

CAUTION: While the information contained below is public, members should take caution that inappropriate use of this information may be considered to be an act of misconduct

**Nancy Ruddy
Registration Number: D28806
Burlington, Ontario**

HEARING DATE: November 20, 2008

MISCONDUCT: Ont. Reg. 991, ss. 14(1) and 14(4)

PARTICULARS OF THE COMPLAINT:

RIBO received letters of complaint from the Principal Broker of the former employer of Nancy Ruddy and her dealings with numerous clients.

Nancy Ruddy quoted a premium of \$1,888.00 for automobile insurance. A policy was issued at \$2,749.00 effective November 2006. The computer system notes indicated that Ms. Ruddy advised the client of the increase and the client was okay with it. Conversation with the client later revealed that after making numerous phone calls to the broker, Ms. Ruddy finally acknowledged that she had made an error in quoting. In the interim, Ms. Ruddy sent an e-mail to the insured indicating that the premium had been corrected and the monthly withdrawals would be adjusted accordingly. This did not happen so between April and September, the insured kept calling the broker inquiring as to when they would receive the revised policy. On September 24, 2007, the insured sent Ms. Ruddy an email summarizing what she believed was the outstanding premium. Ms. Ruddy continued to assure her that she had overpaid the premium and a refund cheque would be forthcoming. On October 11, 2007, Ms. Ruddy sent an e-mail to the insured. It appeared as having been sent from her supervisor, in which it advised her that a refund of \$528.00 would be going out to her directly from the insurer and that there would be no further withdrawals taken from her account. The client left numerous messages regarding the whereabouts of their refund but never received a return call or the refund cheque. The IT Department of Ms. Ruddy's former employer confirmed that the e-mails had been tampered with. Ms. Ruddy resigned from the brokerage.

After Nancy Ruddy's resignation, staff members made contact with several of her former clients. In one case Ms. Ruddy completed an automobile insurance application binding an insurance company but did not collect a down payment. After numerous requests from her Manager, Ms. Ruddy faxed a credit card authorization form to head office. The credit card number was not valid. After reviewing the matter with the client, they advised that the signature on both the application and the authorization form was not that of the client. The clients also understood that they

had tenants insurance but no request for coverage was ever submitted by Ms. Ruddy to the insurance company.

DISCIPLINE COMMITTEE'S DISPOSITION:

The Discipline Committee finds that there is sufficient evidence in support of the plea of guilty by Nancy Ruddy to the allegations contained in paragraphs 1 through to 4 under the Particulars of Complaint of the Direction and finds that Nancy Ruddy is guilty of misconduct as alleged therein, and orders:

- (a) That the Certificate of Registration of Nancy Ruddy be and is hereby revoked immediately.
- (b) That a recommendation be made to the Qualification and Registration Committee that Nancy Ruddy may not reapply for her Certificate of Registration until after November 20, 2013.