State of New Hampshire Banking Department) Case No.: 09-130 In re the Matter of:) State of New Hampshire Banking) Order to Show Cause and Department,) Cease and Desist Order Petitioner,) and) Cashforce USA Inc, Michael M. Melody, and Courtney L. Carey,) Respondents)

NOTICE OF ORDER

This Order to Show Cause and Cease and Desist Order commences an adjudicative proceeding under the provisions of Chapter 399-A, RSA Chapter 541-A and RSA 383:10-d.

LEGAL AUTHORITY AND JURISDICTION

Pursuant to RSA 399-A:1,XIV, a small loan means a closed-end loan in the amount of \$10,000.00 or less or an open-end loan with a line of credit of \$10,000.00 or less, and where the lender contracts for, exacts or receives, directly or indirectly, or where the borrower pays for, directly or indirectly in connection with any such loan any charges, whether for interest, examination, commission, compensation, service, brokerage, endorsement fees, other fees, consideration, expense or otherwise, which in the aggregate are greater than 10 percent per annum except for the lawful fees, if any, actually and necessarily paid out by the lender to any public officer, for filing or recording in any public office any instrument securing such loan and except for the reasonable costs, charges, and

expenses, including court costs, actually incurred in connection with a repossession of the security or an actual sale of the security.

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Pursuant to RSA 399-A:4,VIII(a), a licensee who ceases to engage in the business of a small loan lender, payday loan lender, or title loan lender at any time during a license year for any cause, including but not limited to bankruptcy, license revocation, or voluntary dissolution, shall surrender such license in person or by registered or certified mail to the Commissioner within 15 calendar days of such cessation.

Pursuant to RSA 399-A:4, VIII(b), withdrawal of the surrendered license becomes effective 30 days after receipt of the license by the Commissioner or within such shorter period of time as the Commissioner may determine, unless a revocation or suspension proceeding is pending when the withdrawal is filed or a proceeding to revoke, suspend, or to impose conditions upon the withdrawal is instituted within 30 days after the license is surrendered. If a proceeding is pending or instituted, withdrawal becomes effective at such time and upon such conditions as the Commissioner by order determines. If no proceeding is pending or instituted and withdrawal automatically becomes effective, the Commissioner may nevertheless institute a revocation or suspension proceeding under RSA 399-A:7 within one year after withdrawal became effective and may enter a revocation or suspension order of the last date on which the license was effective.

Pursuant to RSA 399-A:8-a,I(a), it is unlawful for any person, in connection with the solicitation, offer, or closing of a loan, directly or indirectly to employ any device, scheme, or artifice to defraud.

Pursuant to RSA 399-A:8-a,I(b), it is unlawful for any person, in connection with the solicitation, offer, or closing of a loan, directly or indirectly to make any untrue statement of a material fact or to omit to state a material fact necessary in order to make the statements made, in light of the circumstances under which they are made, not misleading.

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Pursuant to RSA 399-A:8-a,I(c), it is unlawful for any person, in connection with the solicitation, offer, or closing of a loan, directly or indirectly to engage in any act, practice, or course of business which operates or would operate as a fraud or deceit upon any person.

Pursuant to RSA 399-A:2,V, any person who willfully violates any provisions of RSA Chapter 399-A:8-a,I shall be guilty of a class B felony. Each of the acts specified shall constitute a separate offense and a prosecution or conviction for any one of such offenses shall not bar prosecution or conviction of any other offense.

RSA 399-A:18,I, any person and the several members, officers, directors, agents, and employees thereof who shall knowingly violate any provision of RSA Chapter 399-A, shall be guilty of a misdemeanor if a natural person, or guilty of a felony if any other person.

Pursuant to RSA 399-A:4,VI, persons subject to or licensed by RSA Chapter 399-A shall abide by the laws, rules, orders of the State of New Hampshire, as well as federal laws. Any violation of such laws, rules or orders is a violation of RSA Chapter 399-A.

Pursuant to RSA 399-A:7,I, the Commissioner may by order, upon due notice and opportunity for hearing, assess penalties or deny, suspend, or revoke any license or application if it is in the public interest and

applicant, respondent, or licensee, any partner, member, officer or director, any person occupying a similar status or performing similar functions, or any person directly or indirectly controlling the applicant, respondent or licensee has, inter alia, (b) made a false or misleading statement to the Commissioner or in any reports to the Commissioner; (c) has made fraudulent misrepresentations, or has circumvented or concealed, through whatever subterfuge or device, any of the material particulars or the nature thereof required to be stated or furnished to a borrower under the provisions of RSA Chapter 399-A...; (h) has engaged in dishonest or unethical practices in the conduct of the business of making small loans; (i) has violated RSA Chapter 399-A or any rule or order thereunder or has violated applicable federal laws or rules thereunder...; and/or among other factors, (k) should not be licensed for other good cause shown.

