

**STATE OF NEW HAMPSHIRE
INSURANCE DEPARTMENT**

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NH INSURANCE DEPARTMENT
JUL 07 2022

**In Re: Monique Mazejka
Docket No.: Ins. No. 22-029-EP**

CONSENT ORDER

This Consent Order is made between the New Hampshire Insurance Department (“NHID”) and Monique Mazejka (“Respondent”), the terms of which are as follows:

FINDINGS OF FACT

1. Respondent is a NH domiciled insurance producer with a NPN of 16398833 and a business address in Salem, NH.
2. In 2021, the NHID learned that Respondent was the subject of various consumer complaints between 2016 and 2019; a number of these complaints stemmed from Respondent’s failure to promptly cancel consumers’ policies upon request by the consumers.
3. The NHID conducted an investigation and requested documentation from Respondent and requested she speak with the NHID. Respondent was cooperative throughout the investigation and explained that for a period of time between 2016 and 2019 she was dealing with family medical issues that may have impaired her ability to conduct insurance work.
4. Upon request of the NHID, Respondent provided documentation showing some of her clients requesting cancellation of coverage in 2022; in each instance, Respondent acted swiftly to assist the consumer in cancelling his or her coverage.

CONCLUSIONS OF LAW

Based on the foregoing Findings of Fact and the applicable provisions of law, the NHID concludes and finds the following Conclusions of Law:

- a. Respondent is subject to the jurisdiction of the NHID; and
- b. Respondent's conduct during the aforementioned time period was inconsistent at times with NH RSA 402-J:12.

ORDER

WHEREFORE, the NHID orders and Respondent consents to the following:

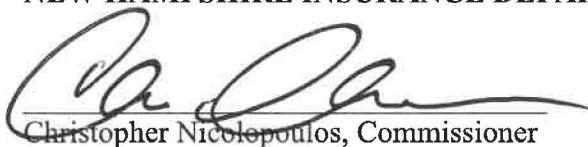
- a. The Respondent waives all rights to a formal administrative hearing in this matter and agrees that this Consent Order shall have the full force and effect of an Order fully entered in accordance with the adjudicatory procedure provided for in RSA Chapter 541-A and Ins Part 200.
- b. For the purposes of resolving this matter without a formal administrative hearing, Respondent agrees to an administrative penalty of \$2,500. \$2,000 of the administrative penalty is suspended for a period of 2 years. The remainder of the penalty – \$500 – is due upon execution of this consent order. The check must be payable to “Treasurer, State of New Hampshire”, and should be mailed to the attention of Sarah Prescott, New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, NH 03301.
- c. In the event that Respondent fails to meet any of the terms set forth in this section, the NHID may institute further administrative proceedings under the authority of RSA 400-A:15, III or any other applicable law, as well as impose the suspended \$2,000 administrative penalty during the two years it is suspended without any further administrative action.

- d. By entering into this Consent Order, the NHID and the Respondent intend to fully resolve all issues relating to the above-mentioned matters. This Consent Order shall be deemed a complete settlement and full and final resolution and is in lieu of any other action(s) that has and could have been brought by the NHID relating to these matters. Provided however, notwithstanding the foregoing, the NHID may take any and all appropriate actions should the Respondent violate any provision of the State's insurance laws in the future.
- e. This Consent Order shall be fully enforceable in any Superior Court in the State of New Hampshire, and any actions to enforce this Consent Order shall be governed by the laws of the State of New Hampshire.
- f. This Consent Order is considered a public regulatory action and will be reported to the National Association of Insurance Commissioners. The Respondent must, in the future, answer "YES" to any question which asks "have you ever been named or involved as party in an administrative proceeding" or any substantially similar question.

IT IS SO ORDERED.

NEW HAMPSHIRE INSURANCE DEPARTMENT

Date: 7/12/2022



Christopher Nicopoulos, Commissioner

Date: 6/30/22



Monique Mazejka, Respondent