ORDER SUMMARY – Case Number: C-17-2289
Sandra X Hanley and Jonathan P Hanley

Name(s):	Sandra X. Hanley and Jonathan P. Hanley				
0.1.3	C 17 0000 00 F	5007			
Order Number:	C-17-2289-20-F	<del>·</del> O06			
<b>Effective Date</b> :	03/03/2020				
License Number: Or NMLS Identifier [U/L]	U/L NMLS ID:	U/L NMLS ID: S. Hanley 1967422, J. Hanley 1661933  N/A			
License Effect:	N/A				
Not Apply Until:	N/A				
Not Eligible Until:	N/A				
Prohibition/Ban Until:	03/03/2025				
<b>Investigation Costs</b>	\$ 3,086.40	Due: 30 days	Paid ☐ Y ⊠ N	Date	
Fine	\$ 300,000	Due: 30 days	Paid ☐ Y ⊠ N	Date	
Assessment(s)	\$	Due	Paid N	Date	
Restitution/Refunds	\$200,000/TBD	Due: 30 days	Paid ☐ Y ⊠ N	Date	
Financial Literacy and Education	\$	Due	Paid N N	Date	
Cost of Prosecution	\$	Due	Paid N	Date	
	No. of Victims:				
Comments:					



## STATE OF WASHINGTON DEPARTMENT OF FINANCIAL INSTITUTIONS

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Whether there has been a violation of the Mortgage Broker Practices Act of Washington by: PREFERRED LAW PLLC a/k/a CONSUMER DEFENSE LLC a/k/a CONSUMER LINK, INC. a/k/a AMERICAN LOAN COUNSELORS a/k/a MODIFICATION REVIEW BOARD, JONATHAN P. HANLEY, Manager, SANDRA X. HANLEY, Manager, and BENJAMIN R. HORTON, Manager,

IN THE MATTER OF DETERMINING

Respondents.

No.: C-17-2289-20-FO06

FINAL ORDER RE:

JONATHAN P. HANLEY and SANDRA X. HANLEY

## I. DIRECTOR'S CONSIDERATION

Procedural History. This matter has come before the Deputy Director of the Department of Financial Institutions of the State of Washington acting in her delegated capacity ("Deputy Director"), pursuant to RCW 34.05.440(2). On July 13, 2018, former Director Gloria Papiez, through her designee, former Consumer Services Division Director Charles E. Clark<sup>1</sup>, issued a Statement of Charges and Notice of Intent to Enter an Order to Cease and Desist Business, Prohibit from Industry, Impose Fine, Collect Investigation Fee, and Recover Costs and Expenses ("Statement of Charges") against Jonathan P. Hanley ("Respondent J. Hanley") and Sandra X. Hanley ("Respondent S. Hanley") (jointly "Respondents Hanley").<sup>2</sup> On July 30, 2018, the Department of Financial Institution ("Department") served Respondent S. Hanley with the Statement of Charges and accompanying

<sup>&</sup>lt;sup>1</sup> Mr. Clark has since been appointed as Director of the Department of Financial Institutions and has delegated Deputy Director Catherine Mele to issue this Final Order.

<sup>&</sup>lt;sup>2</sup> All other co-Respondents have been served and default Final Orders entered.