Pursuant to RSA 399-A:7,II, the Commissioner has the authority to issue an order to show cause why license revocation and penalties for violations of RSA Chapter 399-A should not be imposed.

Pursuant to RSA 399-A:7,VI, no revocation, suspension, or surrender of any license shall impair or affect the obligation of any pre-existing lawful contract between the licensee and any obligors, and such contracts and all lawful charges thereon may be collected by the licensee, its successors, and assigns.

Pursuant to RSA 399-A:8,I the New Hampshire Banking Department (hereinafter "Department") has the authority to order or direct persons subject to RSA Chapter 399-A to cease and desist from RSA Chapter 399-A or any rule or order thereunder.

Pursuant to RSA 399-A:8,II, if any person refuses to obey the Commissioner's order, an action may be brought by the Attorney General on the Commissioner's behalf in any superior court in New Hampshire to enjoin such person from engaging in or continuing such violation or from doing any act or acts in furtherance of such violation. In any such action, an order or judgment may be entered awarding a temporary or permanent injunction, and awarding the Commissioner or the Attorney General or both costs in bringing such action. The court shall have the power to enforce such injunction, in addition to all of the court's customary powers, by imposing a fine not exceeding \$10,000.00 or by imprisonment, or both.

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Pursuant to RSA 399-A:10, I, the Commissioner or the Commissioner's duly authorized representative may at any time, and shall periodically,, with or without notice to the licensee or person, examine the business affairs of any licensee or any other person subject to RSA Chapter 399-A, whether licensed or not, as the Commissioner deems necessary to determine compliance with RSA Chapter 399-A and the rules adopted pursuant to it. In the Commissioner determining compliance, or duly authorized the representative may examine the books, accounts, records, files, and other documents, whether electronically stored or otherwise, and any other matters of any licensee or person. The Commissioner or the duly authorized representative shall have and be given free access to the office and places of business, files, safes, and vaults of all such persons, and shall have authority to require the attendance of any person and to examine him or her under oath relative to such loans or such business or to the subject matter of any examination or investigation and shall have authority to require the

production of books, accounts, papers, and records of such persons.

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Pursuant to RSA 399-A:10, II, every person being examined, and all of the officers, directors, employees, agents, and representatives of such freely available to shall make the Commissioner the Commissioner's examiners the accounts, records, documents, files, information, assets, and matters in their possession or control relating to the subject of the examination and shall facilitate the examination.

Pursuant to RSA 399-A:10, III, those licensees or persons maintain their files and business documents in another state shall appoint a New Hampshire agent and shall return such files and documents to their principal New Hampshire office, the Department, or the office of their New Hampshire agent for examination no later than 21 calendar days after being requested to do so by the Department. When the Commissioner requests a list of New Hampshire consumers who have contracted with the licensee or other similar summary document from a licensee from which to select particular files for review, the licensee shall ensure that the list is received by the Commissioner within 7 calendar days and return the files selected by the Commissioner to the Commissioner within 14 calendar days to ensure compliance with the 21-day requirement. Failure to provide files and documents within the time established by RSA 399-A:10, III shall subject a licensee or person to a fine of \$50.00 per day for each day after 21 days the files and documents are not produced. Failure to provide files and documents within 60 days after being requested to do so by the Department shall be sufficient cause for license revocation, suspension, or denial, or other penalties under RSA Chapter 399-A.

Pursuant to RSA 399-A:10, IV, the Commissioner or the Commissioner's duly authorized representative may investigate at any time any person that the Commissioner reasonably believes is engaged in the business of making small loans, payday loans, or title loans, or participating in such business as principal, agent, broker, or otherwise; or any person who the Commissioner has reasonable cause to believe is violating or is about to violate any provision of RSA Chapter 399-A, or any rule or order thereunder, whether such person shall claim to be within the authority or beyond the scope of RSA Chapter 399-A. Any person not exempt hereunder who shall advertise for, solicit, or hold himself or herself out as willing to make or procure small loans, payday loans, or title loans shall be presumed to be engaged in the business of making such loans.

