to the department, within 30 days after the final disposition of any administrative action taken against the agent by a governmental agency in this or any other state or jurisdiction relating to the business of insurance, the sale of securities, or activity involving fraud, dishonesty, trustworthiness, or breach of a fiduciary duty, a copy of the order, consent to order, or other relevant legal documents. The

department may adopt rules implementing the provisions of this section.

Section 9. Subsections (1) and (3) of section 626.561, Florida Statutes, are amended to read:

626.561 Reporting and accounting for funds. --

- (1) All premiums, return premiums, or other funds belonging to insurers or others received by an insurance agency, agent, customer representative, or adjuster in transactions under the his or her license are trust funds received by the licensee in a fiduciary capacity. An agent or insurance agency shall keep the funds belonging to each insurer for which an agent he or she is not appointed, other than a surplus lines insurer, in a separate account so as to allow the department or office to properly audit such funds. The licensee in the applicable regular course of business shall account for and pay the same to the insurer, insured, or other person entitled thereto.
- (3) Any <u>insurance agency</u>, agent, customer representative, or adjuster who, not being lawfully entitled thereto, either temporarily or permanently diverts or misappropriates such funds or any portion thereof or deprives the other person of a benefit therefrom commits the offense specified below:
- (a) If the funds diverted or misappropriated are \$300 or less, a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.
- (b) If the funds diverted or misappropriated are more than \$300, but less than \$20,000, a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

(c) If the funds diverted or misappropriated are \$20,000 or more, but less than \$100,000, a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

- (d) If the funds diverted or misappropriated are \$100,000 or more, a felony of the first degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.
- Section 10. Subsections (1) and (2) of section 626.572, Florida Statutes, are amended to read:
 - 626.572 Rebating; when allowed.--

- (1) No <u>insurance agency or</u> agent shall rebate any portion of a his or her commission except as follows:
- (a) The rebate shall be available to all insureds in the same actuarial class.
- (b) The rebate shall be in accordance with a rebating schedule filed by the agent with the insurer issuing the policy to which the rebate applies.
- (c) The rebating schedule shall be uniformly applied in that all insureds who purchase the same policy through the agent for the same amount of insurance receive the same percentage rebate.
- (d) Rebates shall not be given to an insured with respect to a policy purchased from an insurer that prohibits its agents from rebating commissions.
- (e) The rebate schedule is prominently displayed in public view in the agent's place of doing business and a copy is available to insureds on request at no charge.
- (f) The age, sex, place of residence, race, nationality, ethnic origin, marital status, or occupation of the insured or

location of the risk is not utilized in determining the percentage of the rebate or whether a rebate is available.

- (2) The <u>insurance agency or</u> agent shall maintain a copy of all rebate schedules for the most recent 5 years and their effective dates.
- Section 11. Subsection (1) of section 626.601, Florida Statutes, is amended to read:
 - 626.601 Improper conduct; inquiry; fingerprinting.--
- (1) The department or office may, upon its own motion or upon a written complaint signed by any interested person and filed with the department or office, inquire into any alleged improper conduct of any licensed <u>insurance agency</u>, agent, adjuster, service representative, managing general agent, customer representative, title insurance agent, title insurance agency, continuing education course provider, instructor, school official, or monitor group under this code. The department or office may thereafter initiate an investigation of any such licensee if it has reasonable cause to believe that the licensee has violated any provision of the insurance code. During the course of its investigation, the department or office shall contact the licensee being investigated unless it determines that contacting such person could jeopardize the successful completion of the investigation or cause injury to the public.
- Section 12. Section 626.602, Florida Statutes, is created to read:
- 626.602 Insurance agency names; disapproval.--The
 department may disapprove the use of any true or fictitious name,
 other than the bona fide natural name of an individual, by any
 insurance agency on any of the following grounds:

(1) The name is an interference with or is too similar to a name already filed and in use by another agency or insurer;

(2) The use of the name may mislead the public in any respect;

- (3) The name states or implies that the agency is an insurer, motor club, or hospital service plan or is entitled to engage in insurance activities not permitted under licenses held or applied for;
- (4) The name states or implies that the agency is an underwriter. This subsection does not prevent a natural person who is a life agent from describing himself or herself as an underwriter or from using the designation "chartered life underwriter" or who is a general lines agent from using the designation "chartered property and casualty underwriter," if the person is entitled to use such terms to describe himself or herself; or
- (5) The agency has already filed and not discontinued the use of more than two names including the true name. This subsection does not prevent a licensee who has lawfully purchased or succeeded to the business or businesses of other licensees from using for each such business not more than two additional names, true or fictitious, consisting of names used by the licensee's predecessors in the conduct of such businesses.

