

**SOUTH DAKOTA
DEPARTMENT OF LABOR AND REGULATION
DIVISION OF INSURANCE**

**IN THE MATTER OF
CRYSTAL BROOKS**

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**FINAL DECISION
INS 24-42**

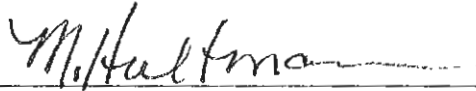
After reviewing the record and the proposed order of the Hearing Examiner in this matter,

IT IS HEREBY ORDERED that pursuant to SDCL 1-26D-4, the Hearing Examiner's Proposed Findings of Fact, Conclusions of Law and Proposed Order, dated September 12, 2024 is adopted in full.

IT IS FURTHER ORDERED that the South Dakota Non-resident Insurance Producer License of the respondent will hereby be revoked.

Parties are hereby advised of the right to further appeal the final decision to Circuit Court within (30) days of receiving such decision, pursuant to the authority of SDCL 1-26.

Dated this 26 day of September, 2024.



Marcia Hultman, Secretary
South Dakota Department of Labor and Regulation
700 Governors Drive
Pierre, SD 57501

**STATE OF SOUTH DAKOTA
OFFICE OF HEARING EXAMINERS**

**IN THE MATTER OF
CRYSTAL BROOKS**

**INS 24-42
PROPOSED DECISION**

This matter came for hearing before the Office of Hearing Examiners on September 11, 2024 pursuant to a Notice of Hearing issued by the South Dakota Division of Insurance ("Division") on July 30, 2024. Clayton Grueb appeared as counsel for the Division. CRYSTAL BROOKS did not appear, either in person or through counsel. The Division admitted its Exhibits 1 through 4 into evidence and moved that the Hearing Examiner enter these Proposed Findings of Fact, Conclusions of Law, and Proposed Decision as a default disposition to this contested case.

ISSUE

Whether the Non-Resident Insurance Producer License of CRYSTAL BROOKS should be revoked due to demonstrating incompetence, untrustworthiness, or financial irresponsibility in the conduct of business in this state or elsewhere and for failing to respond to the Division, in violation of SDCL §§ 58-30-167(8) and 58-33-66(1).

FINDINGS OF FACT

1. CRYSTAL BROOKS was licensed by the Division as an insurance producer and the license is currently active. (Exhibit 1).
2. CRYSTAL BROOKS was terminated for-cause from an insurer. (Exhibits 2).
3. The Division sent inquiries to CRYSTAL BROOKS at the address of record regarding licensure matters. (Exhibit 3-4).
4. CRYSTAL BROOKS did not respond to the Division's inquiries. (Exhibit 3-4).
5. Any additional Findings of Fact included in the Reasoning section of this decision are incorporated herein by reference.
6. To the extent any of the foregoing are improperly designated and are instead conclusions of law, they are hereby redesignated and incorporated herein as conclusions of law.

REASONING

This case involves a request by the Division to revoke the South Dakota Non-Resident Insurance Producer's License of CRYSTAL BROOKS. As a consequence of the potential loss of Respondent's livelihood from the lack of licensure, the burden of proof in this matter is higher than the preponderance of evidence standard, which applies in a typical administrative hearing. "In matters concerning the revocation of a professional license, we determine that the appropriate standard of proof to be utilized by an agency is clear and convincing evidence." *In re Zar*, 434 N.W.2d 598, 602 (S.D. 1989). Our Supreme Court has defined "clear and convincing evidence" as follows:

The measure of proof required by this designation falls somewhere between the rule in ordinary civil cases and the requirement of our criminal procedure, that is, it must be more than a mere preponderance but not beyond a reasonable doubt. It is that measure or degree of proof which will produce in the mind of the trier of facts a firm belief or conviction as to the allegations sought to be established. The evidence need not be voluminous or undisputed to accomplish this.

Brown v. Warner, 78 S.D. 647, 653, 107 NW2d 1, 4 (1961).

