



north carolina
COMMISSIONER OF BANKS
Non-Depository Entities Division

Regulatory Newsletter

Volume 3, Issue 1
June 22, 2011

Letter to Mortgage Licensees Regarding NCCOB Position on Financial Responsibility, dated June 8, 2011 Charlie Fields, Jr. Director, Non-Depository Entities Division

Dear Licensee,

The purpose of this correspondence is to clarify the position of the North Carolina Office of the Commissioner of Banks regarding the matter of financial responsibility.

On November 1, 2010, all mortgage loan originators ("MLOs") were required to authorize a credit background check through the Nationwide Mortgage Licensing System ("NMLS") on or before March 31, 2011. The following statutory provision found in N.C.G.S. § 53-244.060(4) provides guidance for when an applicant has not shown financial responsibility:

"The applicant has demonstrated a lack of financial responsibility, character, or general fitness such as to fail to command the confidence of the community and to warrant a

(Charlie's Corner, continued on page 3)

Inside This Issue

- 1 Mortgage Licensee Letter & Consumer Finance News
- 2 Reporting Requirements & Examination News
- 4 Consumer Affairs Update
- 5 Check Cashing
- 6 Enforcement Division Investigations
- 7 Mortgage FAQs
- 9 Enforcement Actions
- 12 Licensing Statistics & Contact Information

Consumer Finance News Rodney Oldham Financial Program Manager

The consolidated consumer finance annual report will look different this year. In years past, the report simply provided numbers without any narrative. The format for the annual data collected by all licensees changed this year. Therefore, it is our goal to make the consolidated annual report reflective of these changes. This year's annual report will consist of: numbers, narratives, graphs, and charts. These changes should make for a more meaningful report. The report should be completed by July 1, 2011.

For further reading on our study of the Consumer Finance Act, please click [here](#):

Please note: Consumer Finance Assessments will be mailed the first week of July and are due upon receipt.

ATTENTION DESIGNATED LICENSING & EXAMINATION CONTACTS:

Our office is in the process of updating our consumer finance and check cashing

(Consumer Finance, continued on page 4)



Reporting Requirements

Teresa Browning

Assistant Director, Non-Depository Entities
Division

Mortgage Broker Reporting Requirements and Due Dates

1. North Carolina Annual Report Questionnaire

The NC SAFE Act Annual Report Questionnaire (ARQ) should be submitted electronically via [the NCCOB website](#) and is due annually by March 31st. The ARQ collects only North Carolina loan data for January 1 through December 31, pursuant to 04 NCAC 03M. 0401(a).

2. Verification of Deposit

Brokers must provide certification ([Verification of Deposit form MLA-17](#)) from an FDIC-insured financial institution confirming that the company has maintained a demand deposit account with an average daily balance of \$10,000 or more for the time period covered by the ARQ, pursuant to 04 NCAC 03M .0205(a) (2)(C) and .0401(a). The form must be completed and signed by both the Qualifying Individual and an authorized employee of the financial institution at which the demand deposit account is held. Once completed, the MLA-17 should be emailed to brokervod@nccob.gov.

3. Financial Statement

Mortgage brokers are required to upload in the Nationwide Mortgage Licensing System ("NMLS") a certified statement of financial condition that demonstrates a net worth of at least twenty-five thousand dollars (\$25,000), pursuant to 04 NCAC 03M .0401.

4. Mortgage Call Report

Effective May 1, 2011, all licensees must submit NMLS Mortgage Call Reports on a quarterly basis (based upon a calendar year). The Information is due within 45 days of the end of each quarter, pursuant to N.C.G.S § 53-244.115(d)(3); 04 NCAC 03M .0401(d). The Call Report is designed to collect mortgage origination volume and financial information from the company. To assist the licensee, the NMLS is conducting several [Mortgage Call Report Workshops](#). Contact the NMLS Resource Center for additional information.

1 st Qtr end	March 31 st	REPORT DUE	May 15 th
2 nd Qtr end	June 30 th	REPORT DUE	Aug 15 th
3 rd Qtr end	Sept 30 th	REPORT DUE	Nov 15 th
4 th Qtr end	Dec 31 st	REPORT DUE	Feb 15 th

(Reporting Requirements, continued on page 3)

What's New in Examinations?

