



Financial Services Regulatory  
Authority of Ontario



Ontario



Autorité ontarienne de réglementation  
des services financiers

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**IN THE MATTER OF** the *Insurance Act*, R.S.O. 1990, c. I.8, as amended (the “Act”), in particular sections 392.5 and 407.1;

**AND IN THE MATTER OF** Robert Randall Hawken (“Hawken”) and Dufferin Insurance Group (“DIG”).

### **ORDER TO REVOKE LICENCE**

Hawken is licensed as a life insurance and accident & sickness agent (licence # 94014601) under the Act. DIG is licensed as a corporate insurance agent (licence # 25352M) under the Act.

On November 21, 2024, by delegated authority from the Chief Executive Officer of the Financial Services Regulatory Authority of Ontario (the “Chief Executive Officer”), the Director, Litigation and Enforcement (the “Director”) issued a Notice of Proposal to revoke the insurance agent licence (licence # 94014601) issued to Hawken and to revoke the corporate insurance agent licence (licence # 25352M) issued to DIG.

The Notice of Proposal was delivered to Hawken and DIG on December 19, 2024. Section 407.1(3) of the Act provides that any person on whom a Notice of Proposal is delivered has fifteen (15) days after the Notice of Proposal is received to request a hearing by the Financial Services Tribunal (the “Tribunal”).

On January 6, 2025, The Registrar of the Tribunal confirmed that Hawken and DIG did not request a hearing by the Tribunal in accordance with section 407.1(3) of the Act respecting the Notice of Proposal. Therefore, pursuant to section 407.1(7) of the Act, the Director makes the following orders.

## ORDER

**The insurance agent licence (licence # 94014601) issued to Robert Randall Hawken is hereby revoked, for the reasons set out in the Notice of Proposal.**

**DATED** at Toronto, Ontario, January 14, 2025

**Elissa Sinha**

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Elissa Sinha  
Director, Litigation and Enforcement

By delegated authority from the Chief Executive Officer

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## ORDER

The corporate insurance agent licence (licence # 25352M) issued to Dufferin Insurance Group is hereby revoked, for the reasons set out in the Notice of Proposal.

**DATED** at Toronto, Ontario, January 14, 2025

**Elissa Sinha**

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Elissa Sinha  
Director, Litigation and Enforcement

By delegated authority from the Chief Executive Officer

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