

No. 2026-9952

**Official Order
of the
Texas Commissioner of Insurance**

Date: 06/02/2026

Subject Considered:

Hugo Hernandez
El Paso, Texas 79912-4668

Default Order
TDI Enforcement File No. 38711

General remarks and official action taken:

This is a default order taken against Hugo Hernandez (Respondent) because Respondent was barred by the Financial Industry Regulatory Authority (FINRA) for misappropriating client funds and failed to notify the Texas Department of Insurance (TDI) of the administrative action against him. Respondent did not respond to a Notice of Allegations mailed by TDI. This order revokes Respondent's license.

The following findings of fact and conclusions of law are adopted:

Findings of Fact

Failure to Respond to Notice of Allegations

1. On April 16, 2026, TDI sent a Notice of Allegations, attached as Exhibit A, to Respondent.
2. TDI sent the Notice of Allegations to Respondent's last known address provided in writing to the department, [REDACTED], El Paso, TX 79912-4668. TDI also sent the Notice of Allegations to Respondent's electronic mail address he last designated for receipt of official department communications.
3. The department gave Respondent notice and opportunity for a hearing, which Respondent waived by failing to send a written response to the Notice of Allegations within 20 days after the date it was mailed.

4. TDI's factual allegations set out in the attached Notice of Allegations are incorporated in this order as findings of fact.

Conclusions of Law

1. The commissioner has jurisdiction under Texas law, including TEX. INS. CODE §§ 82.051-82.055, 4001.002, 4001.102, 4001.105, 4005.101-4005.105, and 4054.051; and TEX. GOV'T CODE §§ 2001.003(1) and 2001.051-2001.178.
2. The commissioner has authority to dispose of this case informally under TEX. GOV'T CODE § 2001.056; TEX. INS. CODE § 82.055; and 28 TEX. ADMIN. CODE § 1.47.
3. TDI provided proper notice to Respondent under TEX. GOV'T CODE §§ 2001.003(1), 2001.051, 2001.052, 2001.054, and 2001.056(4); and 28 TEX. ADMIN. CODE §§ 1.1302, 1.28, 1.47, and 19.906.
4. Based on Respondent's failure to send TDI a written response to the Notice of Allegations, the department is entitled to disposition by default under 28 TEX. ADMIN. CODE § 1.47.
5. Respondent failed to show compliance with the law.
6. TDI's factual and legal allegations set out in the attached Notice of Allegations are incorporated in this order and deemed admitted as true under 28 TEX. ADMIN. CODE § 1.47.

Order

It is ordered that any licenses held by Hugo Hernandez are revoked. A copy of this order will be provided to law enforcement or other appropriate administrative agencies for further investigation as may be warranted.

Signed by:

Amanda Crawford

FE10434BC41A470...

Amanda Crawford

Commissioner of Insurance

Prepared and reviewed by:

Nancy Williams

Nancy Williams, Staff Attorney
Enforcement

Affidavit

STATE OF TEXAS §

§

COUNTY OF TRAVIS §

Before me, the undersigned authority, personally appeared Jackie Gonzales, who, being by me duly sworn, deposed as follows:

"My name is Jackie Gonzales and I am employed by the Texas Department of Insurance. I am of sound mind, capable of making this affidavit, and have personal knowledge of these facts which are true and correct.

I have reviewed TDI's records concerning Hugo Hernandez. I have confirmed that:

- a. The last mailing address provided to the department in writing by Hugo Hernandez is [REDACTED], El Paso, TX 79912-4668.
- b. The file maintained by Enforcement contains a Notice of Allegations dated April 16, 2026, which was sent to Hugo Hernandez.
- c. On April 16, 2026, the Notice of Allegations addressed to Hugo Hernandez was mailed certified, return receipt requested, to his last known address.

A copy of the certified mail log maintained by Enforcement is attached as Exhibit B."

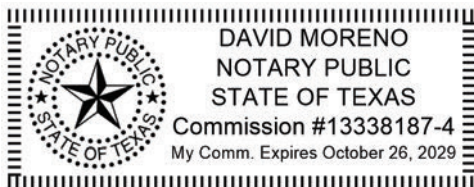
Signed by:

Jackie Gonzales

154A6E04515F463...
Affiant

SWORN TO AND SUBSCRIBED before me by means of an interactive two-way audio and video communication on 5/18/2026. This notarial act was an online notarization.