Mary DesChamps

Financial Program Manager

The NCCOB has recently initiated an Entrance Examination Program for newly licensed lenders and brokers in the state of North Carolina. This program can be characterized as a limited scope exam which will be conducted within a year of a licensee's approval date with the NCCOB. The main goal of the program is to have all licensees maintain compliance with State and Federal laws and regulations. The NCCOB's Entrance Examination Program is designed to detect compliance issues and violations found during the limited scope examination, before such issues develop into more complicated matters. Examination findings could result in enforcement actions against a licensee and have a significant impact on a licensee's financial standing. The limited scope examination does not purport to identify all issues that may be uncovered by a full scope examination; however, it is intended to provide awareness and guidance to a new licensee in North Carolina.

Notification is sent via electronic mail to licensees that are to be examined and examinations may be conducted onsite or offsite. The NCCOB will charge examination related fees to cover the cost of the examination. You may contact our office at: (919) 716-1004 or email: mdeschamps@nccob.gov for additional information.



(Reporting Requirements, continued from page 2)

5. Quarterly Loan Level Data

In addition to the NMLS Mortgage Call Report, North Carolina will also collect loan level data from brokers beginning January 1, 2013. The licensee will need to submit information on the characteristics of loan originations in an electronic format, on a quarterly basis (based upon a calendar year), within 45 days after the close of each quarter, pursuant to NCAC 04 NCAC 03M .0401(c). This information will be submitted through a vendor-specific website called www.RegulatorConnect.org.

1 st Qtr end	March 31 st	REPORT DUE	May 15 th
2 nd Qtr end	June 30 th	REPORT DUE	Aug 15 th
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Mortgage Lender Reporting Requirements and Due Dates

1. North Carolina Annual Report Questionnaire

The NC SAFE Act Annual Report Questionnaire (ARQ) should be submitted electronically via [the NCCOB website](http://theNCCOBwebsite) and is due annually by March 31st. The ARQ collects only North Carolina loan data for January 1 through December 31, pursuant to 04 NCAC 03M .0401(a).

2. Financial Statement

Lenders are required to upload in the NMLS an audited statement of financial condition that demonstrates a net worth of at least one hundred thousand dollars (\$100,000).

In addition, if the audited statement of financial condition does not include evidence of one or more warehouse lines of credit totaling one million dollars (\$1,000,000), or other evidence of sufficient funding capacity, then evidence of the same must be provided to the NCCOB, pursuant to 04 NCAC 03M .0401. This information should be emailed to LJohnson@nccob.gov.

3. Mortgage Call Report

Effective May 2, 2011, all licensees must submit NMLS Mortgage Call Reports on a quarterly basis (based upon a calendar year). The Information is due within 45 days of the end of each quarter, pursuant to N.C.G.S § 53-244.115 (d)(3); 04 NCAC 03M .0401(d). The Call Report is designed to collect mortgage origination volume and financial information from the company. To assist the licensee, the NMLS is conducting several [Mortgage Call Report Workshops](#). Contact the NMLS Resource Center for additional information, if needed.

(Reporting Requirements, continued on page 4)

(Charlie's Corner, continued from page 1)

determination that the mortgage loan originator or other licensee will operate honestly, fairly, and efficiently within the purposes of this Article. For purposes of this subdivision, a person shows a lack of financial responsibility when the person has shown a disregard in the management of the person's own financial affairs. Evidence that a person has not shown financial responsibility may include:

- a. Current outstanding judgments, except judgments resulting solely from medical expenses;
- b. Current outstanding tax liens or other government liens and filings;
- c. Foreclosures within the past three years; or
- d. A pattern of serious delinquent accounts within the past three years."

My staff is in the process of reviewing each licensee's credit report to ensure MLOs are compliant with North Carolina's financial responsibility requirements. Our goal, first and foremost, is to ensure that citizens of North Carolina seeking to purchase or refinance a mortgage loan can do so with licensed MLOs who meet the minimum standards for licensure and comply with both federal and state laws and regulations. We also recognize the impact that the current economic environment is having on mortgage professionals. Therefore, we are working with MLOs with credit problems to retain their licenses where possible, such as through a "license with conditions" or specific oversight undertakings by their mortgage lender or broker. If you have credit deficiencies, I encourage you to reach out and work with our office to ensure you are in compliance with the above statute. Please feel free to contact us with any questions or concerns.