1	documents by First Class mail and Federal Express overnight delivery. The Statement of Charges
2	was accompanied by a cover letter dated July 30, 2018, a Notice of Opportunity to Defend and
3	Opportunity for Hearing, and a blank Application for Adjudicative Hearing for Respondent S.
4	Hanley. The Department was subsequently notified that the Application for Administrative Hearing
5	for Respondent S. Hanley contained a scrivener's error and a corrected Application for
6	Administrative hearing was provided on June 21, 2019. On May 2, 2019, the Department served
7	Respondent J. Hanley with the Statement of Charges and accompanying documents by electronic
8	transmission (email). <sup>3</sup> The Statement of Charges was accompanied by a cover letter dated May 2,
9	2019, a Notice of Opportunity to Defend and Opportunity for Hearing, and a blank Application for
10	Adjudicative Hearing for Respondent J. Hanley. On July 1, 2019, Respondents J. Hanley and S.
11	Hanley each filed an Application for Adjudicative Hearing, and on July 24, 2019 Respondents J.
12	Hanley and S. Hanley submitted a waiver of speedy hearing to January 1, 2020. <sup>4</sup>
13	On December 16, 2019, the Department made a request to the Office of Administrative
14	Hearings ("OAH") to assign an Administrative Law Judge ("ALJ") to schedule and conduct a hearing
15	on the Statement of Charges. <sup>5</sup> On December 26, 2019, OAH issued a Notice of Prehearing
16	Conference assigning ALJ Terry A. Schuh ("ALJ Schuh") to preside over prehearing and hearing
17	proceedings and issue an Initial Decision, and scheduling a telephonic prehearing conference on
18	Thursday, January 9, 2020, at 10:00 a.m. That Notice stated: "You must call in to the Prehearing
19	Conference. If you fail to call in, the Administrative Law Judge may hold you in default and dismiss
20	your appeal. RCW 34.05.440(2)".
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<sup>22</sup> <sup>3</sup> Respondent J. Hanley agreed to service by electronic transmission pursuant to RCW 34.05.010(19) and WAC 208-08-025. Previous attempts to serve Respondent J. Hanley had been unsuccessful.

<sup>&</sup>lt;sup>4</sup> The waiver was entered to accommodate ongoing litigation between Respondents Hanley and the Federal Trade Commission (FTC).

<sup>&</sup>lt;sup>5</sup> On December 9, 2019, the litigation between Respondents Hanley and the FTC was resolved by Summary Judgment in favor of the FTC.

1	On January 9, 2020, the prehearing conference was convened by ALJ Schuh at 10:00 a.m.		
2	Respondents Hanley failed to appear and the Department moved for an order of default dismissing		
3	the administrative appeal. On January 10, 2020, ALJ Schuh issued an Order Dismissing Appeals -		
4	Default ("Order of Default") dismissing the administrative appeals of Respondents Hanley. On		
5	January 10, 2020, ALJ Schuh sent the Order of Default to Respondents Hanley via First-Class mail.		
6	Pursuant to RCW 34.05.440(3), Respondents Hanley had seven (7) days from the date of		
7	service of the Order of Default to file a written motion with OAH requesting that the Order of Default		
8	be vacated, and stating the grounds relied upon. Respondents Hanley did not make a request to		
9	vacate during the statutory period.		
10	Pursuant to RCW 34.05.464 and WAC 10-08-211, Respondents Hanley had twenty (20) days		
11	from the date of service of the Order of Default to file a Petition for Review of the Order of Default.		
12	Respondents Hanley did not file a Petition for Review during the statutory period.		
13	A. <u>Record Presented</u> . The record presented to the Deputy Director for her review and for		
14	entry of a final decision included the following:		
15	1. Statement of Charges, cover letters dated July 30, 2018, and May 2, 2019, and Notice of Opportunity to Defend and Opportunity for Hearing, with documentation		
16	of service.		
17	<ol> <li>Applications for Adjudicative Hearing for Sandra X. Hanley and Jonathan P. Hanley.</li> </ol>		
18	3. Request to OAH for Assignment of Administrative Law Judge.		
19	4. Notice of Prehearing Conference dated December 26, 2019, with documentation of		
20	service.		
21	<ol> <li>Order Dismissing Appeals - Default, dated January 10, 2020, with documentation of service.</li> </ol>		
22	6. Post Office Verification forms from the Postmaster of Sandy, Utah, for Sandra X.		
23	Hanley and Jonathan P. Hanley.		
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B. <u>Factual Findings and Grounds for Order</u>. Pursuant to RCW 34.05.440(2), the Deputy Director hereby adopts the Statement of Charges, which is attached hereto.

