

ORDER SUMMARY – Case Number: C-11-0713

Name(s): Joro Resources, LLC d/b/a Idealgelt
Loren R. Cook & Associates

Order Number: C-11-0713-13-FO01 AND C-11-0713-13-FO02

Effective Date: May 8, 2013

License Number: U/L
Or NMLS Identifier [U/L] (Revoked, suspended, stayed, application denied or withdrawn)
License Effect: If applicable, you must specifically note the ending dates of terms.

Not Apply Until:

Not Eligible Until:

Prohibition/Ban Until: May 8, 2018

Investigation Costs	\$1,621.50	Due	Paid <input type="checkbox"/> Y <input checked="" type="checkbox"/> N	Date
Fine	\$70,000	Due	Paid <input type="checkbox"/> Y <input checked="" type="checkbox"/> N	Date
Assessment(s)	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
Restitution	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
Judgment	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
Satisfaction of Judgment Filed?	<input type="checkbox"/> Y <input type="checkbox"/> N			
No. of Victims:	6			

Comments: cease and desist making payday loans and advertising ability to make payday loans, provide list of Washington
borrowers to the Department.

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**STATE OF WASHINGTON
DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF CONSUMER SERVICES**

IN THE MATTER OF DETERMINING
Whether there has been a violation of the Check
Cashers and Sellers Act of Washington by:

No.: C-11-0713-13-FO02

JORO RESOURCES, LLC d/b/a IDEALGELT,
and LOREN R. COOK & ASSOCIATES LTD.,
LLP,

FINAL ORDER

Respondents.

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I. DIRECTOR'S CONSIDERATION

A. Default. This matter has come before the Director of the Department of Financial Institutions of the State of Washington (Director), through his designee, Consumer Services Division Director Deborah Bortner (Director's designee), pursuant to RCW 34.05.440(1). On March 27, 2013, the Director, through the Director's designee, issued a Statement of Charges and Notice of Intention to Enter an Order to Ban from Industry, Impose Fine, Order Restitution, and Collect Investigation Fee (Statement of Charges) against Joro Resources, LLC, d/b/a Idealgelt and Loren R. Cook and Associates Ltd., LLP (Respondents). A copy of the Statement of Charges is attached and incorporated into this order by this reference. The Statement of Charges was accompanied by a cover letter dated March 29, 2013, a Notice of Opportunity to Defend and Opportunity for Hearing, and blank Applications for Adjudicative Hearing for Respondents (collectively, accompanying documents).

On March 29, 2013, the Department served Respondents with the Statement of Charges and accompanying documents by First-Class mail and Federal Express overnight delivery. On April 1, 2013, the documents sent by Federal Express overnight delivery were delivered. The documents sent by First-Class mail were not returned to the Department by the United States Postal Service.

1 Respondents did not request an adjudicative hearing within twenty calendar days after the
2 Department served the Notice of Opportunity to Defend and Opportunity for Hearing, as provided for
3 in WAC 208-08-050(2).

4 B. Record Presented. The record presented to the Director's designee for her review and
5 for entry of a final decision included the Statement of Charges, cover letter dated March 29, 2013,
6 Notice of Opportunity to Defend and Opportunity for Hearing, and blank Applications for
7 Adjudicative Hearing for Respondents, with documentation for service.

8 C. Factual Findings and Grounds for Order. Pursuant to RCW 34.05.440(1), the
9 Director's designee hereby adopts the Statement of Charges, which is attached hereto.

10 II. FINAL ORDER

11 Based upon the foregoing, and the Director's designee having considered the record and being
12 otherwise fully advised, NOW, THEREFORE:

13 A. IT IS HEREBY ORDERED, That:

- 14 1. Respondent Joro Resources, LLC d/b/a Idealgelt is banned from participation in
15 the conduct of the affairs of any check casher or check seller with a small loan
16 endorsement or check seller subject to licensure by the Director, in any manner,
17 for a period of 5 years;
- 17 2. Respondent Loren R. Cook & Associates Ltd., LLP is banned from participation in
18 the conduct of the affairs of any check casher or check seller with a small loan
19 endorsement or check seller subject to licensure by the Director, in any manner,
20 for a period of 5 years;
- 19 3. Respondents Joro Resources, LLC d/b/a Idealgelt and Loren R. Cook & Associates
20 Ltd., LLP jointly and severally pay a fine of \$70,000.
- 21 4. Respondents Joro Resources, LLC d/b/a Idealgelt and Loren R. Cook & Associates
22 Ltd., LLP jointly and severally pay an investigation fee of \$1,621.50.