(Reporting Requirements, continued from page 3)

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4. Quarterly Loan Level Data

In addition to the NMLS Mortgage Call Report, NCCOB will also collect loan level data from lenders. The licensee will submit information on the characteristics of loan originations in an electronic format, on a quarterly basis (based upon a calendar year), within 45 days after the close of each quarter, pursuant to NCAC Rule 04 NCAC 03M .0401(c) and .0402. This information will be submitted through a vendor-specific website called www.RegulatorConnect.org. NCCOB has established a gradual phase-in for lenders as set forth below. Lenders should refer to their 2009 ARQ, specifically, the total origination dollar volume from questions 1, 2, 3, 4, and 5, to determine which timeline applies to the company.

Phase I - Lenders that reported loan origination volume over \$50 million for 2009 are required to comply beginning January 1, 2011.

Phase II - Lenders that reported loan origination volume over \$10 million but less than \$50 million for 2009 are required to comply beginning January 1, 2012.

Phase III - Lenders that reported loan origination volume less than \$10 million are required to comply beginning January 1, 2013. This phase will include all lenders licensed in 2011 and thereafter.

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(Reporting Requirements, continued on page 5)

Consumer Affairs Update

Tami Hinton
Director, Consumer Affairs

The Consumer Affairs Division processes complaint inquiries for all entities regulated by the NCCOB.

The Consumer Affairs Division has processed over 1340 complaints for the period January 1, 2011 through May 31, 2011. Of the 1340 complaints processed, 647 were foreclosure related complaints.

File a Complaint

To file an online complaint go to:
www.nccob.gov/complaint

Foreclosure Assistance

Please visit:

www.NCForeclosurePrevention.gov or
www.ncforeclosurehelp.org, and if you know of someone facing foreclosure and in need of assistance, they can call 1-888-442-8188 to speak with a housing counselor.

(Consumer Finance, continued from page 1)

licensee databases to capture designated licensing and examination contacts. This will enhance NCCOB's capability of sending official NCCOB correspondence and distribution of other correspondence such as our quarterly newsletter.

All licensees have been contacted by Ruth Jernigan via e-mail or USPS regarding this request of information.

Please supply Ms. Jernigan with the information she requests, so our records will be accurate, and will allow our agency to offer better service.

Mortgage Servicer Reporting Requirements and Due Dates

1. North Carolina Annual Report Questionnaire

The NC SAFE Act Annual Report Questionnaire (ARQ) should be submitted electronically via [the NCCOB website](#) and is due annually by March 31st. The ARQ collects only North Carolina loan data for January 1 through December 31, pursuant to 04 NCAC 03M.0401(a).

2. Financial Statement

Servicers are required to upload in the NMLS an audited statement of financial condition that demonstrates a net worth of at least one hundred thousand dollars (\$100,000), pursuant to 04 NCAC 03M .0205 (A) .

3. Mortgage Call Report

Effective May 2, 2011, all licenses must submit the NMLS Mortgage Call Report on a quarterly basis, and the information will be due within 45 days of the end of a calendar quarter, pursuant to N.C.G.S § 53-244.115 (d)(3); 04 NCAC 03M .0401(d). In addition, the NMLS is conducting a [Mortgage Call Report Workshop](#). [More](#) information is available at the NMLS Resource center.

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Check Cashing / The Compliance Officer

Branton Grimes
Financial Program Manager

Money services businesses (MSBs) bear a great responsibility to prevent money laundering. Every day certain individuals attempt to move funds in order to hide their illicit source or purpose. Bank Secrecy Act (BSA) regulations are designed to strengthen MSBs by requiring anti-money laundering measures through internal controls. Furthermore, at least one person is required to be responsible for developing, implementing, and maintaining an effective anti-money laundering (AML) program. The compliance officer is the most important component of any AML program and the following are some qualifications to consider:

- Taking into consideration the size and complexity of the licensee's products and services, are the individual's education, training and experience adequate for such duties and responsibilities defined in his/her job description?
- Does the individual have adequate knowledge of policies and procedures?
- Is the individual involved in development and implementation of new policies, procedures, services, products, agents, etc?
- Are there adequate reporting lines for compliance matters?