Pursuant to RSA 399-A:10,V, in any investigation to determine whether any person has violated or is about to violate RSA Chapter 399-A, or any rule or order thereunder, upon the Commissioner's finding that the person violated RSA Chapter 399-A, or any rule or order thereunder, or the person being charged with the violation being found in default, the Commissioner shall be entitled to recover the cost of the investigation, in addition to any other penalty provided for under RSA Chapter 399-A.

Pursuant to RSA 399-A:11,V, if charges in excess of those permitted by RSA Chapter 399-A shall be charged, contracted for, or received except as a result of an accidental or bona fide error the contract of loan shall be void and the lender shall have no right to collect or receive any principal, charges, or recompense whatsoever.

Pursuant to RSA 399-A:16, IV the Commissioner may issue, amend, or

rescind such orders as are reasonably necessary to comply with the provisions of RSA Chapter 399-A.

Pursuant to RSA 399-A:16,VI, the Commissioner may act when the Commissioner finds that such action is necessary or appropriate to the public interest or for the protection of consumers and consistent with the purposes fairly intended by the policy and provisions of Title XXXVI.

Pursuant to RSA 399-A:18,III, the Commissioner has the authority to suspend, revoke or deny any license and to impose administrative penalties of up to \$2,500.00 for each knowing violation of the Commissioner's rules or orders. Each of the acts specified shall constitute a separate violation.

Pursuant to RSA 399-A:18,V, the Commissioner has the authority to suspend, revoke or deny any license and to impose administrative penalties of up to \$2,500.00 for each violation of the provisions of RSA Chapter 399-A. Each of the acts specified shall constitute a separate violation, and each such administrative action or fine may be imposed in addition to any criminal or civil penalties imposed.

Pursuant to RSA 399-A:18,VI, every person who directly or indirectly controls a person liable under this section, every partner, principal executive officer, or director of such person, every person occupying a similar status or performing a similar function, every employee of such person who materially aids in the act constituting the violation, and every licensee or person acting as a common law agent who materially aids in the acts constituting the violation, either knowingly or negligently, may, upon notice and opportunity for hearing, and in addition to any other penalty provided for by law, be subject to suspension, revocation, or denial of any

registration or license, including the forfeiture of any application fee, or an administrative fine not to exceed \$2,500.00 or both. Each of the acts specified shall constitute a separate violation, and such administrative action or fine may be imposed in addition to any criminal or civil penalties imposed. No person shall be liable under RSA 399-A:18,VI who shall sustain the burden of proof that such person did not know, and in the exercise of reasonable care could not have known, of the existence of facts by reason of which the liability is alleged to exist.

Pursuant to RSA 383:10-d, the Commissioner shall investigate conduct that is or may be an unfair or deceptive act or practice under RSA Chapter 358-A and exempt under RSA 358-A:3,I or that may violate any of the provisions of Titles XXXV and XXXVI and administrative rules adopted thereunder. The Commissioner may hold hearings relative to such conduct and may order restitution for a person or persons adversely affected by such conduct.

NOTICE OF RIGHT TO REQUEST A HEARING

The above named Respondents have the right to request a hearing on this Order to Show Cause and Cease and Desist Order, as well as the right to be represented by counsel at each Respondent's own expense. All hearings shall comply with RSA Chapter 541-A. Any such request for a hearing shall be in writing, and signed by the Respondent or the duly authorized agent of the above named Respondent, and shall be delivered either by hand or certified mail, return receipt requested, to the Banking Department, State of New Hampshire, 53 Regional Drive, Suite 200, Concord, NH 03301. Such hearings will be scheduled within 10 days of the Department's receipt of the

request. If a Respondent fails to appear at the hearing after being duly notified, such person shall be deemed in default, and the proceeding may be determined against the Respondent upon consideration of this Order to Show Cause and Cease and Desist Order, the allegations of which may be deemed to be true.

If any of the above named Respondents fails to request a hearing within 30 calendar days of receipt of such order or reach a formal written and executed settlement with the Department within that time frame, then such person shall likewise be deemed in default, and the orders shall, on the thirty-first day, become permanent, and shall remain in full force and effect until and unless later modified or vacated by the Commissioner, for good cause shown.

STATEMENT OF ALLEGATIONS, APPLICABLE LAWS AND REQUEST FOR RELIEF

The <u>Staff Petition</u> dated April 6, 2010 (a copy of which is attached hereto) is incorporated by reference hereto.