#### II. FINAL ORDER

Based upon the foregoing, and the Deputy Director having considered the record and being otherwise fully advised, NOW, THEREFORE:

### A. IT IS HEREBY ORDERED, That:

- 1. Respondents Jonathan P. Hanley and Sandra X. Hanley shall *each* cease and desist from engaging in the business of a mortgage broker or loan originator.
- 2. Respondents Jonathan P. Hanley and Sandra X. Hanley are <u>each</u> prohibited from participation, in any manner, in the conduct of the affairs of any mortgage broker subject to licensure by the Director for a period of five years.
- 3. Respondents Jonathan P. Hanley and Sandra X. Hanley shall *jointly and severally* refund to the consumers identified by the Department in Appendix A of the Statement of Charges in the amount of Two Hundred Thousand Dollars (\$200,000.00) collectively, and *jointly and severally* refund to each Washington consumer with whom they entered into a contract for residential mortgage loan modification services related to real property or consumers located in the state of Washington equal to the amount collected from that Washington consumer for those services in an amount to be determined by Declaration with supporting documentation. This obligation shall also be *joint and several* with all other Respondents.
- 4. Respondents Jonathan P. Hanley and Sandra X. Hanley shall be *jointly and severally liable* for and shall pay a fine of Three Hundred Thousand Dollars (\$300,000.00). This obligation shall also be *joint and several* with all other Respondents.
- 5. Respondents Jonathan P. Hanley and Sandra X. Hanley shall *jointly and severally* pay to the Department an investigation fee in the amount of Three Thousand Eighty Six Dollars and Forty Cents (\$3,086.40). This obligation shall also be *joint and several* with all other Respondents.
- 6. Respondents Jonathan P. Hanley and Sandra X. Hanley shall maintain records in compliance with the Act and provide the Department with the location of the books, records and other information relating to Respondents' provision of residential mortgage loan modification services in Washington, and the name, address and telephone number of the individual responsible for maintenance of such records in compliance with the Act. This obligation shall also be *joint and several* with all other Respondents.

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7. Respondents Jonathan P. Hanley and Sandra X. Hanley shall pay the Department's costs and expenses for prosecuting violations of the Act in an amount to be determined by Declaration with supporting documentation.

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

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

- C. Stay of Order. The Director has determined not to consider a Petition to Stay the effectiveness of this order. Any such requests should be made in connection with a Petition for Judicial Review made under chapter 34.05 RCW and RCW 34.05.550.
- D. Judicial Review. Respondents Hanley have the right to petition the superior court for judicial review of this agency action under the provisions of chapter 34.05 RCW. For the requirements for filing a Petition for Judicial Review, see RCW 34.05.510 and sections following.
- E. Non-compliance with Order. If you do not comply with the terms of this order, including payment of any amounts owed within thirty (30) days of receipt of this order, the Department may seek its enforcement by the Office of the Attorney General to include the collection of the fine, fee, costs and expenses, refunds, and restitution imposed herein. The Department also may assign the amounts owed to a collection agency for collection.

