

STATE OF ALASKA
DEPARTMENT OF COMMERCE, COMMUNITY AND ECONOMIC DEVELOPMENT
DIVISION OF INSURANCE
NINTH FLOOR STATE OFFICE BUILDING
333 WILLOUGHBY AVENUE
JUNEAU, ALASKA 99801
PHONE: (907) 465-2515 • FAX: (907) 465-3422
IF YOU NEED HEARING ASSISTANCE, PLEASE CALL ALASKA RELAY AT 711

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26

STATE OF ALASKA
DEPARTMENT OF COMMERCE, COMMUNITY, AND ECONOMIC
DEVELOPMENT
DIVISION OF INSURANCE

IN THE MATTER OF)
CHARLENE MARIE GRIGGS,)
Licensee.)
_____)

Case No. D 18-01

ORDER OF REVOCATION

1. On July 27, 2017, the division issued Charlene Marie Griggs (Griggs) trainee independent adjuster license number 27497.
2. The effective date of Griggs' license was July 27, 2017.
3. AS 21.27.840(c)(1) requires a trainee independent adjuster licensee, not later than four months after the effective date of the licensee's trainee independent adjuster license, to comply with the independent adjuster licensing requirements of AS 21.27.060 concerning the insurance laws and regulations of this state.
4. AS 21.27.060 requires licensees to personally take and pass, to the satisfaction of the director, an examination that tests the knowledge and competence of the applicant as to the applicant's duties and responsibilities as a licensee and the insurance statutes and regulations of the state.
5. On November 29, 2017, the division, utilizing Griggs' business electronic mail address on file, emailed Griggs that the division had not received Griggs' four-month

1
2 filing requirement for maintaining Griggs' license as a trainee insurance adjuster and that
3 she was required to submit passing examination results with a passing score of 75 or
4 better. The division also requested Griggs to notify the division if she no longer wished to
5 be licensed as an adjuster trainee. The division's electronic mail was returned as
6 undeliverable.

7 6. On November 29, 2017, the division, utilizing Griggs' personal electronic mail
8 address on file, emailed Griggs communicating and requesting the same information set
9 forth in paragraph five of this Order. Griggs failed to respond to the division's electronic
10 mail.

11 7. On December 18, 2017, the division, utilizing Griggs' personal mailing address
12 on file, mailed a letter to Griggs communicating and requesting the same information set
13 forth in paragraph five of this Order. Griggs failed to respond to the division's letter.

14 8. On December 29, 2017, the division, utilizing Griggs' business telephone
15 number on file, called Griggs and learned the telephone number was invalid.

16 9. On December 29, 2017, the division, utilizing Griggs' residence telephone
17 number on file, called Griggs. Griggs informed the division that she no longer needed her
18 trainee independent adjuster license. The division informed Griggs that she would need to
19 cancel her license to avoid penalties against her license.

20 10. On January 22, 2018, the division, utilizing Griggs' personal electronic mail
21 address on file, again requested Griggs to cancel her license. Griggs failed to respond to
22 the division's electronic mail.

23 11. Griggs did not respond to the division's requests for information to
24 substantiate she met the four month filing requirement, nor did she request cancellation of
25
26

STATE OF ALASKA
DEPARTMENT OF COMMERCE, COMMUNITY AND ECONOMIC DEVELOPMENT
DIVISION OF INSURANCE
NINTH FLOOR STATE OFFICE BUILDING
333 WILLOUGHBY AVENUE
JUNEAU, ALASKA 99801
PHONE: (907) 465-2515 • FAX: (907) 465-3422
IF YOU NEED HEARING ASSISTANCE, PLEASE CALL ALASKA RELAY AT 711

1
2 her license.

3 12. Due to Griggs' failure to provide evidence of receiving a passing score on the
4 examination, or to request cancellation of her license, the director is required under
5 AS 21.27.840(c) to revoke Griggs' license.

6 8. Pursuant to AS 21.27.840(d), Griggs may submit a new application for a
7 trainee independent adjuster license after she has successfully completed the testing
8 requirements of AS 21.27.840(c).

9
10 IT IS ORDERED:

11 Under AS 21.27.840(c), the trainee independent adjuster license number 27497
12 issued to Charlene Marie Griggs is hereby REVOKED. This order shall constitute the
13 final order in this matter. Pursuant to AS 21.06.230 and Alaska Appellate Rule 602(a)(2),
14 you may appeal this final decision within 30 days. See the attached Notice of Final Order
15 and Appeal Rights.

16 DATED and effective this 7th day of February, 2018.

17
18 

19 Lori Wing-Hefer
20 Director of Insurance

**NOTICE OF FINAL ORDER
AND APPEAL RIGHTS
D 18-01**

The enclosed order signed by the Director of Insurance is the final order in this action.

Pursuant to AS 21.06.230, and Alaska Appellate Rule 602(a)(2), within 30 days you may appeal this final decision.

AS 21.06.230 states:

A person aggrieved by an order of the director may appeal the order to the superior court, using procedures provided by court rule.

Alaska Appellate Rule 602(a)(2) provides:

An appeal may be taken to the superior court from an administrative agency within 30 days from the date that the decision appealed from is mailed or otherwise distributed to the appellant. If a request for agency reconsideration is timely filed before the agency, the notice of appeal must be filed within 30 days after the date the agency's reconsideration decision is mailed or otherwise distributed to the appellant, or after the date the request for reconsideration is deemed denied under agency regulations, whichever is earlier. The 30-day period for taking an appeal does not begin to run until the agency has issued a decision that clearly states that it is a final decision and that the claimant has thirty days to appeal. An appeal that is taken from a final decision that does not include such a statement is not a premature appeal.

For other applicable rules of court, see Alaska Appellate Rules 601-611.