



CHIEF FINANCIAL OFFICER
JEFF ATWATER
STATE OF FLORIDA

FILED
JUN 24 2015
Docketed by LO

IN THE MATTER OF:

Case No.: 170295-15-AG

MERCY M. MARQUES
_____ /

ORDER OF REVOCATION

THIS PROCEEDING CAME on for final agency action and the Chief Financial Officer, having considered the record, including the Administrative Complaint filed on April 9, 2015, and being fully advised in the premises, finds that:

1. Mercy M. Marques is currently licensed by the Department of Financial Services (the "Department"), pursuant to the Florida Insurance Code, as a home warranty sales representative and a service warranty sales representative.
2. On April 9, 2015, the Department issued an Administrative Complaint, attached hereto as "Exhibit A," against Mercy M. Marques, alleging that on January 30, 2015, in the Circuit Court of the Eleventh Judicial Circuit, in and for Miami-Dade County, Florida, Case No. F14-006659, Mercy M. Marques pled guilty to two counts of Grand Theft Third Degree, both felonies. Adjudication of guilt was withheld.
3. The Department notified Mercy M. Marques in the Administrative Complaint of the right to request a proceeding in accordance with sections 120.569 and 120.57, Florida

Statutes, and that failure to answer the Administrative Complaint or request a proceeding within twenty-one (21) days would result in the imposition of a penalty.

4. In accordance with section 624.310(6), Florida Statutes, after attempts at service via certified mail were unsuccessful, the Department served the Administrative Complaint upon Mercy M. Marques by e-mail at the e-mail address on record with the Department, with the required delivery receipt received on May 1, 2015. The e-mail, e-mail attachment (Administrative Complaint), and delivery receipt are attached hereto as "Exhibit B," and are fully incorporated herein by reference.

5. Mercy M. Marques failed to answer the Administrative Complaint or request a proceeding in accordance with sections 120.569 and 120.57, Florida Statutes.

FINDINGS OF FACT

6. The factual allegations contained in the Administrative Complaint dated April 9, 2015, which is attached hereto as "Exhibit A", and fully incorporated herein by reference, are hereby adopted as the Department's Findings of Fact in this case.

CONCLUSIONS OF LAW

7. Based upon the Findings of Fact adopted herein, the Department concludes that Mercy M. Marques violated the specific statutes and rules charged in each count of the Administrative Complaint, attached hereto as "Exhibit A", and hereby adopts the violations charged in each count of the Administrative Complaint as the Conclusions of Law in this case.

PENALTY IMPOSED

8. The failure of Mercy M. Marques to answer the Administrative Complaint or request a proceeding, taken together with the Findings of Fact and Conclusions of Law adopted

herein, constitutes grounds for the Chief Financial Officer to revoke the licenses of Mercy M. Marques.

IT IS THEREFORE ORDERED that:

(a) All licenses, appointments and eligibility for licensure heretofore issued to Mercy M. Marques, within the purview of the Department, are hereby revoked.

(b) Mercy M. Marques does not have the right to apply for another license or appointment under the Florida Insurance Code for a period of two (2) years from the effective date of revocation. The Department shall not thereafter grant Mercy M. Marques a new license or appointment or reinstate eligibility to hold such license or appointment if it finds that the circumstance or circumstances for which the license was revoked still exist or are likely to recur, or if Mercy M. Marques is not otherwise eligible for licensure.

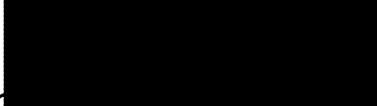
(c) During the period of revocation, and until a new license is issued, Mercy M. Marques shall not engage in or attempt or profess to engage in any transaction or business for which a license or appointment is required under the Florida Insurance Code or directly or indirectly own, control, or be employed in any manner by any insurance agent or agency or adjuster or adjusting firm.

(d) Within ten (10) calendar days of the issuance of this Order of Revocation, Mercy M. Marques shall return all licenses issued to her pursuant to the Florida Insurance Code to the Department of Financial Services, Bureau of Licensing, 200 East Gaines Street, Tallahassee, Florida 32399-0319.

(e) Any person who knowingly transacts insurance or otherwise engages in insurance activities in this state without a license, or while the license is suspended or revoked, commits a felony of the third degree.

DONE and ORDERED this 24th day of June, 2015.




