

ORDER SUMMARY – Case Number: C-19-2587Name(s): Interstate Mortgage Service, Inc.; Ryan James IngramOrder Number: C-19-2587-19-CO02Effective Date: 10/29/2019License Number: 37053, 89235License Effect: Expired 1/1/2019Not Apply Until: Permanent agreement not to applyNot Eligible Until: N/AProhibition/Ban Until: N/A

Investigation Costs	\$745.20		Paid <input checked="" type="checkbox"/> Y <input type="checkbox"/> N	Date 10/29/2019
Fine	\$5,000	Due	Paid <input checked="" type="checkbox"/> Y <input type="checkbox"/> N	Date 10/29/2019
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
Financial Literacy and Education	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
Cost of Prosecution	\$	Due	Paid <input type="checkbox"/> Y <input type="checkbox"/> N	Date
	No. of Victims:			

Comments: \$2,500 of the fine is stayed for five years contingent on compliance with terms of the consent order.

1 **STATE OF WASHINGTON**
2 **DEPARTMENT OF FINANCIAL INSTITUTIONS**
3 **DIVISION OF CONSUMER SERVICES**

4 IN THE MATTER OF DETERMINING
Whether there has been a violation of the
Mortgage Broker Practices Act of Washington by:

5 INTERSTATE MORTGAGE SERVICE, INC.,
NMLS # 37053;
6 RYAN JAMES INGRAM, CEO, Owner,
Designated Broker, and Mortgage Loan
7 Originator, NMLS # 89235; and
JEFFREY MARK PONT, Mortgage Loan
8 Originator, NMLS # 244524,

9 Respondents.

No.: C-19-2587-19-CO02

CONSENT ORDER RE:

INTERSTATE MORTGAGE SERVICE, INC.
and
RYAN JAMES INGRAM

10 COMES NOW the Director of the Department of Financial Institutions (Director), through his
11 designee Richard St. Onge, Division of Consumer Services, Acting Division Director; Interstate
12 Mortgage Service, Inc.; and Ryan James Ingram, CEO, Owner, Designated Broker, and Mortgage
13 Loan Originator (collectively Respondents Interstate and Ingram), and finding that the issues raised
14 in the above-captioned matter may be economically and efficiently settled, agree to the entry of this
15 Consent Order. This Consent Order is entered pursuant to chapter 19.146 of the Revised Code of
16 Washington (RCW), and RCW 34.05.060 of the Administrative Procedure Act, based upon the
17 following:

18 **AGREEMENT AND ORDER**

19 The Department of Financial Institutions, Division of Consumer Services (Department) and
20 Respondents Interstate and Ingram have agreed upon a basis for resolution of the matters alleged in
21 Statement of Charges No. C-19-2587-19-SC01 (Statement of Charges), entered July 17, 2019, (copy
22 attached hereto). Pursuant to chapter 19.146 RCW, the Mortgage Broker Practices Act (Act), and
23 RCW 34.05.060 of the Administrative Procedure Act, Respondents Interstate and Ingram hereby

1 agree to the Department's entry of this Consent Order and further agree that the issues raised in the
2 above-captioned matter may be economically and efficiently settled by entry of this Consent Order.
3 The parties intend this Consent Order to fully resolve the Statement of Charges and agree that
4 Respondents Interstate and Ingram neither admit nor deny any wrongdoing by its entry.

5 Based upon the foregoing:

6 **A. Jurisdiction.** It is AGREED that the Department has jurisdiction over the subject matter
7 of the activities discussed herein.

8 **B. Waiver of Hearing.** It is AGREED that Respondents Interstate and Ingram have been
9 informed of the right to a hearing before an administrative law judge, and hereby waive their right to
10 a hearing and any and all administrative and judicial review of the issues raised in this matter, or of
11 the resolution reached herein. Accordingly, Respondents Interstate and Ingram, by Respondent
12 Ingram's signature below, withdraw their appeal to the Office of Administrative Hearings.

13 **C. Licenses Expired.** It is AGREED that Respondent Interstate's mortgage broker license
14 and Respondent Ingram's mortgage loan originator license expired on January 1, 2019.

15 **D. Application for License.** It is AGREED that Respondents Interstate and Ingram shall not
16 apply to the Department for any license under any name.

17 **E. Fine.** It is AGREED that Respondents Interstate and Ingram shall pay a fine to the
18 Department in the amount of \$5,000.00 upon delivery of this Consent Order to the Department,
19 properly signed and dated. It is further AGREED that \$2,500.00 of the fine shall be STAYED for a
20 period of five years from the entry of this Consent Order contingent on Respondents Interstate's and
21 Ingram's compliance with the terms of this Consent Order.

