# **ORDER SUMMARY – Case Number:** C-18-2531 Name(s): My-Kim Thi Bui, Seattle Sound Mortgage, LLC **Order Number:** C-18-2531-20-AG01 **Effective Date:** January 13, 2020 **License Number:** 97166, 1738764 Or NMLS Identifier [U/L] **License Effect**: N/A **Not Apply Until:** N/A **Not Eligible Until:** N/A **Prohibition/Ban Until:** N/A **Investigation Costs** Paid N/A Date $\prod Y \prod N$ N/A Paid Date **Fine** Due $\prod Y \prod N$ N/A Due Paid Date **Assessment(s)** $\prod Y \prod N$ N/A Paid Restitution Due Date $\exists Y \Box N$ **Financial Literacy and** N/A Due Paid Date $Y \prod N$ **Education Cost of Prosecution** Paid N/A Due Date $Y \square N$ No. of Victims:

Comments: Agreed Order modifying only Paragraph I of Consent Order C-18-2531-19-CO01 entered on October 31, 2019.

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

IN THE MATTER OF INVESTIGATING THE MORTGAGE BROKER LICENSE APPLICATION AND OF DETERMINING WHETHER THERE HAS BEEN A VIOLATION OF THE MORTGAGE BROKER PRACTICES ACT OF WASHINGTON BY:

No.: C-18-2531-20-AG01

AGREED ORDER MODIFYING CONSENT ORDER

SEATTLE SOUND MORTGAGE, LLC, NMLS # 1738764, and MY-KIM THI BUI, a/k/a KIM BUI, NMLS # 97166,

Respondents.

COMES NOW the Director of the Department of Financial Institutions (Director), through his designee, Lucinda Fazio, Division of Consumer Services Director, and Seattle Sound Mortgage, LLC (Respondent Seattle Sound), and My-Kim Thi Bui (Respondent Bui), individually and as the owner of Respondent Seattle Sound, (collectively, "Respondents"), and agree to the entry of this Agreed Order Modifying Consent Order C-18-2531-19-CO01 (Agreed Order). This Agreed Order is entered pursuant to chapter 19.146 of the Revised Code of Washington (RCW), and RCW 34.05.060 of the Administrative Procedure Act, based on the following:

# AGREEMENT AND ORDER

The Department of Financial Institutions, Division of Consumer Services (Department) and Respondents entered into Consent Order C-18-2531-19-CO01 (Consent Order) on or about October 31, 2019. The terms of the Consent Order included a requirement that within 60 days of the entry of the Consent Order, Respondent Bui shall update her NMLS disclosure forms according to requirements in Paragraph I of the Consent Order. It was subsequently determined that Respondent Bui could not update her NMLS disclosures until such time as she reapplies for licensure. The parties have agreed to modify the Consent Order as follows:

AGREED ORDER C-18-2531-20-AG01 Seattle Sound Mortgage, LLC, and My-Kim Thi Bui

1	A. Updates to NMLS Disclosures. It is AGREED that Respondent Bui shall update her
2	NMLS disclosure forms according to the requirements in Paragraph I of the Consent Order when
3	Respondent Bui applies for any license with the Department.
4	B. Other Terms Remains in Effect. It is AGREED that all terms of the Consent Order
5	other than those amended in paragraph A of this Agreed Order remain in full force and effect.
6	C. Voluntarily Entered. It is AGREED that Respondents have voluntarily entered into this
7	Agreed Order, which is effective when signed by the Director's designee.
8	D. Completely Read, Understood, and Agreed. It is AGREED that Respondents have read
9	this Agreed Order in its entirety and fully understand and agree to all of the same.
10	E. Counterparts. This Agreed Order may be executed by the Respondents in any number of
11	counterparts, including by facsimile or e-mail of a .pdf or similar file, each of which shall be deemed
12	to be an original, but all of which, taken together, shall constitute one and the same Agreed Order.
13	RESPONDENTS:
14	Seattle Sound Mortgage, LLC
15	By:
16	1/9/2020
17	
18	Owner
19	1/0/2020
20	
21	Individually
22	DO NOT WRITE BELOW THIS LINE
23	
24	AGREED ORDER 2 DEPARTMENT OF FINANCIAL INSTITUTIONS