Section 13. Section 626.6115, Florida Statutes, is amended to read:

626.6115 Grounds for compulsory refusal, suspension, or revocation of insurance agency license.—The department shall deny, suspend, revoke, or refuse to continue the license of any insurance agency if it finds, as to any insurance agency or as

to any majority owner, partner, manager, director, officer, or other person who manages or controls such agency, that <u>any</u> either one or both of the following applicable grounds exist:

(1) Lack by the agency of one or more of the qualifications for the license as specified in this code:

- (2) Material misstatement, misrepresentation, or fraud in obtaining the license or in attempting to obtain the license; or
- (3) Denial, suspension, or revocation of a license to practice or conduct any regulated profession, business, or vocation relating to the business of insurance by this state, any other state, any nation, any possession or district of the United States, any court, or any lawful agency thereof.

Section 14. Subsection (6) is added to section 626.6215, Florida Statutes, to read:

626.6215 Grounds for discretionary refusal, suspension, or revocation of insurance agency license.—The department may, in its discretion, deny, suspend, revoke, or refuse to continue the license of any insurance agency if it finds, as to any insurance agency or as to any majority owner, partner, manager, director, officer, or other person who manages or controls such insurance agency, that any one or more of the following applicable grounds exist:

(6) Failure to take corrective action or report a violation to the department within 30 days after an individual licensee's violation is known or should have been known by one or more of the partners, officers, or managers acting on behalf of the agency.

Section 15. Subsections (1) and (2) of section 626.641, Florida Statutes, are amended to read:

626.641 Duration of suspension or revocation .--

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- The department or office shall, in its order suspending a license or appointment or in its order suspending the eligibility of a person to hold or apply for such license or appointment, specify the period during which the suspension is to be in effect; but such period shall not exceed 2 years. The license, appointment, or eligibility shall remain suspended during the period so specified, subject, however, to any rescission or modification of the order by the department or office, or modification or reversal thereof by the court, prior to expiration of the suspension period. A license, appointment, or eligibility which has been suspended shall not be reinstated except upon request for such reinstatement; but the department or office shall not grant such reinstatement if it finds that the circumstance or circumstances for which the license, appointment, or eligibility was suspended still exist or are likely to recur or if grounds exist to deny the license or appointment pursuant to s. 626.611, s. 626.6115, s. 626.621, or s. 626.6215.
- appointment revoked by the department or office, nor any person whose eligibility to hold same has been revoked by the department or office, shall have the right to apply for another license or appointment under this code within 2 years from the effective date of such revocation or, if judicial review of such revocation is sought, within 2 years from the date of final court order or decree affirming the revocation. An applicant for another license or appointment pursuant to this subsection must qualify for licensure in the same manner as a first-time

applicant and is subject to denial of the application pursuant to s. 626.611, s. 626.6115, s. 626.621, or s. 626.6215. The department or office shall not, however, grant a new license or appointment or reinstate eligibility to hold such license or appointment if it finds that the circumstance or circumstances for which the eligibility was revoked or for which the previous license or appointment was revoked still exist or are likely to recur; if an individual's license as agent or customer representative or eligibility to hold same has been revoked upon the ground specified in s. 626.611(12), the department or office shall refuse to grant or issue any new license or appointment so applied for.

Section 16. Paragraph (c) of subsection (2) of section 626.292, Florida Statutes, is amended to read:

626.292 Transfer of license from another state.--

- (2) To qualify for a license transfer, an individual applicant must meet the following requirements:
- (c) The individual shall submit a completed application for this state which is received by the department within 90 days after the date the individual became a resident of this state, along with payment of the applicable fees set forth in s. 624.501 and submission of the following documents:
- 1. A certification issued by the appropriate official of the applicant's home state identifying the type of license and lines of authority under the license and stating that, at the time the license from the home state was canceled, the applicant was in good standing in that state or that the state's Producer Database records, maintained by the National Association of Insurance Commissioners, its affiliates, or subsidiaries,

HB 0779 2004 518 indicate that the agent is or was licensed in good standing for 519 the line of authority requested. 520 2. A set of the individual applicant's fingerprints in 521 accordance with s. 626.171(4)(5). Section 17. Paragraph (a) of subsection (2) of section 522 523 626.321, Florida Statutes, is amended to read: 524 626.321 Limited licenses.--525 (2) An entity applying for a license under this section is 526 required to: 527 Submit only one application for a license under s. (a) 528 626.171. The requirements of s. 626.171(4)(5) shall only apply 529 to the officers and directors of the entity submitting the 530 application. 531 Section 18. This act shall take effect upon becoming a

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law.