Designation of a compliance officer is not the only requirement of an effective AML program. The compliance officer must have sufficient authority, competency, and opportunity to manage the AML program. More information regarding the role of a compliance officer, as it pertains to AML compliance, can be found in the BSA/AML Examination Manual for MSBs. This is an excellent resource and considered essential training material for all compliance officers.

(Check Cashing, continued on page 8)

Enforcement Division Investigations: Why They Occur and How You Can Help

David Picard

Director, Enforcement Division

Enforcement Division investigations are initiated from various sources such as: consumer complaints, referrals from other mortgage companies and loan originators, referrals from other law enforcement and regulative agencies, mortgage examinations and spin off cases from on-going investigations. The investigations conducted by the Enforcement Division could involve allegations ranging from very minor regulatory issues to serious criminal violations. Some of the allegations against mortgage companies and mortgage loan originators that the Enforcement Division has investigated included:

- Brokering of fraudulent loan applications which contained false information such as income, employment, purpose of loans, appraisals, number of properties owned, etc.
- Altering and forging loan documents
- Net branching and supervision issues
- Forging signatures on loan documents
- Brokering straw buyer loans
- Charging excessive fees
- Unlicensed companies and brokers
- Unpaid appraiser fees
- Collecting fees for credit repair services
- Failing to properly maintain and dispose of loan files
- Initiating loans under the names for others
- Poor servicing and misinformation provided regarding loan applications
- Advertising practices
- Escrow allocations

The above list is only a short summary of the types of allegations investigated by the Enforcement Division.

If you do have a complaint to make against a mortgage company or mortgage loan originator or any other entity that is regulated by the NCCOB, it is requested that you make a written complaint utilizing the NCCOB's website at: www.nccob.gov. The link is "Consumer Assistance" and "On-Line Complaint Form". The information provided in the complaint should include the name of the company and/or individuals and complete information

including addresses, telephone numbers and any other known identifying information about the entity that the allegations are being made against. The complaint should contain specific allegations of misconduct, fraud or other violations committed by the alleged party. Only factual and necessary information supporting the allegations should be provided in the complaint. The complainant's name and contact information should also be provided in the original complaint.

After receipt of the complaint, the Enforcement Director will review the information provided and make a determination as to whether an Enforcement Division investigation should be initiated based upon the information provided in the complaint.

If an Enforcement Division investigation is initiated then an NCCOB Financial Investigator will normally contact the complainant and interview them to ascertain the facts and gather further information in support of the allegations made in the initial complaint. Documents and other evidence is gathered to substantiate the complainant's allegations.

The NCCOB Financial Investigator would then follow the normal course in conducting his or her investigation. This usually includes interview(s) of any witnesses and subjects of the case and the gathering of any documents and other evidence which would complete the investigation. Whenever you are contacted by an NCCOB Financial Investigator they will clearly identify themselves with their credentials and advise you of their purpose for meeting with you. If you are contacted for an interview as a potential witness you can assist the investigator by being fully cooperative and truthful in your statements. Provide any and all information that you have in direct knowledge to any questions. Specific information you can provide including dates and times is very beneficial. The investigator may request that you sign the statement of your interview. Evidence such as copies of e-mails, letters, contracts, and other written documentary evidence may be requested. Normally you should keep the originals of the documents and provide the investigator with copies. The investigator may serve you with an administrative subpoena if the documents requested are related to financial privacy records.

Upon completion of a case an investigative report is completed by the investigator and forwarded to NCCOB management and if necessary to NC

(Enforcement Division, continued on page 8)



Mortgage FAQs

Temporary Employees

Q. May I hire MLOs from a temp service or outsource company?

A. No. N.C. Gen. Stat. § 53-244.100(a) provides that “[i]t is unlawful for any person to employ, to compensate, or to appoint as agent a mortgage loan originator unless the person is a licensed loan originator under this Article.” N.C. Gen. Stat. § 53-244.100(b) provides that

The license of a mortgage loan originator is not effective during any period when that person is not employed by a mortgage lender, mortgage broker, or mortgage servicer licensed under this Article. . . . A mortgage loan originator shall not be employed simultaneously by more than one mortgage lender, mortgage broker, or mortgage servicer licensed under this Article.

