

Dear Mr. Kraft,

I had a busy day and did not get to return your phone call from this Monday morning, March 8th. Thank you for the opportunity to answer your questions. My community did have these questions come up eight years ago and then again four years ago, of which I supplied answers to voters who elected me to be a Trustee and then Village President. My political opponent and his supporters obviously provided the newfound interest in this issue.

The insurance industry is heavily regulated by each state. Some states use it as a revenue source, and some states use it to protect the public. In 2008 I had decided to start my first insurance agency and found out first-hand how tedious and bureaucratic that was. The state of IL used a paper renewal system and then converted it over to the online computer system for professional licenses called National Insurance Producer Registry (NIPR). My office had been referred to a new business customer that required an Indiana Non- Resident License.

On the new system, an office employee checked no to the question "have you ever been convicted of a misdemeanor" and then supplied disorderly conduct paperwork dating back to when I was twenty-four years old. The new and very eager attorney for the Indiana commissioner wanted me to sign a civil order for misrepresentation and pay a \$1,500 fine. However, this was an error; technically correct, speeding is a crime even if you did not see the sign. In the insurance business, these are the equivalent of a speeding ticket which explains why I am still in the insurance business.

In Wisconsin, the same situation occurred but included clicking the wrong button on the online form. In both of the above instances, my office provided the documentation but checked the wrong box on the form. At no time did I nor my office intentionally misrepresent anything. Wisconsin, however, is a great state to do business with. The insurance investigator saw it was a mistake as we supplied all the correct information and only denied my license for 30 days.

In Illinois, I had a business partner whose job was to handle the trust account, which is heavily regulated dealing with customers' monies. He did not follow the guidelines, and there was money that needed to be replaced. As soon as this mistake was realized, the trust account was fully funded. The insurance commissioner only has control over licensed individuals, and since I was the one with the license, I was the one responsible.

Today I have a thriving insurance agency and businesses, and I have learned to employ professional services to assist in those complicated areas of my industry. Utilizing these professional services allows me more time to work with the customer and service the Village of Poplar Grove. I also have many friends and supporters, including other elected officials who vouch for my integrity.

Thank you again for allowing me to present my side of the story; The truth.

Best Regards



Owen Costanza