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3. On February 3, 2022, Dan O'BRIEN (O'BRIEN), Vice President New York Life Insurance Company (New York Life), reported to the division that Alaska non-resident producer SIVELS was terminated for cause from his appointment with New York Life effective November 10, 2021. O'BRIEN advised that New York Life became aware that, at the time of his resignation, Mr. SIVELS was the subject of fraudulent activity allegations involving two New York Life Insurance Company customers.

4. On March 7, 2022, the Licensing & Contracting Department of Transamerica Life Insurance Company (Transamerica), reported to the division that Transamerica terminated the appointment of Alaska non-resident producer SIVELS "for cause for failing to comply with Transamerica's policies and displaying fraudulent, coercive, or dishonest practices." Transamerica reported that SIVELS was an employee of AMA Insurance (AMAI) Agency, as well as a licensed producer appointed by Transamerica. AMAI administers the Medicare Supplement Coverage issued by Transamerica. As an employee of AMAI, SIVELS fraudulently used personal bank account information from two of Transamerica's customers to pay for his personal debts.

5. On March 11, 2022, Investigator (Inv.) John HOLLEY was assigned to investigate the complaint allegations referred to the division by New York Life and Transamerica.

6. On March 17, 2022, Greg HOF LAND, Sr. (HOF LAND) Compliance Analyst Financial Crimes Unit of Transamerica responded to Inv. HOLLEY's information request. HOF LAND advised that the fraudulent actions taken by SIVELS occurred while acting as an employee of AMAI. AMAI is a third-party

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administrator handling Medicare Supplement Coverage insurance issued by Transamerica. HOFLAND advised “Please note that no consumers or policies in Alaska were impacted by the actions of John Sivels. There is no additional consumer or DOI complaints found against this producer. John Sivels was not acting in an agent or producer capacity while the fraudulent actions took place.”

7. On April 1, 2022, Christine CARWAY, Group Membership Association Division New York Life advised Inv. HOLLEY that “...Mr. Sivels worked for this agency and sold New York Life group products as well as products for other carriers. Also, there were no New York Life Alaskan residents affected by Mr. Sivels activities nor did Mr. Sivels sell insurance to any New York Life Alaskan resident since January 1, 2017.”
8. On April 14, 2022, Darrah Desmond COUSINO, J.D., CIPP/U.S. Assistant Vice President AMA Insurance (the employer of SIVELS), advised Inv. HOLLEY that SIVELS did not sell any policies to Alaskan residents.
9. On May 5, 2022, Inv. HOLLEY received notification through NAIC I-Site that the Insurance Producer license of John SIVELS was SURRENDERED in the states of Indiana, Utah, and New Hampshire, after investigations concluded SIVELS had demonstrated a lack of fitness or trustworthiness.
10. The Indiana, Utah, and New Hampshire insurance regulatory investigations demonstrate SIVELS’ untrustworthy conduct as a licensee, and show he is a potential source of injury and loss to the public.
11. SIVELS’ conduct described in Paragraphs 3 & 4 demonstrate untrustworthy conduct as a licensee, and show he is a potential source of injury and loss to the public.

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12. Sec. AS 21.27.410 (a)(8) states: The director may deny issuance of or not renew a license or may suspend or revoke a license issued under this chapter for any of the following: (8) the conduct of affairs under a license if the licensee exhibits conduct considered by the director to reflect incompetence or untrustworthiness, or to be a source of potential injury and loss to the public.

IT IS HEREBY ORDERED, under the provisions of AS 21.27.410 and AS 21.27.440(3) that JOHN P. SIVELS Insurance Producer license # 100143074 is revoked. JOHN P. SIVELS may not reapply for an Alaska Insurance Producer license for 5 years from the date of this order.

This Order is effective the 31st day of May 2022.

Dated this 31st day of May 2022.



LORI WING-HEIER, DIRECTOR
DIVISION OF INSURANCE