N.C. Gen. Stat. § 53-244.030 defines the term “Employee” as “an individual who has an employment relationship with a mortgage broker, mortgage lender, or mortgage servicer and who is treated as a common law employee for purposes of compliance with the federal income tax laws and whose income is reported on IRS Form W-2.”

A mortgage loan originator employed by a temp service or outsource company is a W-2 employee of the temp service or outsource company and not a W-2 employee of the mortgage lender, mortgage broker, or mortgage servicer seeking to use their services. Furthermore, since temp services or outsource companies are not mortgage lenders, mortgage brokers, or mortgage servicers licensed under this Article, the license of any mortgage loan originator in their employ is ineffective. Consequently, any licensee or other non-exempt person utilizing their services would be violating N.C. Gen. Stat. § 53-244.100. Additionally, the outsourcing of loan origination functions violates HUD requirements and policies. See Mortgage Approval Handbook 4060.1 Rev-2 § 2-13 (“management, underwriting, and loan originator functions may not be contracted out”). It may also be a net branching indicator. See net-branching indicators 4 & 8 on page 4 of Declaratory Ruling 2003-1.

Rule 602— Builder/Lender Affiliates

Q. Rule 602 says the effective date is April 1, 2011, what date in the loan transaction will determine whether the rule is covered - the purchase contract date or loan application date?

A. The Rule will apply to any loan transaction in which the earlier of either the purchase contract date or the loan application date is after April 1, 2011.

Q. What verbiage or disclosure document will satisfy the requirement in paragraph a(1) of Rule 602? Will there be a model form?

A. The verbiage in the document will need to identify the details of the discount provided by the seller which also “informs the borrower that the choice of a lender not affiliated with the seller will not affect any other concessions or discounts separately offered to the borrower for the purchase of the home, other than the incentive offered for the use of the affiliated lender.” NCCOB does not presently intend to provide a model form.

Q. Whose responsibility is it to deliver this disclosure to the buyer/borrower – the seller or the lender?

A. As long as the buyer/borrower has the disclosure prior to making a loan decision, it could be either the seller or the lender.

Q. What is the definition of “affiliated” as used in this rule?

A. It has the same definition as is found in definitions Chapter 53-244.030(1), “Affiliate” means any company that controls, is controlled by, or is under common control with another company as set forth in the Bank Holding Company Act of 1956 (12 U.S.C. ss 1841, et. Seq.), as amended from time to time.

(Rule 602—Builder/Lender Affiliates, Continued on page 8)



Mortgage FAQs

(Rule 602—Builder/Lender Affiliates, Continued from page 7)

Q. Is a temporary buydown a bona fide discount point?

A. A temporary buydown is not a discount point if it does not lower the interest rate, and instead there is an escrow account established for the purpose of covering the lender shortfall during the buydown period when monthly payment is lower. If there are discount points paid to lower the interest for a temporary period, then it is a bona fide discount point.

Q. May the disclosure required by this rule be a paragraph within the purchase contract, or should it be a separate document?

A. It should be a separate document.

Q. Is it true to say that the rule is not subject to loans higher than \$300,000?

A. The rule applies to a seller referring to an affiliated mortgage lender or broker, regardless of the size of the loan.

Q. Does the 3% rule apply when a builder affiliate does not condition a discount or thing of value on the use of its affiliated mortgage lender or broker?

A. A discount provided by a builder which is not conditioned on the borrower's obtaining a loan through a lender who is the builder's affiliate may be permissible under the Rule. Licensees or builders seeking further guidance may provide a detailed factual description of discounts for review by the Office of the Commissioner of Banks.

Q. Does the 3% discount apply if a particular loan program permits seller concessions exceeding that percentage?

A. Yes, the rule applies. A discount or concession in any amount can be offered as long as the amount of the discount or concession that exceeds 3% is not conditioned on use of the seller affiliated mortgage lender or mortgage broker, and complies with the disclosure requirements of the rule.

Important Dates to Remember

- July 15, 2011 - September 30, 2011
Check Cashing Renewal

(Check Cashing, continued from page 5)

FinCEN has provided this document on-line at the following link:

http://www.fincen.gov/news_room/rp/files/MSB_Exam_Manual.pdf (Refer to page 52 regarding designation of compliance officer).