AGREED ORDER C-18-2531-20-AG01 Seattle Sound Mortgage, LLC, and My-Kim Thi Bui

AGREED ORDER C-18-2531-20-AG01 Seattle Sound Mortgage, LLC, and My-Kim Thi Bui

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

IN THE MATTER OF INVESTIGATING THE MORTGAGE BROKER LICENSE APPLICATION AND OF DETERMINING WHETHER THERE HAS BEEN A VIOLATION OF THE MORTGAGE BROKER PRACTICES ACT OF WASHINGTON BY:

No.: C-18-2531-19-CO01
CONSENT ORDER

SEATTLE SOUND MORTGAGE, LLC, NMLS # 1738764, and MY-KIM THI BUI, a/k/a KIM BUI, NMLS # 97166.

Respondents.

COMES NOW the Director of the Department of Financial Institutions (Director), through his designee Richard St. Onge, Division of Consumer Services, Acting Division Director, and Seattle Sound Mortgage, LLC (Respondent Seattle Sound), and My-Kim Thi Bui (Respondent Bui), individually and as the owner of Respondent Seattle Sound, (collectively, "Respondents"), by and through their attorney, Laura Marquez-Garrett, and finding that the issues raised in the above-captioned matter may be economically and efficiently settled, agree to the entry of this Consent Order. This Consent Order is entered pursuant to chapter 19.146 of the Revised Code of Washington (RCW), and RCW 34.05.060 of the Administrative Procedure Act, based on the following:

# AGREEMENT AND ORDER

The Department of Financial Institutions, Division of Consumer Services (Department) and Respondents have agreed upon a basis for resolution of the matters alleged in Statement of Charges No. C-18-2531-SC01 (Statement of Charges), entered March 6, 2019, (copy attached hereto). Pursuant to chapter 19.146 RCW, the Mortgage Broker Practices Act (Act) and RCW 34.05.060 of the Administrative Procedure Act, Respondents hereby agree to the Department's entry of this Consent Order and further agree that the issues raised in the above-captioned matter may be

CONSENT ORDER C-18-2531-CO01 Seattle Sound Mortgage, LLC, and My-Kim Thi Bui

economically and efficiently settled by entry of this Consent Order. The parties intend this Consent Order to fully resolve the Statement of Charges and all other matters known to the Department at this time. Respondents are agreeing not to contest the Statement of Charges in consideration of the terms of this Consent Order. Respondents neither admit nor deny the allegations in the Statement of Charges.

Based upon the foregoing:

- A. **Jurisdiction**. It is AGREED that the Department has jurisdiction over the subject matter of the activities discussed herein.
- B. Waiver of Hearing. It is AGREED that Respondents have been informed of the right to a hearing before an administrative law judge, and hereby waive their right to a hearing and any and all administrative and judicial review of the issues raised in this matter, or of the resolution reached herein. Accordingly, Respondents, by their signatures, and the signatures of their representatives below, withdraw their appeal to the Office of Administrative Hearings.
- C. **Mortgage Broker License Application Withdrawal.** It is AGREED that Respondent Seattle Sound's application for a Mortgage Broker license is withdrawn.
- D. **Surrender of Loan Originator License**. It is AGREED that Respondent Bui's loan originator license is surrendered effective on the date of entry of this Consent Order.
- **E. Prohibition from Industry**. It is AGREED that, for a period of 4 years from the date of entry of this Consent Order, Respondents are prohibited from participating, in any capacity, in the conduct of the affairs of any mortgage broker or consumer loan company licensed by the Department or subject to licensure or regulation by the Department. This is not intended to be binding on any person or conduct exempt from the Mortgage Broker Practices Act (RCW 19.146) or Consumer Loan Act (RCW 31.04), including, but not limited to, state or federal banks or credit unions.

F. Application for License. It is AGREED that, for a period of 4 years from the date of entry of this Consent Order, Respondents shall not apply to the Department for a mortgage broker, consumer loan company, or loan originator, license under any name. It is further AGREED that, should Respondents apply to the Department for any license under any name at any time later than 4 years from the date of entry of this Consent Order, such applying Respondent shall be required to meet any and all application requirements in effect at that time. It is further AGREED that, should Respondents apply to the Department for any license under any name at any time later than 4 years from the date of entry of this Consent Order, so long as Respondents have complied with all obligations under this Consent Order, the Department will not use the fact of the Consent Order itself as a basis for denial of any such application for a license.