Notary Seal



Digital Certificate

Signed by:

David Moreno

455E4109E15D4CD...
Notary Public State of Texas

2026-9952



PO Box 12030 | Austin, TX 78711 | 800-578-4677 | tdi.texas.gov

EXHIBIT

A

April 16, 2026

Hugo Hernandez



El Paso, Texas 79912-4668

Via CM/RRR No.9214 8901 9403 8368 0358 52

Via Email:



**TDI ENFORCEMENT CASE NO. 38711
NOTICE OF ALLEGATIONS AGAINST HUGO HERNANDEZ**

The Texas Department of Insurance (TDI) seeks to take disciplinary action against you. This Notice states the allegations against you and the relief sought by TDI.

YOUR WRITTEN RESPONSE IS REQUIRED WITHIN 20 DAYS

YOU HAVE THE RIGHT TO A HEARING AND ARE INVITED TO SHOW COMPLIANCE WITH THE LAW. To request a hearing, you must send a written response to TDI within 20 days of the date this Notice was mailed.

If you fail to send a written response by the deadline, *you waive your right to a hearing*, and TDI may seek disposition by default under 28 TEX. ADMIN. CODE § 1.47, TEX. INS. CODE § 82.055, and TEX. GOV'T. CODE § 2001.056.

If you fail to send a written response by the deadline, without further notice to you, the commissioner of insurance may issue a default order that admits the factual matters asserted, deems all allegations as true, and orders the relief recommended in this Notice.

You must send your written response by mail, fax, or email to:

Nancy Williams, Staff Attorney
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030

(512) 490-1020 (Fax)
nancy.williams@tdi.texas.gov

Jurisdiction

The commissioner of insurance has jurisdiction over this matter under TEX. INS. CODE §§ 82.051–82.055, 84.021–84.044, 4001.002, 4005.101, 4005.102, 4054.051; and TEX. GOV'T CODE §§ 2001.003(1) and 2001.051–2001.178.

Factual Allegations

1. Hugo Hernandez (Hernandez), individual identification number 1426678, holds a general lines agent license with a qualification in life, accident, health, & HMO issued on January 22, 2015.
2. Hernandez was registered with the Financial Industry Regulatory Authority (FINRA), Central Registration Depository (CRD) number 6446187, beginning in 2015, and as a FINRA registered representative for MML Investors Services, LLC (MML) beginning in May of 2017.
3. On June 25, 2024, FINRA received a written complaint, filed by MML, with the following consumer complaint allegations:
 - a. on January 29, 2024, the complainant met with Hernandez regarding an alternative investment that included a promise of repayment of the initial investment within 90 days with a 15% return;
 - b. on February 16, 2024, the complainant gave Hernandez \$20,000, based on Hernandez's representations;
 - c. Hernandez issued checks totaling \$23,000 to the complainant that were declined due to insufficient funds;
 - d. Hernandez misappropriated the complainant's investment funds.
4. On July 16, 2024, MML terminated Hernandez for accepting a loan from a client or potential client, participating in undisclosed outside business activities, and engaging in an unapproved private securities transaction.
5. On or about October 2, 2024, the complaint was settled by MML for \$29,550, without contribution from Hernandez.

6. On January 23, 2026, Hernandez entered into an acceptance, waiver, and consent (AWC) with FINRA that included the following findings:
 - a. Hernandez refused to give on-the-record testimony related to the alleged misconduct, as required under FINRA rules;
 - b. Hernandez is permanently barred from associating with any FINRA member in all capacities;
 - c. Hernandez understands that the AWC may be taken into consideration by other regulatory or licensing authorities in their decision making; and
 - d. Hernandez may not take any action or make any statement denying any finding in the AWC or create the impression that it is without factual basis.
7. Hernandez failed to notify TDI of the FINRA administrative action taken against him.

Legal Allegations

1. Hernandez committed acts for which he may be disciplined, under TEX. INS. CODE § 4005.101, including revocation of licensure, as contemplated under 4005.102(2)(A).
2. Hernandez engaged in fraudulent or dishonest acts or practices as contemplated under TEX. INS. CODE § 4005.101(b)(5).
3. Hernandez failed to notify TDI of the administrative action taken by a financial regulator within 30 days, as required under TEX. INS. CODE § 4001.252(a)(3).