1	F. <u>Service</u> . 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 3rd day of March, 2020.		
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6	STATE OF WASHINGTON		
7	DEPARTMENT OF FINANCIAL INSTITUTIONS		
8	CATHERINE MELE HETTER		
9	Deputy Director		
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STATE OF WASHINGTON 1 DEPARTMENT OF FINANCIAL INSTITUTIONS **DIVISION OF CONSUMER SERVICES** 2 IN THE MATTER OF DETERMINING 3 No. C-17-2289-18-SC01 Whether there has been a violation of the Mortgage Broker Practices Act of Washington by: STATEMENT OF CHARGES and 4 NOTICE OF INTENT TO ENTER AN 5 PREFERRED LAW PLLC a/k/a ORDER TO CEASE AND DESIST CONSUMER DEFENSE LLC a/k/a BUSINESS, PROHIBIT FROM CONSUMER LINK, INC. a/k/a 6 INDUSTRY, ORDER REFUNDS, IMPOSE AMERICAN LOAN COUNSELORS a/k/a FINE, COLLECT INVESTIGATION FEE, 7 and RECOVER COSTS AND EXPENSES MODIFICATION REVIEW BOARD, JONATHAN P. HANLEY, manager, SANDRA X. HANLEY, manager, 8 BENJAMIN R. HORTON, manager. 9 Respondents. 10 11 Pursuant to RCW 19.146.220 and RCW 19.146.223, the Director of the Department of 12 Financial Institutions of the State of Washington (Director) is responsible for the administration of 13 chapter 19.146 RCW, the Mortgage Broker Practices Act (Act). After having conducted an 14 investigation pursuant to RCW 19.146.235, and based upon the facts available as of the date of this 15 Statement of Charges, the Director, through her designee, Division of Consumer Services Director Charles E. Clark, institutes this proceeding and finds as follows: 16 17 I. **FACTUAL ALLEGATIONS** 18 1.1 Respondents. 19 A. Respondent Preferred Law PLLC (Respondent Preferred Law) has never been 20 licensed by the Department of Financial Institutions of the State of Washington (Department) to 21 conduct business as a mortgage broker. 22 В. Respondent Consumer Defense LLC (Respondent Consumer Defense) has never 23 been licensed by the Department of Financial Institutions of the State of Washington (Department) to 24 conduct business as a mortgage broker.

	C.	Respondent Consumer Link, Inc. (Respondent Consumer Link) has never been
licen	sed by th	e Department of Financial Institutions of the State of Washington (Department) to
cond	luct busin	ess as a mortgage broker.

- **D.** Respondent American Loan Counselors (Respondent ALC) has never been licensed by the Department of Financial Institutions of the State of Washington (Department) to conduct business as a mortgage broker.
- **E.** Respondent Modification Review Board (Respondent MRB) has never been licensed by the Department of Financial Institutions of the State of Washington (Department) to conduct business as a mortgage broker.
- **F. Respondent Entities.** Respondents Preferred Law, Consumer Defense, Consumer Link, ALC, and MRB operated collectively in a common enterprise or scheme as it relates to these factual allegations.
- G. Respondent Jonathan P. Hanley (Respondent Jonathan Hanley) is or was a managing member of Respondent Entities. During the relevant period, Respondent Jonathan Hanley was not licensed by the Department to conduct business as a mortgage broker or loan originator.
- H. Respondent Susan X. Hanley (Respondent Susan Hanley) is or was a managing member of Respondent Entities. During the relevant period, Respondent Susan Hanley was not licensed by the Department to conduct business as a mortgage broker or loan originator.
- I. Respondent Benjamin R. Horton (Respondent Horton) is or was a managing member of Respondent Entities. During the relevant period, Respondent Horton was not licensed by the Department to conduct business as a mortgage broker or loan originator.
- **1.2 Unlicensed Activity.** Between at least November 2011 and January 2018, Respondents were offering residential mortgage loan modification services to Washington consumers for properties located in Washington State. Respondents entered into contractual relationships, or otherwise held