SDCL 58-33-66(1) requires CRYSTAL BROOKS to respond to the Division and supply requested documents within twenty days from the receipt of a request. In addition, the Division considers SDCL 58-30-167 (shown in pertinent part) as follows:

The director may... revoke or refuse to continue, any license issued under this chapter... after a hearing... The director may... revoke... an insurance producer's... for any one or more of the following causes:

- (2) Violating any insurance laws or rules, subpoena, or order of the director or of another state's insurance director, commissioner, or superintendent;
- (8) Using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness, or financial irresponsibility in the conduct of business in this state or elsewhere;

The evidence indicates that CRYSTAL BROOKS used fraudulent, coercive, or dishonest practices, or demonstrated incompetence or untrustworthiness in the conduct of business and failed to respond to the Division as required. Applying the law to the Findings of Fact it is clear the Non-Resident Insurance Producer License of CRYSTAL BROOKS is subject to revocation and should be revoked.

CONCLUSIONS OF LAW

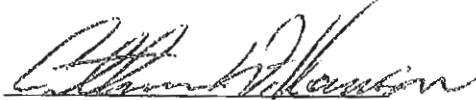
1. The Division has jurisdiction over CRYSTAL BROOKS and the subject matter of this contested case. The Office of Hearing Examiners is authorized to conduct the hearing and issue a proposed decision pursuant to SDCL 1-26D-4.
2. The Division bears the burden of establishing the alleged statutory violations by clear and convincing evidence.
3. The Division established by clear and convincing evidence that the South Dakota Non-Resident Insurance Producer License of CRYSTAL BROOKS is subject to revocation pursuant to SDCL § 58-33-167(2) and (8).
4. Any additional Conclusions of Law included in the Reasoning section of this decision are incorporated herein by reference.
5. To the extent any of the foregoing are improperly designated and are instead findings of fact, they are hereby redesignated and incorporated herein as Findings of Fact.

Based on the above Findings of Fact, Reasoning, and Conclusions of Law, the Hearing Examiner enters the following:

PROPOSED DECISION

The South Dakota Non-Resident Insurance Producer License of CRYSTAL BROOKS should be revoked.

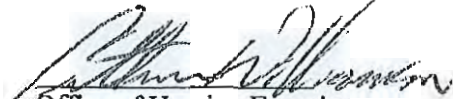
Dated this 13th day of September, 2024.



Catherine Williamson, Chief Hearing Examiner
Office of Hearing Examiners
523 East Capitol
Pierre, SD 57501

CERTIFICATE OF SERVICE

I certify on September 12, 2024, at Pierre, South Dakota, a true and correct copy of this Proposed Decision was mailed to each of the parties below.


Office of Hearing Examiners

CRYSTAL BROOKS
9814 VIA BELCARA NO 102
SAN ANTONIO, TX 78240

CRYSTAL BROOKS
9800 FREDERICKSBURG RD
SAN ANTONIO, TX 78288

Clayton Grueb
Division of Insurance
2330 N. Maple Ave, Suite 1
Rapid City, SD 57701

STATE OF SOUTH DAKOTA
DEPARTMENT OF LABOR AND REGULATION

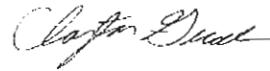
IN THE MATTER OF
CRYSTAL BROOKS

INS 24-42

NOTICE OF ENTRY OF PROPOSED
FINDINGS OF FACT, CONCLUSION OF LAW,
AND DECISION AND FINAL DECISION

NOTICE IS HEREBY GIVEN, that attached hereto, is a true and correct copy of the Proposed Findings of Fact, Conclusions of Law, and Decision, and Final Decision entered by Marcia Hultman, Secretary of the South Dakota Department of Labor and Regulation, on September 26, 2024.

Dated this 7th day of October, 2024.



Clayton Grueb
Legal Counsel
South Dakota Division of Insurance
2330 N. Maple Ave. Suite 1
Rapid City, SD 57701
(605) 394-3396

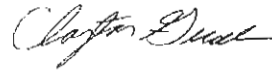
CERTIFICATE OF SERVICE

I, Clayton Grueb, the undersigned, do hereby certify that on the date shown below, a true and correct copy of the Proposed Findings of Fact, Conclusions of Law, and Decision, and Final Decision with respect to the above-entitled action was sent U.S. Certified Mail and first-class mail thereon, to the following:

CRYSTAL BROOKS
9814 VIA BELCARA NO 102,
SAN ANTONIO, TX 78240

CRYSTAL BROOKS
9800 FREDERICKSBURG RD
SAN ANTONIO, TX 78288-0001

Dated this 7th day of October, 2024 in Rapid City, South Dakota.



Clayton Grueb
Legal Counsel
South Dakota Division of Insurance
2330 N. Maple Ave. Suite 1
Rapid City, SD 57701
(605) 394-3396