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1 B. Reconsideration. Pursuant to RCW 34.05.470, Respondents have the right to file a
2 Petition for Reconsideration stating the specific grounds upon which relief is requested. The Petition
3 must be filed in the Office of the Director of the Department of Financial Institutions by courier at
4 150 Israel Road SW, Tumwater, Washington 98501, or by U.S. Mail at P.O. Box 41200, Olympia,
5 Washington 98504-1200, within ten (10) days of service of the Final Order upon Respondents. The
6 Petition for Reconsideration shall not stay the effectiveness of this order nor is a Petition for
7 Reconsideration a prerequisite for seeking judicial review in this matter.

8 A timely Petition for Reconsideration is deemed denied if, within twenty (20) days from the
9 date the petition is filed, the agency does not (a) dispose of the petition or (b) serve the parties with a
10 written notice specifying the date by which it will act on a petition.

11 C. Stay of Order. The Director's designee has determined not to consider a Petition to
12 Stay the effectiveness of this order. Any such requests should be made in connection with a Petition
13 for Judicial Review made under chapter 34.05 RCW and RCW 34.05.550.

14 D. Judicial Review. Respondents have the right to petition the superior court for judicial
15 review of this agency action under the provisions of chapter 34.05 RCW. For the requirements for
16 filing a Petition for Judicial Review, see RCW 34.05.510 and sections following.

17 E. Non-compliance with Order. If Respondents do not comply with the terms of this
18 order, **including payment of any amounts owed within 30 days of receipt of this order**, the
19 Department may seek its enforcement by the Office of the Attorney General to include the collection
20 of the fines and fees imposed herein. The Department also may assign the amounts owed to a
21 collection agency for collection.

1 F. Service. For purposes of filing a Petition for Reconsideration or a Petition for Judicial
2 Review, service is effective upon deposit of this order in the U.S. mail, declaration of service
3 attached hereto.

4 DATED this 8th day of May, 2013



STATE OF WASHINGTON
DEPARTMENT OF FINANCIAL INSTITUTIONS

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DEBORAH BORTNER
Director
Division of Consumer Services

**STATE OF WASHINGTON
DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF CONSUMER SERVICES**

IN THE MATTER OF DETERMINING
Whether there has been a violation of the Check
Cashers and Sellers Act of Washington by:

JORO RESOURCES, LLC d/b/a IDEALGELT,
and LOREN R. COOK & ASSOCIATES LTD.,
LLP,

Respondents.

No.: C-11-0713-13-SC01

STATEMENT OF CHARGES and
NOTICE OF INTENTION TO ENTER AN
ORDER TO BAN FROM INDUSTRY,
IMPOSE FINE, ORDER RESTITUTION,
AND COLLECT INVESTIGATION FEE

INTRODUCTION

Pursuant to RCW 31.45.110 and RCW 31.45.200, the Director of the Department of Financial Institutions of the State of Washington (Director) is responsible for the administration of chapter 31.45 RCW, the Check Cashers and Sellers Act (Act). After having conducted an investigation pursuant to RCW 31.45.100, and based upon the facts available as of March 1, 2013, the Director, through his designee, Division of Consumer Services Director Deborah Bortner, institutes this proceeding and finds as follows:

I. FACTUAL ALLEGATIONS

1.1 Respondents.

A. Joro Resources, LLC, d/b/a Idealgelt (Respondent Idealgelt) is a former Utah limited liability company with offices located at 790 West Sam Houston Parkway North, Suite 202, Houston, Texas. Respondent Idealgelt was previously registered with the Utah Department of Financial Institutions as a "consumer lender."