Gregory Thomas
Director, Agent & Agency Services

NOTICE OF RIGHTS

Any party to these proceedings adversely affected by this Order is entitled to seek review within thirty (30) days of the rendition of this Order, pursuant to section 120.68, Florida Statutes, and Rule 9.190, *Florida Rules of Appellate Procedure*. Review proceedings must be instituted by filing a petition or notice of appeal with Julie Jones, the DFS Agency Clerk. Filing with the Agency Clerk may be accomplished via U.S. Mail, express overnight delivery, hand delivery, facsimile transmission, or electronic mail. The address for overnight delivery or hand delivery is Julie Jones, DFS Agency Clerk, Department of Financial Services, 612 Larson Building, 200 East Gaines Street, Tallahassee, Florida 32399-0390. The fax number is (850) 488-0697. The email address is Julie.Jones@myfloridacfo.com.

A copy of the petition or notice of appeal must also be filed with the appropriate district court of appeal within thirty (30) days of the rendition of this Order.

Copies Furnished To:

mercy102908@gmail.com

Mercy M. Marques
451 NE 136 Street
421
North Miami, Florida 33161

Mercy M. Marques
5555 NW 202 Terrace
Miami, Florida 33055

Greg Thomas, Director
Division of Agent & Agency Services
200 East Gaines Street
Tallahassee, Florida 32399

Complaint & Settlement
Division of Legal Services
200 East Gaines Street
Tallahassee, Florida 32399-0333



CHIEF FINANCIAL OFFICER
JEFF ATWATER
STATE OF FLORIDA

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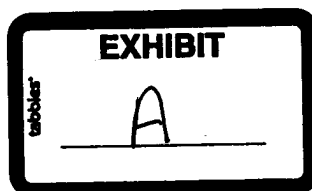
ADMINISTRATIVE COMPLAINT

Mercy M. Marques
451 Northeast 136th Street, #421
North Miami, Florida 33161-3701

Mercy M. Marques, license #W154330, is hereby notified that the Chief Financial Officer of the State of Florida has caused to be made an investigation of her activities while licensed as a sales representative in this state, as a result of which it is alleged:

GENERAL ALLEGATIONS

1. Pursuant to chapter 634, Florida Statutes, Mercy M. Marques is currently licensed in this state as a home warranty sales representative and a service warranty sales representative.
2. At all times pertinent to the dates and occurrences referred to herein, Mercy M. Marques was licensed in this state as a home warranty sales representative and a service warranty sales representative.
3. Pursuant to chapters 626 and 634, Florida Statutes, the Florida Department of Financial Services (the "Department") has jurisdiction over her insurance licenses and appointments.



COUNT I

4. The above general allegations are hereby realleged and fully incorporated herein by reference.

5. On January 30, 2015, in the Circuit Court of the Eleventh Judicial Circuit, in and for Miami-Dade County, Florida, Case No. F14-006659, Mercy M. Marques pled guilty to two counts of Grand Theft Third Degree, both felonies. Adjudication of guilt was withheld.

IT IS THEREFORE CHARGED that Mercy M. Marques has violated one or more of the following provisions of the Florida Statutes, which constitute grounds for the suspension or revocation of her licenses as a home warranty sales representative and a service warranty sales representative in this state:

(a) Section 634.320(11), Florida Statutes, which provides that it is a violation for any home warranty sales representative to be found guilty of or to enter a plea of guilty or nolo contendere to a felony or a crime punishable by imprisonment of 1 year or more under the law of the United States of America or of any state thereof or under the law of any other country which involves moral turpitude, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of such cases.

(b) Section 634.321(6), Florida Statutes, which provides that it is a violation for a home warranty sales representative to be found guilty of or to plead guilty or nolo contendere to a felony or a crime punishable by imprisonment of 1 year or more under the law of the United States of America or of any state thereof or under the law of any other country, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of such cases.

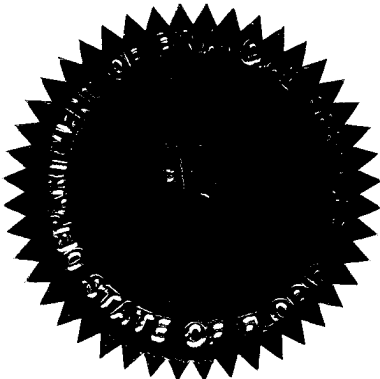
(c) Section 634.422, Florida Statutes, which provides that it is a violation for any service warranty sales representative to be found guilty of or to enter a plea of guilty or nolo

contendere to a felony or a crime punishable by imprisonment of 1 year or more under the law of the United States of America or of any state thereof or under the law of any other country which involves moral turpitude, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of such cases.

