

*An order that is made regarding a licence holder reflects a situation at a particular point in time. The status of a licence holder can change. Readers should check the current status of a person's or entity's licence on the [Licensing Link](#) section of FSCO's website. Readers may also wish to contact the person or entity directly to get additional information or clarification about the events that resulted in the order.*

**SUPERINTENDENT OF FINANCIAL SERVICES**


**Regarding** the life insurance agent's licence of  
Noella Caspersz

**AND** the Insurance Act, R.S.O. 1990, c. I.8, as  
amended, particularly section 393

**ORDER**

Pursuant to a Minutes of Settlement signed by Noella Caspersz which is filed, I order that life insurance agent's licence #94027106 of Noella Caspersz be suspended for a period of thirty (30) days commencing on the *1<sup>st</sup>* day of *January*, 2009.

Dated at the City of Toronto this *19<sup>th</sup>* day of *November*, 2008

  
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Grant Swanson  
Executive Director, Licensing and Market Conduct Division,  
by Delegated Authority from the  
Superintendent of Financial Services

### **SCHEDULE 'A'**

1. Noella Caspersz (Caspersz) has been a licensed insurance agent since 1983. Her current licence, #94027106, was issued on December 12, 2006 with an expiry date of December 11, 2008.
2. In November 2006 a complaint was received at the Financial Services Commission of Ontario (FSCO) alleging that Caspersz, without the knowledge of the clients involved, was being named as the servicing agent on insurance applications written by a member of her family who was also a licensed insurance agent.
3. It was confirmed by the FSCO investigator that between 2001 and 2004 the other insurance agent wrote at least ten insurance applications and, without advising the clients, named Caspersz as the servicing agent and permitted her to sign the applications as though she was the servicing agent.
4. When questioned by the investigator regarding her actions Caspersz admitted the facts as described above and said that she had signed the applications as though she was the servicing agent. Caspersz said that the practice had ceased more than a year ago.