ORDER

WHEREAS, finding this action and all resulting findings and orders herein necessary and appropriate and in the public interest, and consistent with the intent and purpose of the New Hampshire banking laws; and

WHEREAS, finding that the allegations contained in the Staff
Petition, if proved true and correct, form the legal basis of the relief
requested;

It is hereby ORDERED, that:

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 Respondents and any and all officers, members, managers, employees, independent contractors, or agents, operating on

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behalf of Respondent Cashforce USA Inc and its successors or assigns (collectively "Cashforce USA") are hereby ordered to cease and desist from violating New Hampshire laws, including RSA Chapter 399-A, or any rule or order under RSA Chapter 399-A;

- 2. Respondent Cashforce USA shall immediately cease taking applications from New Hampshire consumers until such time as Respondent Cashforce USA is properly and actually licensed under RSA Chapter 399-A and a proper and legally compliant contract is formed and approved by the Department pursuant to the Commissioner's August 11, 2009 order.
- 3. Respondent Cashforce USA shall immediately cease running any and all advertisements (including print, television, radio and its own website) geared or directed towards New Hampshire consumers.
- 4. Respondent Cashforce USA shall show cause why penalties in the amount of \$1,345,000.00 should not be imposed against it;
- 5. Respondent Michael M. Melody ("Respondent Melody") shall show cause why penalties in the amount of \$1,350,000.00 should not be imposed against him;
- 6. Respondent Courtney L. Carey ("Respondent Carey") shall show cause why penalties in the amount of \$1,345,000.00 should not be imposed against her;
- 7. The above named Respondents shall show cause why, in

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addition to any penalties listed in Paragraphs 1 through 6, Respondents shall not reimburse/credit each consumer the amounts listed in Attachment 1 to this Order to Show Cause and Cease and Desist Order and Staff Petition, for a minimum total return (which would include partial or full payments Respondent Cashforce USA from the borrower) forgiveness of debt of principal in the amount of \$35,700.00 plus:

- a. Any and all monthly access fees, including but not limited to the following:
 - 1. \$90.00 monthly access for \$250.00 credit line;
 - 2. \$125.00 monthly access for \$350.00 credit line;
 - 3. \$175.00 monthly access for \$500.00 credit line;
 - 4. \$200.00 monthly access fee for \$600.00 credit line;
 - 5. \$225.00 monthly access fee for \$700.00 credit line; and
- b. Any and all interest and/or charges.
- 8. Nothing in this Order to Show Cause and Cease and Desist Order shall prevent the Department from taking any further administrative action under New Hampshire law.
- 9. The above named Respondents shall be jointly and severally liable for the above amounts alleged in Paragraphs 1 through 8 above.
- 10. The above named Respondents shall show cause why, addition to the penalties listed in Paragraphs 1 through 9

1	above, Respondent Cashforce USA's license should not be		
2	revoked;		
3	It is hereby further ORDERED that:		
4	11. Along with the administrative penalties listed for the		
5	above named Respondents, any rescission, restitution or		
6	disgorgement of profits shall be immediately paid; and		
7	12. Failure to request a hearing within 30 days of the date of		
8	receipt or valid delivery of this Order to Show Cause and		
9	Cease and Desist Order shall result in a default judgment		
10	being rendered and administrative penalties imposed upon the		
11	defaulting Respondent(s).		
12	SIGNED,		
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14	Dated: 04/08/10		
15	BANK COMMISSIONER		
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State of New Hampshire Banking Department

(Case No.: 09-130)

In re the Matter of:

(Case No.: 09-130)

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I. STATEMENT OF ALLEGATIONS

The Staff of the Banking Department, State of New Hampshire (hereinafter "Department") alleges the following facts:

Facts Common on All Counts:

- Respondent Cashforce USA Inc (hereinafter "Respondent Cashforce USA") has been licensed with the Department as a New Hampshire Small Loan Lender from at least February 4, 2003.
- 2. Respondent Michael M. Melody (hereinafter "Respondent Melody") is the 100% owner, President and control person of Respondent Cashforce USA.
- 3. Respondent Courtney L. Carey (hereinafter "Respondent Carey") is the Branch Manager and control person of Respondent Cashforce USA.
- 4. During the Department's on-site examination of Respondent

 Cashforce USA on January 5, 2009 and January 30, 2009, Department

Examiners noted a sign posted on the Respondents' building stating that no new loans were available.

