**Section 7090.20 Disciplining of Agents: Procedure**

a) Whenever the Commission finds that an insurer, self-insurer, claims service, other association, or their agents, is practicing a policy of unfairness toward the claimant in the handling and processing of claims under the Workers' Compensation or Occupational Diseases Acts, the Commission may issue a rule to show cause why such carrier or agent should not be suspended from writing insurance or processing workers' compensation claims within the state.

b) The recipient of such a part to show cause shall be entitled to be informed of the charges against it, and to have an evidentiary hearing on the merits of the charges. The recipient shall have the right to be present, to call witnesses, and adduce other pertinent evidence.

c) After a full hearing, the Commission may invoke appropriate sanctions against the recipient as authorized by statute, specifically including citation to the Attorney General for misdemeanor, or certification to the Director of Insurance for suspension of license.