

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DEPARTMENT OF BUSINESS REGULATION
1511 PONTIAC AVENUE, BLDG. 69-2
CRANSTON, RHODE ISLAND 02920

IN THE MATTER OF:

MATTHEW C. HANCOCK

RESPONDENT.

DBR No. 2019-IN-013

CONSENT AGREEMENT

It is hereby agreed between the Department of Business Regulation (“Department”) and Matthew C. Hancock (“Respondent”) as follows:

1. Respondent is an independent adjuster now licensed in Rhode Island in accordance with R.I. Gen. Laws § 27-10-1.2 et seq.
 - A. However, Respondent did not hold an independent adjuster license in Rhode Island until August 2, 2019. Respondent’s Rhode Island license has an expiration date of January 31, 2021.
 - B. Respondent had been eligible for company/independent adjuster licensure in Rhode Island at all times in question.
2. On July 5, 2019, the Department received a consumer complaint from a Rhode Island resident (“Consumer A”) who was dissatisfied with the amount disbursed by their homeowners insurance company (“Company A”) regarding Consumer A’s homeowners insurance claim. While the issue underlying the Complaint was ultimately resolved, the Department’s review of the complaint identified that Respondent was assigned to the homeowner’s insurance claim despite not holding a Rhode Island independent adjuster license.

3. In July 2019, the Department contacted Company A outlining its concern regarding Respondent's activities as an independent adjuster operating without a valid Rhode Island license. Thereafter, Company A conducted a prompt and thorough investigation which explained the events that led to its utilization of an unlicensed independent adjuster:

- A. Company A contracts with a third-party vendor: Worley Services.
- B. Due to human error, Worley Services assigned Respondent to claims in Rhode Island instead of a different individual with the same surname who was properly licensed.
- C. Respondent acted as a claim adjuster in Rhode Island a total of eight (8) claims over a three (3) year period while not licensed as required under R.I. Gen. Law § 27-10-1.2.
- D. Company A confirmed that beyond the eight (8) instances mentioned above, Respondent had not handled any other RI homeowners claims within the past three years.

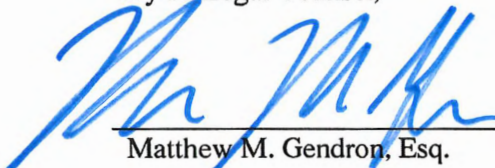
THEREFORE, based on the foregoing, Respondent and the Department have decided to resolve this matter without further administrative proceedings and hereby agree to the following resolution:

- 1. Respondent admits the allegations in paragraphs one (1) through three (3) above are true.
- 2. Respondent understands that he is responsible for ensuring that he is properly licensed in a state before adjusting in that state on behalf of an insurer.


3. Respondent agrees to maintain his personal company/independent adjuster license during all time periods in which Respondent operates as a company/independent adjuster on Rhode Island claims.
4. Waiver of Hearing and Appeal. By agreeing to resolve this matter through the execution of this Consent Agreement, Respondents knowingly and voluntarily waives any right to an administrative hearing and waives any rights to pursue an appeal to the Superior Court under the Rhode Island Administrative Procedures Act, R.I. Gen. Laws § 42-35-1 et seq.
5. Enforcement. If Respondent fails to comply with any term or condition of this Consent Agreement within any applicable time period set forth herein, Respondent will be in violation hereunder and the Department shall be entitled to immediately take enforcement or other actions in accordance with applicable law.
6. Compliance; Other Laws. Compliance with the terms of this Consent Agreement does not relieve the Respondents of any obligation to comply with other applicable laws or regulations administered by or through the Department or any other governmental agency.

Respondent and Counsel for the Department hereby consent and agree to the foregoing on this 17 day of February, 2020.

Department of Business Regulation
By its Legal Counsel,


Matthew M. Gendron, Esq.

Respondent


Matthew C. Hancock