B. Loren R. Cook and Associates Ltd., LLP, (Respondent LRCA) is a Texas limited liability partnership with offices located at 790 West Sam Houston Parkway North, Suite 202,

Houston, Texas. Respondent LRCA is the registrant of www.idealgelt.com, and is also the contact listed on the "Contact Us" page of www.idealgelt.com.

1.2 Unlicensed Activity. For at least the period beginning August 2010 through November 2012, Respondents have conducted business by providing loans to at least five consumers in Washington State from the internet website www.idealgelt.com, without being licensed by the Department as a check casher or check seller with a small loan endorsement.

1.3 Unlicensed Location. Respondents have been operating the website www.idealgelt.com from a location that is not licensed by the Department.

1.4 Unauthorized Advertisements. Respondents advertised on their website their ability to make loans to Washington consumers when they were not licensed to make loans beginning in or around August 2010 through the date of this Statement of Charges.

1.5 Failure to Comply with the Department's Investigation Authority. Between October 4, 2010, and the date of this Statement of Charges, the Department issued at least four Directives and Subpoenas to Respondents requiring production of various documents and information related to at least five consumer complaints. To date, Respondents have not provided an appropriate response to any of these Directives or Subpoenas.

1.6 Failure to Obtain and Maintain Surety Bond. Respondents did not obtain and maintain a surety bond or bonds, or an acceptable alternative, as required by the Act.

1.7 On-going Investigation. The Department's investigation into the alleged violations of the Act by Respondents continues to date.

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II. GROUNDS FOR ENTRY OF ORDER

2.1 Definition of Check Casher. Pursuant to RCW 31.45.010(5), a “Check Casher” is defined as an individual, partnership, unincorporated association, or corporation that, for compensation, engages, in whole or in part, in the business of cashing checks, drafts, money orders, or other commercial paper serving the same purpose.

2.2 Definition of Licensee. Pursuant to RCW 31.45.010(13), a “Licensee” is defined as a check casher or seller licensed by the director to engage in business in accordance with the Act. For the purpose of the enforcement powers of the Act, including the power to issue cease and desist orders under RCW 31.45.110, “licensee” also means a check casher or seller who fails to obtain the license required by the Act.

2.3 Definition of Small Loan. Pursuant to RCW 31.45.010(21), a “Small Loan” is defined as a loan up to the maximum amount and for a period of time up to the maximum term specified in RCW 31.45.073.

2.4 Requirement to Obtain a Check Casher and Seller License. Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 31.45.030(1) and RCW 31.45.105(1)(a) and (b) for engaging in the business of a check casher and seller without first obtaining a license from the Director.

2.5 Requirement to Obtain a Small Loan Endorsement. Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 31.45.070(1)(d), RCW 31.45.073(1), and RCW 31.45.105(1)(a), (b), and (c) for engaging in the business of making small loans without first obtaining a small loan endorsement from the Director.

2.6 Advertising Requirements. Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 31.45.105(2)(a) for advertising in a manner that is

1 false, misleading, or deceptive, or that omits material information.

2 **2.7 Requirement to Comply with the Department's Investigative Authority.** Based on the
3 Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW
4 31.45.100 and RCW 31.45.110(k) for failing to comply with the Director's investigative authority
5 and for failing, upon demand by the Director or the Director's designee, to disclose any information
6 within his or her knowledge to, or to produce any document, book, or record in his or her possession
7 for inspection of, the Director or Director's designee.

8 **2.8 Requirement to Maintain Surety Bond.** Based on the Factual Allegations set forth in
9 Section I above, Respondents are in apparent violation of RCW 31.45.030(5)(b) and WAC 208-630-
10 180 for failing to file and maintain a surety bond or approved alternative with the Department.