1	themselves out to be able to perform loan modification services, with approximately 129 Washington
2	consumers to provide those services. The consumers with whom Respondents conducted business as
3	mortgage brokers are identified Attachment A.
4	1.3 Advance Fee Violations. On at least four occasions, Respondents collected an advance fee
5	for the provision of those services. The consumers with whom Respondents conducted business as a
6	mortgage broker, and the amount paid is identified in Attachment B.
7	1.4 Misrepresentations and Omissions. Respondents represented that they were licensed to
8	provide the residential mortgage loan modification services or omitted disclosing that they were not
9	licensed to provide those services.
10	1.5 Failure to Comply with the Department's Investigative Authority. On or about November
11	21, 2017, the Department issued a Subpoena to Respondents. The time and manner by which
12	Respondents were obligated to reply to the Subpoena's request for information were identified. The
13	deadline to respond was identified as December 21, 2017. Respondents have not to date submitted a
14	complete response to the Department's Subpoena.
15	1.6 On-Going Investigation. The Department's investigation into Respondents' alleged
16	violations of the Act continues to date.
17	II. GROUNDS FOR ENTRY OF ORDER
18	2.1 Mortgage Broker Defined. Pursuant to RCW 19.146.010(14), "Mortgage broker' means
19	any person who for direct or indirect compensation or gain, or in the expectation of direct or indirect
20	compensation or gain (a) assists a person in obtaining or applying to obtain a residential mortgage
21	loan or performs residential mortgage loan modification services or (b) holds himself or herself out as
22	being able to assist a person in obtaining or applying to obtain a residential mortgage loan or provide
23	residential mortgage loan modification services."
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1	<b>2.2 Loan Originator Defined.</b> Pursuant to RCW 19.146.010(11)(b), "Loan originator' means a
2	natural person who for direct or indirect compensation or gain or in the expectation of direct or
3	indirect compensation or gain performs residential mortgage loan modification services or holds
4	himself or herself out as being able to perform residential mortgage loan modification services."
5	2.3 Prohibited Acts. Based on the Factual Allegations set forth in Section I above, Respondents
6	are in apparent violation of RCW 19.146.0201(1), (2) & (3) for engaging in an unfair or deceptive
7	practice toward any person and obtaining property by fraud or misrepresentation.
8	2.4 Requirement to Obtain and Maintain Mortgage Broker License. Based on the Factual
9	Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.200(1)
10	for engaging in the business of a mortgage broker for Washington residents or property without first
11	obtaining a license to do so.
12	2.5 Requirement to Obtain and Maintain Loan Originator License. Based on the Factual
13	Allegations set forth in Section I above, Respondents Jonathan Hanley, Sandra Hanley, and Benjamin
14	Horton are in apparent violation of RCW 19.146.200(1) for engaging in the business of a loan
15	originator without first obtaining and maintaining a license.
16	2.6 Prohibition against Taking Advance Fees. Based on the Factual Allegations set forth in
17	Section I above, Respondents are in apparent violation of RCW 19.146.0201(11) and 16 CFR 322.5
18	(MARS Rule) remodified as 12 CFR 1015 (Regulation O), for taking advance fees for loan
19	modification services.
20	2.7 Requirement to Comply with the Department's Investigative Authority. Based on the
21	Factual Allegations set forth in Section I above, Respondents are in apparent violation of
22	RCW 19.146.235(2) for failing to comply with the Department's investigative authority.
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	STATEMENT OF CHARGES 4 DEPARTMENT OF FINANCIAL INSTITUTIONS

1		III. AUTHORITY TO IMPOSE SANCTIONS
2	3.1	Authority to Issue an Order to Cease and Desist. Pursuant to RCW 19.146.220(3), the
3	Direct	or may issue orders directing any person subject to the Act to cease and desist from conducting
4	busine	SS.
5	3.2	Authority to Prohibit from Industry. Pursuant to RCW 19.146.220(4), the Director may
6	issue o	orders prohibiting from participation in the conduct of the affairs of a licensed mortgage broker
7	any pe	erson subject to licensing under the Act for any violation of the Act.
8	3.3	Authority to Order Refunds. Pursuant to RCW 19.146.220(2), the Director may order
9	refund	s against any person subject to the Act for any violation of the Act.
10	3.4	Authority to Impose Fine. Pursuant to RCW 19.146.220(2), the Director may impose fines
11	agains	t any person subject to the Act for any violation of the Act.
12	3.5	Authority to Collect Investigation Fee. Pursuant to RCW 19.146.228(2) and
13	WAC	208-660-550(4)(a), the Department will charge \$48 per hour for an examiner's time devoted to
14	an inv	estigation of any person subject to the Act.
15	3.6	Authority to Recover Costs and Expenses. Pursuant to RCW 19.146.221(2), the Director
16	may re	ecover the state's costs and expenses for prosecuting violations of the Act.
17		IV. NOTICE OF INTENT TO ENTER ORDER
18	Re	spondents' violations of the provisions of chapter 19.146 RCW and chapter 208-660 WAC, as
19	set for	th above constitute a basis for the entry of an Order under RCW 19.146.220, RCW 19.146.221,
20	and Ro	CW 19.146.223. Therefore, it is the Director's intent to ORDER that:
21		4.1 Respondents Preferred Law PLLC, Consumer Defense LLC, Consumer Link, Inc., American Loan Counselors, Modification Review Board, Jonathan P. Hanley, Sandra
22		X. Hanley, Benjamin R. Horton cease and desist from engaging in the business of a mortgage broker or loan originator.
23   24		<b>4.2</b> Respondents Preferred Law PLLC, Consumer Defense LLC, Consumer Link, Inc., American Loan Counselors, Modification Review Board, Jonathan P. Hanley, Sandra