22 **F. Investigation Fee.** It is AGREED that Respondents Interstate and Ingram shall pay to the
23 Department an investigation fee of \$745.20 upon delivery of this Consent Order to the Department,

1 properly signed and dated. The Fine and Investigation Fee shall be paid together in one \$3,245.20
2 cashier's check made payable to the "Washington State Treasurer."

3 **G. Lifting of Stay.** It is AGREED that:

- 4 1. If the Department determines that Respondents Interstate or Ingram have not complied
5 with this Consent Order and seeks to lift the stay and impose the \$2,500.00 stayed fine,
6 the Department will first serve Respondents Interstate and Ingram with a written notice
7 of noncompliance. The notice of noncompliance will include:
- 8 a. A description of the alleged noncompliance;
 - 9 b. A statement that the Department seeks to lift the stay and impose the stayed
10 \$2,500.00 fine;
 - 11 c. Notice that Respondents Interstate and Ingram can contest the allegations of
12 noncompliance by either requesting an adjudicative hearing in writing or by
13 submitting a written response to the allegations of noncompliance; and
 - 14 d. Notice that the process for lifting the stay and imposing the \$2,500.00 fine
15 applies only to this Consent Order.
- 16 2. Respondents Interstate and Ingram will be afforded twenty business days from the date
17 of service of the notice of noncompliance to submit to the Department either a written
18 request for an adjudicative hearing or a written response to the allegations of
19 noncompliance.
- 20 3. The scope and issues of the adjudicative hearing are limited solely to whether or not
21 Respondent has failed to comply with the terms of this Consent Order.
- 22 4. At the conclusion of the hearing, the Administrative Law Judge will issue an initial
23 decision. Either party may subsequently file a Petition for Review with the Director of
24 the Department.

19 **H. Records Retention.** It is AGREED that Respondents Interstate and Ingram and their
20 officers, employees, and agents shall maintain records in compliance with the Act and provide the
21 Director with the location of the books, records, and other information relating to their business and
22 the name, address, and telephone number of the individual responsive for maintenance of such
23 records in compliance with the Act.

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DO NOT WRITE BELOW THIS LINE

THIS ORDER ENTERED THIS 29th DAY OF October, 2019.

/s/
RICHARD ST. ONGE
Acting Director
Division of Consumer Services
Department of Financial Institutions

Presented by:

/s/
AMANDA J. HERNDON
Financial Legal Examiner

Approved by:

/s/
STEVEN C. SHERMAN
Enforcement Chief

1 **STATE OF WASHINGTON**
2 **DEPARTMENT OF FINANCIAL INSTITUTIONS**
3 **DIVISION OF CONSUMER SERVICES**

4 IN THE MATTER OF DETERMINING
Whether there has been a violation of the
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5 INTERSTATE MORTGAGE SERVICE, INC.,
NMLS # 37053; RYAN JAMES INGRAM, CEO,
6 Owner, Designated Broker, and Mortgage Loan
Originator, NMLS # 89235; and JEFFREY
7 MARK PONT, Mortgage Loan Originator,
NMLS # 244524,

8 Respondents.

No. C-19-2587-19-SC01

STATEMENT OF CHARGES and
NOTICE OF INTENT TO ENTER AN
ORDER TO REVOKE LICENSE, PROHIBIT
FROM INDUSTRY, IMPOSE FINE,
COLLECT INVESTIGATION FEE, and
RECOVER COSTS AND EXPENSES

9 **INTRODUCTION**

10 Pursuant to RCW 19.146.220 and RCW 19.146.223, the Director of the Department of
11 Financial Institutions of the State of Washington (Director) is responsible for the administration of
12 chapter 19.146 RCW, the Mortgage Broker Practices Act (Act). After having conducted an
13 investigation pursuant to RCW 19.146.235, and based upon the facts available as of the date of this
14 Statement of Charges, the Director, through his designee, Division of Consumer Services Acting
15 Director Richard St. Onge, institutes this proceeding and finds as follows:

16 **I. FACTUAL ALLEGATIONS**

17 **1.1 Respondents.**

18 A. **Interstate Mortgage Services, Inc. (Interstate)** was licensed by the Department of
19 Financial Institutions of the State of Washington (Department) to conduct business as a mortgage
20 broker on or about September 24, 2009, and continued to be licensed until its license expired on
21 December 31, 2018. At all relevant times, Interstate was licensed to do business at the company's
22 main office in Queen Creek, Arizona, and was not licensed to conduct business at any branch
23 locations.