(d) Section 634.423, Florida Statutes, which provides that it is a violation for a service warranty sales representative to be found guilty of or to plead guilty or nolo contendere to a felony or a crime punishable by imprisonment of 1 year or more under the law of the United States of America or of any state thereof or under the law of any other country, without regard to whether a judgment of conviction has been entered by the court having jurisdiction of such cases.

WHEREFORE, Mercy M. Marques is hereby notified that the Chief Financial Officer intends to enter an Order revoking her licenses and appointments as a sales representative or to impose such penalties as may be provided under the provisions of sections 626.641, 626.651, 626.681, 626.691, 634.320, 634.321, 634.3225, 634.323, 634.422, 634.423, 634.425, and 634.426, Florida Statutes, and under the other referenced sections of the Florida Statutes as set out in this Administrative Complaint.

DATED and SIGNED this 9th day of April, 2015.



Gregory Thomas
Director, Agent & Agency Services

NOTICE OF RIGHTS

You have the right to request a proceeding to contest this action by the Department pursuant to sections 120.569 and 120.57, Florida Statutes, and chapter 28-106, *Florida Administrative Code*. The proceeding request must be in writing, signed by you, and must be filed with the Department within twenty-one (21) days of your receipt of this notice. Completion of the attached Election of Proceeding form and a petition for administrative hearing are required. The request must be filed with Julie Jones, DFS Agency Clerk, at the Florida Department of Financial Services, 612 Larson Building, 200 East Gaines Street, Tallahassee, Florida 32399-0390. Your written response must be received by the Department no later than 5:00 p.m. on the twenty-first day after your receipt of this notice. Mailing the response on the twenty-first day will not preserve your right to a hearing.

FAILURE TO ENSURE THAT YOUR WRITTEN RESPONSE IS RECEIVED BY THE DEPARTMENT WITHIN TWENTY-ONE (21) DAYS OF YOUR RECEIPT OF THIS NOTICE WILL CONSTITUTE A WAIVER OF YOUR RIGHT TO REQUEST A PROCEEDING ON THE MATTERS ALLEGED HEREIN AND A FINAL ORDER OF SUSPENSION OR REVOCATION WILL BE ENTERED AGAINST YOU.

If you request a proceeding, you must provide information that complies with the requirements of Rule 28-106.2015, *Florida Administrative Code*. Specifically, your response must contain:

(a) The name, address, telephone number, and facsimile number (if any) of the respondent (for the purpose of requesting a hearing in this matter, you are the "respondent").

(b) The name, address, telephone number, and facsimile number of the attorney or qualified representative of the respondent (if any) upon whom service of pleadings and other papers shall be made.

(c) A statement requesting an administrative hearing identifying those material facts that are in dispute. If there are none, the petition must so indicate.

(d) A statement of when the respondent received notice of the administrative complaint.

(e) A statement including the file number of the administrative complaint.

If a hearing of any type is requested, you have the right to be represented by counsel or other qualified representative at your expense, to present evidence and argument, to call and cross-examine witnesses, and to compel the attendance of witnesses and the production of documents by subpoena.

If a proceeding is requested and there is no dispute of material fact, the provisions of section 120.57(2), Florida Statutes, apply. In this regard, you may submit oral or written evidence in opposition to the action taken by the Department or a written statement challenging the grounds upon which the Department has relied. While a hearing is normally not required in the absence of a dispute of fact, if you feel that a hearing is necessary, one will be conducted in Tallahassee, Florida, or by telephonic conference call upon your request.

However, if you dispute material facts that are the basis for the Department's action, you must request an adversarial proceeding pursuant to sections 120.569 and 120.57(1), Florida Statutes. These proceedings are held before an administrative law judge of the State of Florida Division of Administrative Hearings. Unless the majority of witnesses are located elsewhere, the Department will request that the hearing be conducted in Tallahassee, Florida.

Failure to follow the procedure outlined with regard to your response to this notice may result in the request being denied. All prior oral communication or correspondence in this matter shall be considered free form agency action, and no such oral communication or correspondence

shall operate as a valid request for an administrative proceeding. Any request for an administrative proceeding received before the date of this notice shall be deemed abandoned unless timely renewed in compliance with the guidelines as set out above.

Mediation of this matter pursuant to section 120.573, Florida Statutes, is not available. No Department attorney will discuss this matter with you during the time frame in which you have to request a hearing.