General MSB compliance resources and materials from FinCEN can be found at:

http://www.fincen.gov/financial_institutions/msb/.

(Enforcement Division, continued from page 6)

Department of Justice for review for any civil regulatory enforcement actions and for referral to other agencies for criminal/civil adjudication. If the investigation results in a hearing for an enforcement action and/or civil or criminal trial, anyone interviewed in the investigation could be called as a potential witness.

If you are contacted by an NCCOB Financial Investigator it is requested that you be fully cooperative and willing to assist as necessary. Your full cooperation with any NCCOB Enforcement Division investigation will help maintain high standards for the mortgage lending industry in the state of North Carolina.



Enforcement Actions

Non-Depository Enforcement Actions from December 30, 2010 through May 31, 2011

05/31/2011	Ball, Melinda Mann	Order and Decision	11:069 MBB
05/31/2011	Cejka, Brad Everett	Order and Decision	11:071 MBB
05/31/2011	Fraterrigo, Michelle Lynne	Order and Decision	11:070 MBB
05/27/2011	germano, joseph	Order and Decision	11:046 MBB
05/25/2011	Walliser, November Joy	Notice of Hearing	11:062:MBB
05/24/2011	altman, cristopher heath	Order and Decision	11:006:MBB
05/24/2011	Church, Andrew Michael	Settlement Agreement	09:162D:MBB
05/24/2011	Coleman, Shawn Lamar	Order and Decision	11:029:MBB
05/13/2011	Assets Recovery Center, LLC	Consent Order	11:028:MBB
05/13/2011	Coosemans, Daniel	Consent Order	11:028:MBB
05/13/2011	Olsen, John	Consent Order	11:028:MBB
05/11/2011	Morrison, Douglas Wayne	Order and Decision	11:055:MBB
05/09/2011	Lockerby, Mishelle	Order and Decision	11:053:MBB
05/09/2011	Mitchell, Stanley Mark	Order and Decision	11:052:MBB
05/09/2011	Weststar Mortgage, Inc.	Consent Order	11:047:MBB
05/02/2011	Herrera, Damien Michael Lee	Consent Order	11:009:MBB
05/02/2011	Herrera, Patricia	Consent Order	11:009:MBB
05/02/2011	Pine Valley Mortgage Corporation of North Carolina, Inc	Consent Order	11:009:MBB
04/26/2011	Ferrante, Terrence Richard	Order and Decision	11:049:MBB
04/26/2011	HOBBS, III, RUDY AUGUSTINE	Order and Decision	11:051:MBB
04/26/2011	Sawyer, Jessica Deann	Order and Decision	11:050:MBB
04/19/2011	DiFulgo, Aaron Jay	Order and Decision	11:045:MBB
04/19/2011	Mann, Jacob Michael	Order and Decision	11:048:MBB
04/12/2011	Van Leuven, Matthew Ryan	Order and Decision	11:043:MBB

Enforcement Actions



Non-Depository Enforcement Actions from December 30, 2010 through May 31, 2011

04/11/2011	Mertz, Lisa Marie	Order and Decision	11:042:MBB
04/11/2011	Schmidt, Christine Anne	Order and Decision	11:041:MBB
04/11/2011	Taylor, Bean & Whitaker Mortgage Corp.	Consent Order	09:114A:MBB
04/06/2011	Baker, Michelle	Order and Decision	11:037:MBB
04/06/2011	Eastin, Dick Patton	Order and Decision	11:038:MBB
04/06/2011	Etheredge, Shauna Leanne	Order and Decision	11:036:MBB
04/06/2011	Tomasello, Jr, Norman Lee	Order and Decision	11:035:MBB
04/06/2011	Williams, Preston Tremayne	Order and Decision	11:034:MBB
04/01/2011	BRISTOW, CAROL	Order and Decision	11:033:MBB
04/01/2011	Livingston, April Fern	Order and Decision	11:032:MBB
03/25/2011	Walker, Kevin David	Order and Decision	11:030:MBB
03/22/2011	Chesson, Sherwood Wentle	Consent Order	11:025:MBB
03/22/2011	Piedmont Funding Corporation	Consent Order	11:025:MBB
03/03/2011	Lukitsch, David Karl	Order and Decision	11:027:MBB
03/01/2011	Greentree Mortgage Company, Limited Partnership	Consent Order	11:024:MBB
03/01/2011	Herrera, Damien Michael Lee	Notice of Hearing	11:009:MBB
03/01/2011	Herrera, Patricia	Notice of Hearing	11:009:MBB
03/01/2011	MERCER, JERRY VALDIZ	Notice of Hearing	11:008:MBB
03/01/2011	Pine Valley Mortgage Corporation of North Carolina, Inc	Notice of Hearing	11:009:MBB
02/17/2011	Finger, Bryan Tyler	Order and Decision	11:026:MBB
02/17/2011	Lorenzen, Mariah Moonday	Order and Decision	11:023:MBB
02/15/2011	Fowler, Angela Denise	Order and Decision	11:005:MBB
02/15/2011	Mayo, III, Horace H	Order and Decision	11:007:MBB
02/15/2011	Preston, Calvin M	Order and Decision	11:010:MBB