1 the conduct; or the designated broker, principal, or owner who has supervisory authority over the
2 licensed mortgage broker knows or by the exercise of reasonable care and inquiry should have known
3 of the conduct, at a time when its consequences can be avoided or mitigated and fails to take
4 reasonable remedial action.

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(2) for directly or indirectly engaging in an unfair or
7 deceptive practice and of RCW 19.146.0201(16) for originating loans from any unlicensed location.

8 **2.4 Requirement to Obtain and Maintain Branch License.** Based on the Factual Allegations
9 set forth in Section I above, Interstate and Ingram are in apparent violation of RCW 19.146.265 and
10 WAC 208-660-195 for engaging in the business of a mortgage broker from a location not licensed by
11 the Department.

12 **2.5 Unlicensed Location.** Based on the Factual Allegations set forth in Section I above,
13 Respondents are in apparent violation of WAC 208-660-300(4) for conducting business from a
14 location not licensed by the Department.

15 III. AUTHORITY TO IMPOSE SANCTIONS

16 **3.1 Authority to Revoke License.** Pursuant to RCW 19.146.220(2), the Director may revoke
17 licenses for any violation of the Act.

18 **3.2 Authority to Prohibit from Industry.** Pursuant to RCW 19.146.220(4), the Director may
19 issue orders prohibiting from participation in the conduct of the affairs of a licensed mortgage broker,
20 or both, any officer, principal, employee, or loan originator of any licensed mortgage broker or any
21 person subject to licensing under the Act for any violation of the Act.

22 **3.3 Authority to Impose Fine.** Pursuant to RCW 19.146.220(2), the Director may impose fines
23 against a licensee, employees, independent contractors, agents of licensees, or other persons subject
24 to the Act for any violation of the Act.

1 **3.4 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 will charge forty-eight dollars per
3 hour for an examiner's time devoted to an investigation.

4 **3.5 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 19.146.220, RCW 19.146.221, and
10 RCW 19.146.223. Therefore, it is the Director's intent to ORDER that:

11 **4.1** Respondent Interstate Mortgage Service, Inc.'s license to conduct the business of a
12 mortgage broker be revoked.

13 **4.2** Respondents Ryan James Ingram's and Jeffrey Mark Pont's licenses to conduct the
14 business of a mortgage loan originator be revoked.

15 **4.3** Respondents Interstate Mortgage Service, Inc., Ryan James Ingram, and Jeffrey Mark
16 Pont be prohibited from participation in the conduct of the affairs of any mortgage
17 broker subject to licensure by the Director, in any manner, for a period of five years.

18 **4.4** Respondents Interstate Mortgage Service, Inc., Ryan James Ingram, and Jeffrey Mark
19 Pont pay a fine. As of the date of this Statement of Charges, the fine totals \$15,000.

20 **4.5** Respondents Interstate Mortgage Service, Inc., Ryan James Ingram, and Jeffrey Mark
21 Pont pay an investigation fee. As of the date of this Statement of Charges, the
22 investigation fee totals \$717.60.

23 **4.6** Respondents Interstate Mortgage Service, Inc., Ryan James Ingram, and Jeffrey Mark
24 Pont pay the Department's costs and expenses for prosecuting violations of the Act in
an amount to be determined at hearing or by declaration with supporting
documentation in event of default by any Respondent.

4.7 Respondents Interstate Mortgage Service, Inc. and Ryan James Ingram maintain
records in compliance with the Act and provide the Department with the location of
the books, records and other information relating to Interstate Mortgage Services,
Inc.'s mortgage broker business and the name, address and telephone number of the
individual responsible for maintenance of such records in compliance with the Act.

1 **V. AUTHORITY AND PROCEDURE**

2 This Statement of Charges is entered pursuant to the provisions of RCW 19.146.220, RCW
3 19.146.221, RCW 19.146.223, and RCW 19.146.230, and is subject to the provisions of chapter
4 34.05 RCW (the Administrative Procedure Act). Respondents may make a written request for a
5 hearing as set forth in the NOTICE OF OPPORTUNITY FOR ADJUDICATIVE HEARING AND
6 TO DEFEND accompanying this Statement of Charges.

7
8 Dated this 17th day of July, 2019.

9
10 /s/
11 RICHARD ST. ONGE
12 Acting Director
13 Division of Consumer Services
14 Department of Financial Institutions

15 Presented by:

16 /s/
17 AMANDA J. HERNDON
18 Financial Legal Examiner

19 Approved by:

20 /s/
21 STEVEN C. SHERMAN
22 Enforcement Chief