

Honorable Nikki R. Haley, Governor

State of South Carolina

1205 Pendleton St.

Columbia SC 29201

Cc : Mr. Ray Farmer Director SCDOI

Dear Ms. Haley:

I am a 70 year old insurance producer who recently had my license cancelled for a \$15 administration fee oversight to Prometrics for my license compliance.

I now have to stop selling and earning a living, and take time out to study and schedule a test to totally start over to get my license reinstated for a \$15 error.

Even though I did all my CE work 24 hours and paid SC my \$25 fee on time.

I somehow missed the Prometrics \$15 fee and now lose my livelihood.

This seems extremely punitive for a \$15 mistake even though all the other requirements were met on time. This should not be a requirement to keep a license if all else done, just charge high late fees.

The shocker....Prometrics said they were willing to accept my payment and reinstate my license NOW but the SCDOI is not even trying to see if we can have a solution to this \$15 tragedy.

Katie Williams at SCDOI said too bad nothing we can do and Prometrics doesn't know what they are talking about. Most of the SCDOI agents I spoke with have been combative and not willing to seek a solution.

If the \$15 is such an important part of the CE licensing process than make it \$500 to get people's attention OR charge a high late fee each month to get people's attention but do not destroy my livelihood for a meager \$15. If I'm wrong please change this for others going forward.

If everyone says but the rules are the rules, than this is a punitive rule to which I offered 2 solutions without having to cancel someone's professional license and livelihood.

At seventy I am not up to taking tests after this is so discouraging and the time it takes to start over again is disheartening.

The system is broken for \$15 and now I am prevented from making a few bucks and can go on food stamps and all the other state welfare programs because the SCDOI is not willing to find a reasonable compromise or change this punitive action.

Is South Carolina so bureaucratic it can't see the injustice this is or at least try to make a corrective exception to fixing this ????

Sincerely



Robert Keegan Producer number 403792