- G. **Fine**. It is AGREED that Respondents shall pay a fine to the Department in the amount of \$5,000. It is further AGREED that payment of \$3,331 of the fine is STAYED contingent upon Respondents' compliance with the terms of the Consent Order. The remaining \$1,669 (Paid Fine) shall be paid in the form of a cashier's check made payable to the "Washington State Treasurer," upon entry of this Consent Order.
- H. **Investigation Fee**. It is AGREED that Respondent shall pay to the Department an investigation fee of \$3,331, in the form of a cashier's check made payable to the "Washington State Treasurer," upon entry of this Consent Order. The Fine and Investigation Fee may be paid together in one \$5,000 cashier's check made payable to the "Washington State Treasurer."
- I. **Updates to NMLS Disclosures.** It is AGREED that Respondent Bui shall within 60 days of entry of this Consent Order, update her NMLS disclosure forms to be complete and accurate, and will provide all related supporting documents. Respondent Bui's updates to her NMLS disclosure forms shall include, but not be limited to the following:

23

24

- 1. Accurate and complete disclosure of all outstanding judgments;
- 2. Accurate and complete disclosure of all foreclosure actions within the past 10 years;
- 3. Accurate and complete disclosure of all pending and past regulatory actions, including the regulatory action taken by the Washington Realtors (a self-regulatory organization) where Ms. Bui was found to have violated ethical standards;
- 4. Accurate answer to NMLS Disclosure Question Q, and complete disclosure regarding Ms. Bui's departure from Mortgage Advisory Group, including Mortgage Advisory Group's allegation that it terminated her due to allegations against her that she violated statutes, regulations, and industry standards.

#### J. Lifting of Stay and Imposition of Stayed Sanction. It is AGREED and ORDERED

that:

- 1. If during the stay, the Department determines that Respondents have not complied with the Act or this Order, and the Department seeks to lift the stay and impose the Stayed Sanction, the Department will first serve Respondents with a written notice of alleged noncompliance.
- **2.** The notice will include:
  - **a.** A description of the alleged noncompliance;
  - **b.** A statement that the Department seeks to lift the stay and impose the Stayed Sanction;
  - **c.** Notice that either Respondent can contest the Department's determination of noncompliance either in an adjudicative hearing before an Administrative Law Judge (ALJ) of the Office of Administrative Hearings (OAH), or by submitting a written response to the Department contesting the alleged noncompliance; and
  - **d.** Notice that the notification and adjudicative hearing process provided in this Paragraph applies only to this Consent Order solely in the event either Respondent chooses to contest the Department's determination of noncompliance.
- **3.** Any Respondent who wishes to contest the Department's determination of noncompliance will have twenty (20) days from the date of receipt of the Department's notice to submit a written request to the Department for an adjudicative hearing.
- **4.** In lieu of requesting an adjudicative hearing, within twenty (20) days from the date of service of the notice of alleged noncompliance, any Respondent may submit a written response contesting the alleged noncompliance for consideration by the Department. The response must include that Respondent's waiver of the

23

Order.

1	RESPONDENTS:		
2	Seattle Sound Mortgage, LLC		
3	By:		
4	<u>/s/</u>	_	October 25, 2019
4	My-Kim Thi Bui Owner		Date
5			Ootobox 25, 2010
6	My-Kim Thi Bui	_	_October 25, 2019
7	Individually		
/	Approved for Entry:		
8	/a/		_10/30/19
9	Laura Marquez-Garrett, WSBA No.410	010	_ <u>10/30/19</u>
10	Attorney at Law Lane Powell		
10	Attorney for Respondents		
11	Do	O NOT WRITE BELOW T	HIS I INF
12			
13	THIS ORDER ENTEREI	OTHIS 31st DAY	OF October, 2019.
14		/s/_	
15			HARD ST. ONGE
16		Divi	ng Director sion of Consumer Services
		Depa	artment of Financial Institutions
17	Presented by:		
18	_/s/		
19	KENDALL H. FREED		
20	Financial Legal Examiner		
20	Approved by:		
21			
22	<u>_/s/</u>		
23	STEVEN C. SHERMAN Enforcement Chief		
24	CONSENT ORDER C-18-2531-CO01	6	DEPARTMENT OF FINANCIAL INSTITUTIONS Division of Consumer Services
	Seattle Sound Mortgage, LLC, and My-Kim Thi Bui		150 Israel Rd SW