STATE OF FLORIDA
DEPARTMENT OF FINANCIAL SERVICES
DIVISION OF LEGAL SERVICES

IN THE MATTER OF:

MERCY M. MARQUES

CASE NO.: 170295-15-AG

ELECTION OF PROCEEDING

I have received and have read the Administrative Complaint filed by the Florida Department of Financial Services ("Department") against me, including the Notice of Rights contained therein, and I understand my options. I am requesting disposition of this matter as indicated below. **(CHOOSE ONE)**

1. ☐ I do not dispute any of the Department's factual allegations and I do not desire a hearing. I understand that by waiving my right to a hearing, the Department may enter a final order that adopts the Administrative Complaint and imposes the sanctions sought, including suspending or revoking my licenses and appointments as may be appropriate.
2. I do not dispute any of the Department's factual allegations and I hereby elect a proceeding to be conducted in accordance with section 120.57(2), Florida Statutes. In this regard, I desire to **(CHOOSE ONE)**:
 - ☐ Submit a written statement and documentary evidence in lieu of a hearing; or
 - ☐ Personally attend a hearing conducted by a department hearing officer in Tallahassee; or
 - ☐ Attend that same hearing by way of a telephone conference call.
3. ☐ I do dispute one or more of the Department's factual allegations. I hereby request a hearing pursuant to section 120.57(1), Florida Statutes, to be held before the Division of Administrative Hearings. I have attached to this election form the information required by Rule 28-106.2015, *Florida Administrative Code*, as specified in subparagraph (c) of the Notice of Rights. Specifically, I have identified the disputed issues of material fact.

TO PRESERVE YOUR RIGHT TO A HEARING, YOU MUST FILE YOUR RESPONSE WITH THE DEPARTMENT OF FINANCIAL SERVICES WITHIN TWENTY-ONE (21) DAYS OF YOUR RECEIPT OF THE ADMINISTRATIVE COMPLAINT. THE RESPONSE MUST BE RECEIVED BY THE DEPARTMENT NO LATER THAN 5:00 P.M. ON THE TWENTY-FIRST DAY AFTER YOUR RECEIPT OF THE ADMINISTRATIVE COMPLAINT.

The address for filing is: Julie Jones, DFS Agency Clerk, Florida Department of Financial Services, 612 Larson Building, 200 East Gaines Street, Tallahassee, Florida 32399-0390.

Signature _____

Date: _____

Date Administrative
Complaint Received: _____

If you are represented by an attorney or qualified representative, please attach to this election form his or her name, address, telephone and fax numbers

Print Name _____

Address: _____

Phone No.: _____


Fax No.: _____

E-mail _____

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Administrative Complaint and Election of Proceeding has been furnished to: Mercy M. Marques, at ⁴⁵¹ Northeast 136th Street, #421, North Miami, Florida 33161-3701; by Certified Mail this 9th day of Apr., 2015.

91 7199 9991 7032 7167 7017


Leah L. Marino
Managing Attorney
Department of Financial Services
Division of Legal Services
612 Larson Building
200 East Gaines Street
Tallahassee, Florida 32399-0333
(850) 413-4227

Opsahl, Logan

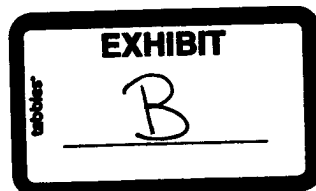
From: Carusello, Monica
Sent: Friday, May 01, 2015 12:26 PM
To: 'mercy102908@gmail.com'
Subject: Florida Department of Financial Services: 170295-15-AG MARQUES, Mercy: Administrative Complaint
Attachments: C&S AC - Agent-Felony-Adj.withheld-8_2014#.docx
Importance: High

On April 9, 2015, an Administrative Complaint was filed against you. A copy was sent to you via Certified Mail and was returned to the Department undeliverable.

You are hereby notified that you have been served with the attached Administrative Complaint in accordance with section 624.310(6)(a), Florida Statutes (2014). If

requesting a hearing or disputing the allegations, return of the Election of Proceedings form is required within 21 days from today. See the attached for more information.

Monica Carusello
Law Clerk
Division of Legal Services
200 East Gaines Street
Tallahassee, Florida 32399
(850)413-5866



Opsahl, Logan

From: Microsoft Outlook
To: 'mercy102908@gmail.com'
Sent: Friday, May 01, 2015 12:26 PM
Subject: Relayed: Florida Department of Financial Services: 170295-15-AG MARQUES, Mercy: Administrative Complaint

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

'mercy102908@gmail.com' (mercy102908@gmail.com) <<mailto:mercy102908@gmail.com>>

Subject: Florida Department of Financial Services: 170295-15-AG MARQUES, Mercy: Administrative Complaint