Relief Sought

TDI seeks the following relief:

1. revocation of your license; and
2. the imposition of any other just and appropriate relief to which the department may be entitled to by law, including any combination of the above actions.

Respectfully,



Nancy Williams
State Bar No. 24058175
Texas Department of Insurance
Enforcement, MC ENF
P.O. Box 12030
Austin, Texas 78711-2030
(512) 676-6338(Direct)
(512) 490-1020 (Fax)
nancy.williams@tdi.texas.gov

cc: Leah Gillum, Deputy Commissioner, Fraud and Enforcement Division, MC: ENF
Whitney Fraser, Litigation Director, Enforcement, MC: ENF
Administrative Review, MC: CO-AAL

CERTIFICATE OF SERVICE

I, Nancy Williams, certify that a true and correct copy of this *Notice of Allegations Against Hugo Hernandez* was sent by the following methods on April 16, 2026 to:

Hugo Hernandez

[REDACTED]

El Paso, Texas 79912-4668

Via CM/RRR No.9214 8901 9403 8368 0358 52

Via Email:

[REDACTED]



Nancy Williams

2026-9952

EXHIBIT

B

Shipment Confirmation
Acceptance Notice

A. Mailer Action

Note to Mailer: The labels and volume associated to this form online, **must** match the labeled packages being presented to the USPS® employee with this form.

Shipment Date: 04/16/2026

Shipped From:

Name: ENF M RUIZ

Address: 1601 CONGRESS AVENUE

City: AUSTIN

State: TX ZIP+4® 78701

Type of Mail	Volume
Priority Mail Express®	
Priority Mail®	
First-Class Package Service®	
Returns	
International*	
Other	1
Total	1

*Start time for products with service guarantees will begin when mail arrives at the local Post Office™ and items receive individual processing and acceptance scans.

B. USPS Action

Note to RSS Clerk:

1. Home screen > Mailing/Shipping > More
2. Select Shipment Confirm
3. Scan or enter the barcode/label number from PS Form 5630
4. Confirm the volume count message by selecting Yes or No
5. Select Pay and End Visit to complete transaction

USPS EMPLOYEE: Please scan upon pickup or receipt of mail.
Leave form with customer or in customer's mail receptacle.

USPS SCAN AT ACCEPTANCE



9275 0901 1935 6200 0070 0113 63

williams/38711



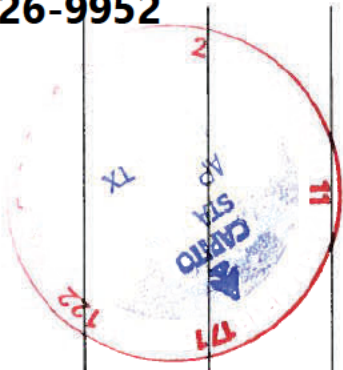


2026-9952

- Check type of mail or service
- | | |
|--|---|
| ☐ Adult Signature Required | ☐ Priority Mail Express |
| ☐ Adult Signature Restricted Delivery | ☐ Registered Mail |
| ☒ Certified Mail | ☐ Return Receipt for Merchandise |
| ☐ Certified Mail Restricted Delivery | ☐ Signature Confirmation |
| ☐ Collect on Delivery (COD) | ☐ Signature Confirmation Restricted Delivery |
| ☐ Insured Mail | |
| ☐ Priority Mail | |

HUGO HERNANDEZ
[REDACTED]
EL PASO, TEXAS 79912-4068

RECEIVED
APR 17 2026
TDI - ENFORCEMENT



Total Number of Pieces
Received at Post Office

1

Postage	(Extra Service) Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	ASR Fee	ASRD Fee	RD Fee	RR Fee	SC Fee	SCRD Fee	SH Fee
0.74	5.30	Handling Charge - if Registered and over \$50,000 in value							2.82			
						Adult Signature Required						
						Adult Signature Restricted Delivery						
						Restricted Delivery						
						Return Receipt						
						Signature Confirmation						
						Signature Confirmation Restricted Delivery						
						Special Handling						