PO Box 41200 Olympia, WA 98504-1200 (360) 902-8703

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

IN THE MATTER OF INVESTIGATING THE MORTGAGE BROKER LICENSE APPLICATION AND OF DETERMINING WHETHER THERE HAS BEEN A VIOLATION OF THE MORTGAGE BROKER PRACTICES ACT OF WASHINGTON BY:

SEATTLE SOUND MORTGAGE, LLC, NMLS # 1738764, and MY-KIM THI BUI, a/k/a KIM BUI, NMLS # 97166,

No.: C-18-2531-19-SC01

STATEMENT OF CHARGES and NOTICE OF INTENT TO ENTER AN ORDER TO DENY APPLICATION FOR MORTGAGE BROKER LICENSE, REVOKE LOAN ORIGINATOR LICENSE, PROHIBIT FROM THE INDUSTRY, IMPOSE FINE, COLLECT INVESTIGATION FEE, and RECOVER COSTS AND EXPENSES

Respondents.

# INTRODUCTION

Pursuant to RCW 19.146.220 and RCW 19.146.223, the Director of the Department of Financial Institutions of the State of Washington (Director) is responsible for the administration of chapter 19.146 RCW, the Mortgage Broker Practices Act (Act). After having conducted an investigation pursuant to RCW 19.146.210, RCW 19.146.310, and RCW 19.146.235, and based upon the facts available as of the date of this Statement of Charges, the Director, through her designee, Division of Consumer Services Director Charles E. Clark, institutes this proceeding and finds as follows:

#### I. FACTUAL ALLEGATIONS

#### 1.1 Respondents.

A. Respondent Seattle Sound Mortgage submitted an application to the Department of Financial Institutions of the State of Washington (Department) for a license to conduct the business of a mortgage broker. The license application was received by the Department, through the Nationwide Mortgage Licensing System (NMLS), on or about August 17, 2018.

1

24

23

1

2

3

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

STATEMENT OF CHARGES C-18-2531-19-SC01 SEATTLE SOUND MORTGAGE, LLC & MY-KIM THI BUI

5

6

7

8

9

10 11

12

13

14

15

16

17 18

19

20

21

22

23

24

since at least 2011. Respondent Bui submitted an application to the Department to renew her loan originator license on or about November 9, 2018. The Department approved Respondent Bui's application to renew her loan originator license on or about November 16, 2018. False Statements on Amended License Application. Respondent Bui amended her loan originator license application on or about September 5, 2018 (Amended License Application). The Amended License Application included the following Disclosure Question A(3): "Have you been the subject of a foreclosure action within the past 10 years?" On or about September 5, 2018, Respondent Bui answered "Yes" to Disclosure Question A(3) and provided an explanation that she was the subject of one pending foreclosure action that was initiated in 2012 where she was in the process of requesting a loan modification and where no sale date had been scheduled. This response was false, as Respondent Bui later stated to the Department during the Department's investigation that she had been the subject of two foreclosure actions within the past 10 years, and that regarding the house discussed in her disclosure explanation, she gave up on pursuing a loan modification in 2009 and the house was foreclosed on in 2012. 1.3 Respondent Bui's Amended License Application also included the following Disclosure Question D: "Do you have any unsatisfied judgments or liens against you?" On or about September 5, 2018, Respondent Bui answered "No" to Disclosure Question D. This response was false, as

Respondent Bui had at least three unsatisfied judgments against her, including: judgment entered on

or about February 20, 2009, in King County District Court Case No. 83-002008; judgment entered

2

B. Respondent Mv-Kim Thi Bui, a/k/a Kim Bui (Respondent Bui), is the sole owner of

Respondent Seattle Sound Mortgage. Respondent Bui submitted an application for a Designated

Respondent Bui has been licensed by the Department to conduct the business of a loan originator

Broker Registration for Respondent Seattle Sound Mortgage on or about August 29, 2018.