Enforcement Actions

Non-Depository Enforcement Actions from December 30, 2010 through May 31, 2011

02/09/2011	DeSena, Kristen Louise	Order and Decision	11:021:MBB
02/09/2011	Schleifer, Joseph Michael	Order and Decision	11:020:MBB
04/19/2011	Parker, Marshall Leslie	Order and Decision	11:044:MBB
04/12/2011	Coleman, Shawn Lamar	Notice of Hearing	11:029:MBB
02/09/2011	Sims, Brandy Marie	Voluntary Surrender and Order	11:022:MBB
02/03/2011	Bitell, Thomas Robert	Order and Decision	11:015:MBB
02/03/2011	Hilliard, Felicia Diane	Order and Decision	11:014:MBB
02/03/2011	Rose, Bret Joseph	Order and Decision	11:019:MBB
02/01/2011	Call, Jeffrey Earl	Voluntary Surrender and Order	11:017:MBB
01/27/2011	Sanders, William Earl	Voluntary Surrender and Order	11:013:MBB
01/26/2011	Fowler, Angela Denise	Notice of Hearing	11:005:MBB
01/20/2011	Altman, Cristopher Heath	Notice of Hearing	11:006:MBB
01/20/2011	James, Andrew	Order and Decision	11:001:MBB
01/20/2011	Mayo, III, Horace H	Notice of Hearing	11:007:MBB
01/06/2011	Tidwell, Anthony	Order and Decision	10:360 MBB
01/05/2011	Childers, Kimberly Fox	Order and Decision	11:002 MBB
01/03/2011	Phoenix Housing Group, Inc. d/b/a Homes America	Settlement Agreement	09 162 MBB
12/30/2010	Jones, Keenan Amiel	Order and Decision	10:359 MBB
12/30/2010	REYNOLDS, KATHRYN	Order and Decision	10:357 MBB



Licensing Statistics and Contact Information

Licensing Statistics as of May 31, 2011

Mortgage Company License - Approved

Mortgage Brokers	175
Mortgage Lenders	311
Mortgage Servicers	50

Mortgage Individual License - Approved

Loan Originators	5,839
Exclusive Mortgage Brokers	62

Consumer Industries License - Approved

Check-Cashers	363
Consumer Finance Licensees	78
Refund Anticipation Loan Facilitator Registrants	585
Money Transmitters	75

Contact Information

N.C. Office of the Commissioner of Banks
316 W. Edenton Street (physical location)
Raleigh, NC 27603

4309 Mail Service Center (mailing address)
Raleigh, NC 27699-4309

Phone:
919.733.3016 Main Number

Fax:
919.733.6918 Main

Mortgage

Phone:
919.733.0589

Fax:
919.733.2978 Mortgage

Email:
Mortgage@nccob.gov

Consumer Industries

Phone:
919.733.3016

Fax:
919.733.6918

Email:
ConsumerIndustries@nccob.gov

Nationwide Mortgage Licensing System (NMLS)

Web address:
<http://www.stateregulatoryregistry.org/>

NMLS — Help Desk: 240.386.4444

File a complaint at:
<https://www.nccob.org/Online/CTS/ComplaintOnline.aspx>

Subscribe to the electronic Non-Depository Newsletter by sending a blank email [here](#).