## V. **AUTHORITY AND PROCEDURE** 1 2 This Statement of Charges and Notice of Intent to Enter an Order to Cease and Desist Business, Prohibit From Industry, Order Refunds, Impose Fine, Collect Investigation Fee, and 3 Recover Costs and Expenses is entered pursuant to the provisions of RCW 19.146.220, RCW 4 5 19.146.221, RCW 19.146.223, and RCW 19.146.230, and is subject to the provisions of chapter 6 34.05 RCW (The Administrative Procedure Act). Respondents may make a written request for a hearing as set forth in the NOTICE OF OPPORTUNITY FOR ADJUDICATIVE HEARING AND 7 8 TO DEFEND accompanying this Statement of Charges. 9 Dated this 13th day of JULY, 2018. 10 11 12 13 CHARLES E. CLARK 14 Director, Division of Consumer Services Department of Financial Institutions 15 16 Presented by: 17 18 **IGOR VOLOSHIN** 19 Financial Legal Examiner 20 Approved by: 21

STATEMENT OF CHARGES C-17-2289-18-SC01

**Enforcement Chief** 

PREFERRED LAW ET. AL.

STEVEN C. SHERMAN

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

## APPENDIX A

CONSUMER	FEE PAID
V.A.	\$5,796
T.A	\$600
K.A	\$4,158
I.A.	\$1,300
R.A.	\$3,450
R.A.	\$3,900
C.B.	\$6,237
P.B.	\$3,120
R.B.	\$1,000
D.B.	\$5,381
I.C.	\$9,411
D.C.	\$2,600
J.C.	\$1,900
H.C.	\$1,650
R.C.	\$3,900
L.C.	\$7,792
M.C.	\$3,900
G.C.	\$1,485
M.C.	\$650
M.C.	\$3,900
M.C.	\$650
J.C.	\$1,300
D.D.	\$5,088
W.D.	\$4,464
M.F.	\$3,900
R.F.	\$4,490
R.F.	\$600
W.G.	\$3,900
F.G.	\$2,079
R.G.	\$3,250
B.G.	\$4,525
F.G.	\$1,000
D.G.	\$1,900
P.H.	\$3,922
D.H.	\$3,897
2.11.	40,001

J.H.	\$5,385
R.J.	\$4,125
T.K.	\$650
S.L.	\$6,534
B.L.	\$3,896
S.M.	\$1,188
R.M.	\$3,900
D.M.	\$3,900
K.M.	\$4,494
F.M.	\$4,550
E.M.	\$750
T.P.	\$1,782
J.P.	\$4,996
A.R.	\$925
C.R.	\$1,780
L.S.	\$1,194
R.S.C.	\$3,900
K.P.	\$2,950
S.S.	\$650
M.S.	\$3,900
R.S.	\$2,450
T.T.	\$4,821
L.T.	\$8,510
M.V.	\$3,000
L.W.	\$3,900
S.W.	\$2,675
D.W.	\$5,049
C.Z.	\$2,673

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

## APPENDIX B

CONSUMER	ADVANCE
	FEE PAID
M.C.	\$650
R.G.	\$650
J.N.	\$1,300
S.W.	\$650