1	on or about September 30, 2016, in King County District Court Case No. 163-01099; and judgment
2	entered on or about July 10, 2018, in Multnomah County Circuit Court Case No. 17SC39826.
3	1.4 False Attestation on Amended License Application. On or about September 5, 2018,
4	Respondent Bui falsely attested, under penalty of perjury, that the information and statements
5	contained within her Amended License Application were "current, true, accurate, and complete[.]"
6	1.5 False Attestation on License Renewal Application. Loan originators are required to submit
7	an application annually to renew a license through NMLS that includes an attestation. On or about
8	November 9, 2018, Respondent Bui submitted her annual loan originator license renewal application
9	and falsely attested that the information contained in her online record "is true, accurate and
10	complete[.]"
11	1.6 False Statements to the Department. Respondent Bui stated to the Department during the
12	Department's investigation that, with regard to one of the unsatisfied judgments, "the court
13	documents were not delivered to me or received by me" and "the judgment was due to a default of no
14	show because I was not notified or served." This statement was false, as Respondent Bui was
15	personally served and filed a response.
16	1.7 Prior State Regulatory Agency Actions. On or about July 2, 2007, Respondent Bui was
17	disciplined by the State of Washington, Department of Licensing, Business and Professions Division
18	(DOL) in proceeding No. 2006-08-0062-01 REA for performing the work of a Real Estate
19	Salesperson while her license was in an expired status. On or about November 29, 2012, Respondent
20	Bui was again disciplined by the DOL regarding her Real Estate Broker's license in proceeding No.
21	2008-11-0019-00REA, in which Respondent Bui stipulated in an agreed order to the fact that she
22	made representations to the DOL during the course of the DOL's investigation that were inconsistent
23	with sworn statements made in other venues. On or about August 20, 2018, the State of Oregon,

1	Department of Consumer and Business Services, Division of Financial Regulation, denied
2	Respondent Bui's application for an Oregon mortgage loan originator license. The order concluded
3	as a matter of law that Respondent Bui made false statements or material misstatements of fact in her
4	license application regarding foreclosure actions and unsatisfied judgments.
5	1.8 On-Going Investigation. The Department's investigation into the alleged violations of the
6	Act by Respondents continues to date.
7	II. GROUNDS FOR ENTRY OF ORDER
8	2.1 Prohibited Practices. Based on the Factual Allegations set forth in Section 1 above,
9	Respondent Bui is in apparent violation of RCW 19.146.0201(8) and WAC 208-660-500(3)(h) for
10	negligently making false statements or willfully making omissions of material facts in connection
11	with an application or investigation conducted by the Department.
12	2.2 Requirement to Provide Information on License Application. Based on the Factual
13	Allegations set forth in Section I above, Respondent Bui fails to meet the requirements of RCW
14	19.146.300(1) and (2) and RCW 19.146.310(1)(b) by having failed to provide an accurate and
15	complete license application in the form prescribed by the Director.
16	2.3 Requirement for Mortgage Broker and Designated Broker to Demonstrate Financial
17	Responsibility, Character, and General Fitness. Based on the Factual Allegations set forth in
18	Section I above, Respondents fail to meet the requirements of RCW 19.146.210(1)(f), WAC 208-
19	660-163(2), WAC 208-660-163(4), and WAC 208-660-250(2), by failing to demonstrate financial
20	responsibility, character, and general fitness such as to command the confidence of the community
21	and to warrant a belief that the business will be operated honestly, fairly, and efficiently within the
22	purposes of the Act.
23	

