**Section 9090.20 Disciplining of Agents: Procedure**

a) Whenever the Commission finds that an insurer, self-insurer, claims service or other association, or an agent of one of these entities, is practicing a policy of unfairness toward the claimant in the handling and processing of claims under the Workers' Compensation or Occupational Diseases Act, the Commission may issue a Rule to Show Cause why the carrier or agent should not be suspended from writing insurance or processing workers' compensation claims within the State.

b) The recipient of the Rule 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 to provide other pertinent evidence.

c) After a full hearing, the Commission may invoke appropriate sanctions against the recipient as authorized by statute, specifically including citation (i.e., submission) to the Attorney General for action on any violation of the law or certification to the Director of Insurance for discipline of license.

(Source: Amended at 40 Ill. Reg. 15783, effective November 9, 2016)