

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

**IN THE MATTER OF
ERNESTINE RAGSDALE**

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**FINAL DECISION
INS 24-022**

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 June 24, 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 26TH day of June, 2024.



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

STATE OF SOUTH DAKOTA
DEPARTMENT OF LABOR AND REGULATION

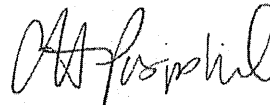
IN THE MATTER OF
ERNESTINE RAGSDALE

INS 24-022

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 June 26, 2024.

Dated this 27th day of June, 2024.



Callie A. Pospishil
Legal Counsel
South Dakota Division of Insurance
124 S. Euclid Ave., 2nd Floor
Pierre, SD 57501
(605) 773-3563

CERTIFICATE OF SERVICE

I, Callie Pospishil, 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, U.S. First Class Mail, and electronic mail thereon, to the following:

Ernestine Ragsdale
35 Glenlake Parkway
Atlanta GA 30328
eragsdale@ups.com; upsclicesning@ups.com

National Union Fire Ins Co Of Pittsburgh,Pa
1271 Ave of the Americas FL 37
New York, New York 10020-1304
Borys.Kramarchuk@aig.com

Dated this 27th day of June, 2024 in Pierre, South Dakota.



Callie A. Pospishil
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South Dakota Division of Insurance
124 S. Euclid Ave., 2nd Floor
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**STATE OF SOUTH DAKOTA
OFFICE OF HEARING EXAMINERS**

**IN THE MATTER OF
ERNESTINE RAGSDALE**

**INS 24-022
PROPOSED DECISION**

This matter came for hearing before the Office of Hearing Examiners on **1:30 p.m., central time, on June 6, 2024**, pursuant to a Notice of Hearing issued by the South Dakota Division of Insurance (“Division”) on April 29, 2024. Callie A. Pospishil appeared as counsel for the Division. ERNESTINE RAGSDALE (“RAGSDALE”), did not appear, either in person or through counsel. The Division admitted its Exhibits 1 through 5 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 RAGSDALE should be revoked due to violating the insurance laws of another state; using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness, or financial irresponsibility in the conduct of business in this state or elsewhere; having an insurance producer license, or its equivalent, denied, suspended, or revoked in any other state, province, district, or territory; failing to report an administrative action and failing to respond to the Divisions inquiries, in violation of SDCL 58-30-167(2) & (9), 58-30-193, and 58-33-66.

FINDINGS OF FACT

1. RAGSDALE is licensed by the Division as an insurance producer on July 1, 2022. The license is currently active. (Exhibit 1).
2. The State of Louisiana and California revoked RAGSDALE’s license. (Exhibit 2-3).
3. RAGSDALE failed to report the Louisiana and California administrative action to the Division within 30 days.
4. The Division sent inquiries to RAGSDALE dated December 5, 2023, January 9, 2024, and February 9, 2024, at the address of record regarding the licensure matters. (Exhibits 4-5).
5. RAGSDALE did not provide a complete response to the Division’s inquiries.
6. Any additional Findings of Fact included in the Reasoning section of this decision are incorporated herein by reference.
7. 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 RAGSDALE. 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 58-30-193 states that "[A]n insurance producer shall report to the director any administrative action taken against the insurance producer in another jurisdiction... within thirty days of the final disposition of the matter. This report shall include a copy of the order, consent order, or other relevant legal documents." SDCL 58-33-66(1) requires RAGSDALE to respond to the Division and supply requested documents within twenty days from the receipt of a request. Also, 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 license... 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;
- (9) Having an insurance producer license, or its equivalent, denied, suspended, or revoked in any other state, province, district, or territory;

The evidence indicates that RAGSDALE violated the insurance laws of South Dakota and another jurisdiction for violating the insurance laws of another state; having an insurance producer license, or its equivalent, denied, suspended, or revoked in any other state, province, district, or territory; failing to report an administrative action and failing to respond to the Divisions inquiries. Applying the law to the Findings of Fact, it is clear the Non-Resident Insurance Producer License of RAGSDALE is subject to revocation and should be revoked.

CONCLUSIONS OF LAW

1. The Division has jurisdiction over RAGSDALE 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 RAGSDALE violated SDCL 58-30-193.
4. The Division established by clear and convincing evidence that RAGSDALE violated SDCL 58-33-66.
5. The Division established by clear and convincing evidence that the South Dakota Non-Resident Insurance Producer License RAGSDALE is subject to revocation pursuant to SDCL 58-30-167(2) and (9).
6. Any additional Conclusions of Law included in the Reasoning section of this decision are incorporated herein by reference.
7. 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 RAGSDALE should be revoked.

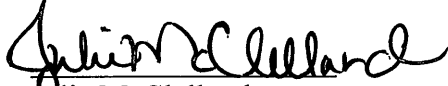
Dated this 24 day of June, 2024.



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

CERTIFICATE OF SERVICE

I certify on June **24**, 2024, at Pierre, South Dakota, a true and correct copy of this Proposed Decision was mailed to each of the parties below.



Julie McClelland
Office of Hearing Examiners

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