1	2.4 Requirement for Loan Originator to Demonstrate Financial Responsibility, Character,
2	and General Fitness. Based on the Factual Allegations set forth in Section I above, Respondent Bui
3	fails to meet the requirements of RCW 19.146.310(1)(g) and WAC 208-660-350(2)(a) by failing to
4	demonstrate financial responsibility, character, and general fitness such as to command the
5	confidence of the community and to warrant a belief that the business will be operated honestly,
6	fairly, and efficiently within the purposes of the Act.
7	III. AUTHORITY TO IMPOSE SANCTIONS
8	3.1 Authority to Deny Application for Mortgage Broker License. Pursuant to RCW
9	19.146.220(1) and 19.146.210(2), the Director may deny licenses to mortgage brokers if the Director
10	does not find the conditions of RCW 19.146.210(1) have been met.
11	3.2 Authority to Revoke Loan Originator License. Pursuant to RCW 19.146.220(2)(b) and (e),
12	the Director may revoke a loan originator license for false statements or omission of material
13	information on the application that, if known, would have allowed the director to deny the application
14	for the original license, or for any violation of the Act.
15	3.3 Authority to Prohibit from the Industry. Pursuant to RCW 19.146.220(4)(a) and (b), the
16	Director may issue orders removing from office or prohibiting from participation in the conduct of
17	the affairs of a license mortgage broker, or both, any officer, principal, employee or loan originator of
18	any licensed mortgage broker or any person subject to licensing under the Act for any violation of the
19	Act and for any false statements or omissions of material information on the application that, if
20	known, would have allowed the director to deny the application for the original license.
21	<b>3.4 Authority to Impose Fine.</b> Pursuant to RCW 19.146.220(2), the Director may impose fines
22	against a licensee or other persons subject to the Act, for any violation of the Act.
23	

1	3.5 Authority to Collect Investigation Fee. Pursuant to RCW 19.146.228(2), WAC 208-660-
2	520(9) and (11), and WAC 208-660-550(4)(a), the Department may charge forty-eight dollars per
3	hour for an examiner's time devoted to an investigation.
4	3.6 Authority to Recover Costs and Expenses. Pursuant to RCW 19.146.221(2), the Director
5	may recover the state's costs and expenses for prosecuting violations of the Act.
6	IV. NOTICE OF INTENT TO ENTER ORDER
7	Respondents' violations of the provisions of chapter 19.146 RCW and chapter 208-660 WAC
8	as set forth in the above Factual Allegations, Grounds for Entry of Order, and Authority to Impose
9	Sanctions, constitute a basis for the entry of an Order under RCW 19.146.210, RCW 19.146.220,
10	RCW 19.146.221, RCW 19.146.223, and RCW 19.146.310. Therefore, it is the Director's intent to
11	ORDER that:
12	<b>4.1</b> Respondent Seattle Sound Mortgage's application to conduct the business of a mortgage broker be denied;
13	4.2 Respondent My-Kim Thi Bui's loan originator license be revoked;
14   15	<b>4.3</b> Respondent My-Kim Thi Bui be prohibited from participating in the affairs of any person subject to the Act for a period of seven years;
16 17	<b>4.4</b> Respondent My-Kim Thi Bui and Respondent Seattle Sound Mortgage jointly and severally pay a fine. As of the date of this Statement of Charges, the fine totals \$5,000;
18	<b>4.5</b> Respondent My-Kim Thi Bui and Respondent Seattle Sound Mortgage jointly and severally pay an investigation fee to the Department. As of the date of this Statement of Charges, the investigation fee totals \$3,331; and
20	<b>4.6</b> Respondent My-Kim Thi Bui and Respondent Seattle Sound Mortgage jointly and severally pay the Department's costs and expenses for prosecuting violations of the
21	Act in an amount to be determined at hearing or by declaration with supporting documentation in event of default by either Respondent.
22	
23	
24	STATEMENT OF CHARGES C-18-2531-19-SC01 SEATTLE SOUND MORTGAGE, LLC & MY-KIM THI BUI DEPARTMENT OF FINANCIAL INSTITUTIONS Division of Consumer Services 150 Israel Rd SW PO Box 41200 Olympia, WA 98504-1200 (360) 902-8703

# 1 V. AUTHORITY AND PROCEDURE 2 This Statement of Charges is issued pursuant to the provisions of RCW 19.146.210, RCW 3 19.146.220, RCW 19.146.221, RCW 19.146.223, RCW 19.146.230, and RCW 19.146.310, and is 4 subject to the provisions of chapter 34.05 RCW (the Administrative Procedure Act). Respondents 5 may make a written request for a hearing as set forth in the NOTICE OF OPPORTUNITY TO DEFEND AND OPPORTUNITY FOR HEARING accompanying this Statement of Charges. 6 7 Dated this 6th day of March, 2019. 8 9 CHARLES E. CLARK 10 Director, Division of Consumer Services Department of Financial Institutions 11 12 Presented by: 13 KENDALL H. FREED Financial Legal Examiner 14 15 Approved by: 16 17 STEVEN C. SHERMAN 18 Enforcement Chief 19 20

2324

21