



License. Regulate. Educate. Protect.
The Washington State Department of Financial Institutions (DFI) licenses and regulates financial services in Washington state, protects consumers from financial fraud, and provides financial education and information to our state's residents.

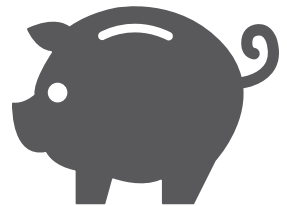
EDUCATING AND PROTECTING WASHINGTON RESIDENTS — GRADE SCHOOL TO GOLDEN YEARS

DFI is committed to providing financial education to Washington residents. DFI provides financial education presentations upon request and distributes financial education at a number of events throughout the state.

DFI protects Washington consumers by investigating consumer complaints, issuing enforcement actions and fines as necessary, and alerting the public to scams.

DFI OFFERS (FREE OF CHARGE):

- ✓ Presentations to high school students
- ✓ Elder fraud prevention presentations
- ✓ Community events and conferences
- ✓ Teacher training and resources
- ✓ Financial education publications



In 2019, DFI participated in 138 financial education presentations & outreach events!

Request a presentation or learn more at www.dfi.wa.gov/financial-education

LICENSING AND REGULATION

The Department of Financial Institutions licenses and regulates Washington's financial service providers including:

STATE CHARTERED BANKS
& TRUST COMPANIES

CONSUMER LOAN
COMPANIES

MORTGAGE BROKERS

PAYDAY LENDERS

SECURITIES INVESTMENT
ADVISOR, SALES PEOPLE

STATE CHARTERED
CREDIT UNIONS

ESCROW AGENTS &
OFFICERS

MORTGAGE LOAN
ORIGINATORS

FRANCHISES

SECURITIES (INVESTMENT)
PRODUCTS

CHECK CASHERS &
SELLERS

MONEY TRANSMITTERS &
CURRENCY EXCHANGERS

MORTGAGE SERVICERS

SECURITIES
BROKER-DEALERS

STUDENT EDUCATION
LOAN SERVICERS

LICENSING NUMBERS AS OF DEC 31. 2019

220,000 active financial professionals & companies

30 commercial banks

18 trust companies

8 savings banks

52 state chartered credit unions



Investigating Complaints

In 2019 DFI
received 1,730
complaints



Enforcement Actions

In 2019, DFI issued
207 enforcement
actions



Cash Fines and Penalties

\$ 1.6 million
in Fiscal Year
2019

Washington consumers
can **file a complaint** or
verify a license online
www.dfi.wa.gov



WATCH OUT! SCAM TRENDS IN WA

- ✓ Unlicensed online lenders
- ✓ Elder fraud
- ✓ Advance fee loans
- ✓ Investment scams
- ✓ Social security scams