

**STATE OF NEW HAMPSHIRE
BANKING DEPARTMENT**

In The Matter of: TruHome Solutions, LLC

Case No. 18-155

CONSENT ORDER

The State of New Hampshire Banking Department (“Department”), acting in agreement with the respondent, TruHome Solutions, LLC (“TruHome”), finds and orders as follows:

Jurisdiction¹

Pursuant to RSA 397-B:4, I(a)², the New Hampshire Banking Department (“Department”) is charged with regulating persons that conduct mortgage servicer activity in New Hampshire. Pursuant to RSA 397-B:9-a, I³, the Department is authorized to examine the business affairs of any registrant or non-registrant mortgage servicer to determine compliance with RSA 397-B⁴.

Background

TruHome is a Missouri corporation with a principal office location in Lenexa, Kansas, and is currently a licensed New Hampshire mortgage servicer. Pursuant to its authority under RSA 397-B:9, I⁵, the Department, through the Consumer Credit Division, conducted an examination of TruHome and determined that between January 1, 2012 and October 31, 2016, TruHome conducted unregistered/unlicensed mortgage servicer activity by servicing thirty-five

¹ Since the activities that are the subject of this Consent Order occurred both prior to and after August 20, 2016, the first citations are to RSA 397-B (the law in effect until August 20, 2016). Footnoted citations thereafter are to the new citations effective as of August 20, 2016 if different from the previous citation.

² RSA 397-A:2, I is the new citation effective August 20, 2016. See also RSA 397-A:3, I.

³ RSA 397-A:12, I is the new citation effective August 20, 2016.

⁴ Prior to August 20, 2016, the Department registered mortgage servicers pursuant to RSA 397-B. As of August 20, 2016, the Department licenses mortgage servicers pursuant to RSA 397-A.

⁵ RSA 397-A:12, I and VII are the new citations effective August 20, 2016.

(35) New Hampshire residential loans, in violation of RSA 397-B:2, I⁶. TruHome fully cooperated with the Department regarding its pre-licensure activity.

Acknowledgments

WHEREAS, TruHome makes the following acknowledgements:

1. TruHome voluntarily enters into and signs this Consent Order without reliance upon any discussions between the Department and TruHome, without the promise of a benefit of any kind (other than the concessions contained in this Consent Order), and without threats, force, intimidation or coercion of any kind.
2. TruHome understands the nature of the allegations set forth herein and that they constitute grounds for potential sanctions, as provided by law.
3. TruHome acknowledges, understands, and agrees that it has the right to notice and an adjudicatory hearing to contest the matters set forth herein, including any appeal, and hereby waives those rights. TruHome further acknowledges it waives the filing of any civil actions related to this matter.
4. TruHome understands that its action in entering this Consent Order is a final act and not subject to reconsideration or judicial review or appeal.
5. TruHome represents and warrants that it has all the necessary rights, powers and abilities to carry out the terms of this Consent Order.
6. TruHome acknowledges that the Department is relying upon TruHome's representations and warranties stated herein in making its determinations in this matter.
7. TruHome acknowledges that this Consent Order may be revoked and the Department

⁶ RSA 397-A:3, I is the new citation effective August 20, 2016.

may pursue any and all remedies available under the law against TruHome if the Department later learns that TruHome knowingly or willfully withheld information from the Department.

8. This Consent Order is binding on all heirs, assigns and successors in interest.

Order

Pursuant to RSA 397-B:3, VI⁷, the Bank Commissioner (“Commissioner”) finds this action necessary or appropriate to the public interest or the protection of consumers and consistent with the purposes fairly intended by the policy and provisions of RSA Chapter 397-B⁸. Accordingly, the Commissioner orders as follows:


1. TruHome shall remit an administrative fine in the amount of \$87,500. The payment shall be made contemporaneously with TruHome’s execution of this Consent Order, by bank check made payable to the “State of New Hampshire.”
2. Failure by TruHome to comply with any portion of this Consent Order shall constitute a separate and sufficient basis for administrative action, up to and including license revocation and monetary penalties.
3. This Order fully resolves this matter and the Commissioner will not take further action against TruHome for the allegations presented herein. However, the Department may take enforcement action against TruHome for any violation of this Consent Order or the matters underlying its entry, if the Commissioner determines that compliance with the terms of this Order are not being observed or if any representation made by TruHome and reflected herein is subsequently discovered to be untrue.

⁷ RSA 397-A:22, VI is the new citations effective August 20, 2016.

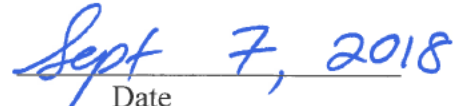
⁸ Current Chapter is RSA 397-A.

4. This Consent Order shall become final when executed by the Commissioner.

Recommended by:



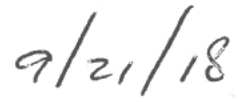
Maryam Torben Desfosses
Hearings Examiner
New Hampshire Banking Department



Date




Douglas Albert Hoelscher
President
TruHome Solutions, LLC

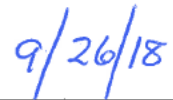


Date

SO ORDERED.



Gerald H. Little
Bank Commissioner
New Hampshire Banking Department



Date