11 **III. AUTHORITY TO IMPOSE SANCTIONS**

12 **3.1 Authority to Remove and Ban from Industry.** Pursuant to RCW 31.45.110(2)(e), the
13 Director may remove from office or ban from participation in the conduct of the affairs of any
14 licensee any director, officer, sole proprietor, partner, controlling person, or employee of a licensee
15 that is violating or has violated the Act including rules and orders, or commits any act or engages in
16 conduct that demonstrates incompetence or untrustworthiness, or is a source of injury or loss to the
17 public.

18 **3.2 Authority to Impose Fine.** Pursuant to RCW 31.45.110(2)(c), the Director may impose a
19 fine, not to exceed one hundred dollars per day for each day's violation of the Act, on any licensee or
20 applicant, or any director, officer, sole proprietor, partner, controlling person, or employee of a
21 licensee or applicant, that is violating or has violated the Act including rules and orders, or commits
22 any act or engages in conduct that demonstrates incompetence or untrustworthiness, or is a source of
23 injury or loss to the public.

3.3 Authority to Order Restitution. Pursuant to RCW 31.45.110(2)(d), the Director may order restitution to borrowers damaged by the licensee's violation of this chapter.

3.4 Authority to Collect Investigation Fee. Pursuant to RCW 31.45.050(1), RCW 31.45.100, WAC 208-630-360, WAC 208-630-370, and WAC 208-630-380, the Director shall collect from the licensee the actual cost of an examination or investigation of the business, books, accounts, records, files, or other information of a licensee or person who the Director has reason to believe is engaging in the business governed by the Act. The investigation charge will be calculated at the rate of sixty-nine dollars (\$69) per hour that each staff person devoted to the investigation, plus actual expenses.

IV. NOTICE OF INTENTION TO ENTER ORDER

Respondents' violations of the provisions of chapter 31.45 RCW and chapter 208-630 WAC, as set forth in the above Factual Allegations and Grounds for Entry of Order, constitute a basis for the entry of an Order under RCW 31.45.110 and RCW 31.45.200. Therefore, it is the Director's intention to ORDER that:

3.1 Respondent Joro Resources, LLC d/b/a Idealgelt, be banned from participation in the conduct of the affairs of any check casher or check casher with a small loan endorsement or check seller subject to licensure by the Director, in any manner, for a period of 5 years;

3.2 Respondent Loren R. Cook and Associates Ltd., LLP, be banned from participation in the conduct of the affairs of any check casher or check casher with a small loan endorsement or check seller subject to licensure by the Director, in any manner, for a period of 5 years;

3.3 Respondents Joro Resources, LLC d/b/a Idealgelt, and Loren R. Cook and Associates Ltd., LLP, jointly and severally pay a fine of \$70,000;

3.4 Respondents Joro Resources, LLC d/b/a Idealgelt, and Loren R. Cook and Associates Ltd., LLP, jointly and severally pay restitution for all loans made by Respondents to borrowers located in Washington State from at least January 1, 2010, through the date of this Statement of Charges;

3.5 Respondents Joro Resources, LLC d/b/a Idealgelt, and Loren R. Cook and Associates Ltd., LLP, jointly and severally pay an investigation fee of \$1,621.50, calculated at \$69 per hour for the 23.5 staff hours devoted to the investigation.

1 **V. AUTHORITY AND PROCEDURE**

2 This Statement of Charges and Notice of Intention to Enter an Order to Ban from Industry,
3 Impose Fine, Order Restitution, and Collect Investigation Fee (Statement of Charges) is entered
4 pursuant to the provisions of RCW 31.45.110 and RCW 31.45.200, and is subject to the provisions of
5 chapter 34.05 RCW (The Administrative Procedure Act). Respondents may make a written request
6 for a hearing as set forth in the NOTICE OF OPPORTUNITY TO DEFEND AND OPPORTUNITY
7 FOR HEARING accompanying this Statement of Charges.

8
9 Dated this 27th day of March, 2013.



[Redacted signature]

DEBORAH BORTNER
Director
Division of Consumer Services
Department of Financial Institutions

14 Presented by:

15 [Redacted signature]

16 SHANA L. OLIVER
Financial Legal Examiner

17
18 Approved by:

19 [Redacted signature]

20 CHARLES E. CLARK
Enforcement Chief