- 5. On or about May 6, 2009, after viewing television advertisements from Respondent Cashforce USA offering new loans, the Department was under a good faith understanding that there existed potential violations of RSA Chapter 399-A, including Respondents' previous assertions that no new loans would be offered.
- 6. On May 6, 2009, Department Examiners returned to Respondent Cashforce USA's Keene, New Hampshire principal office to investigate and examine television advertisements aired on a New Hampshire local channel and loans produced since the previous January 2009 examination.
- 7. On August 11, 2009, the Commissioner executed an Order (hereinafter "Commissioner's Order") against Respondent Cashforce USA regarding an open-end line of credit product that included a Revolving Line of Credit (NH) Agreement for the product, entitled "Product Agreement".
- 8. Said Product Agreement produced by Respondent Cashforce USA contemplated lines of credit between \$250.00 and \$700.00 with a monthly access fee that varied depending on the line of credit amount.
- 9. Further, each loan carried a monthly interest rate of 2.5% with an annual interest of 30%.
- 10. The line of credit included monthly access fees and finance charges, and therefore, the Commissioner's Order found that the

APR for Respondent Cashforce USA's Product as executed via the Product Agreement was actually between about 415% (for a \$700.00 line of credit) to 462% (for a \$250.00 line of credit).

- 11. The Commissioner's Order stated the Product was unfair and unethical and mandated that Respondent Cashforce USA offer only credit products that comply with the Commissioner's Order, the Consumer Protection Act, RSA 383:10-d and RSA 399-A:7,I(h).
- 12. The Commissioner's Order further stated that Respondent Cashforce
 USA shall evaluate its credit product pursuant to the
 Commissioner's Order and take all necessary and appropriate steps
 consistent therewith, including but not limited to seeking
 Department approval for any credit products.
- 13. On August 11, 2009, the Department sent the Commissioner's Order to Respondent Cashforce USA, Respondent Melody and Respondent Cashforce USA's registered agent, all via U.S. Certified Mail Return Receipt requested and facsimile. On August 18, 2009, Respondent Carey signed for the ones addressed to Respondent Cashforce USA and Respondent Melody. On August 14, 2009, Respondent Cashforce USA's registered agent signed for the one addressed to him. The facsimiles were sent successfully on August 11, 2009.
- 14. On November 9, 2009, Respondent Cashforce USA was scheduled for a routine examination to be conducted on November 17, 2009.

 However, during the same time period, individual Department examiners noticed Respondent Cashforce USA's television ads

1	airing on at least one New Hampshire local channel, which
2	prompted Department Examiners to review documents onsite.
3	15. During the Department's November 17, 2009 examination, Department
4	Examiners requested a loan list for the past 18 months and
5	reviewed a sample of contracts dated after the Commissioner's
6	Order (after August 11, 2009) to ensure compliance therewith.
7	Violation of 399-A:8-a,I(a) Employing Device, Scheme, or Artifice to
8	Defraud (76 Counts):
9	Violation of 399-A:8-a,I(b) Make Any Untrue Statement of a Material Fact Or
10	To Omit to State a Material Fact (76 Counts):
11	Violation of 399-A:8-a,I(c) Engaging in Any Act or Practice or Course of
12	Business which Operates as a Fraud or Deceit Upon any Person (76 Counts):
13	Violation of 399-A:4,VI Violation Of Commissioner's August 11, 2009 Order
14	(76 Counts):
15	Violation of 399-A:7,I(b) Made False or Misleading Statement to
16	Commissioner (1 Count):
17	Violation of 399-A:7,I(c) Fraudulent Misrepresentations or Concealment of
18	Material Particulars to Borrowers (76 Counts):
19	Violation of 399-A:7,I(h) Dishonest or Unethical Practices in the Conduct
20	of the Business of Making Small Loans (76 Counts):
21	Violation of RSA 399-A:7,I(i) Violation of Commissioner's August 11, 2009
22	Order (76 Counts):
23	16. Paragraphs 1 through 15 are hereby realleged as fully set forth
24	herein.
25	17. The Department's Examiners discovered Respondent Cashforce USA

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had disregarded the Commissioner's Order.

- 18. Respondents willfully and knowingly violated the Commissioner's Order dated August 11, 2009.
- 19. Respondents failed to change or amend the Product Agreement, which was the subject of the Commissioner's Order.
- 20. In fact, all of the same typos appear throughout the Product Agreement in the same locations as the Product Agreement prior to the Commissioner's Order.
- 21. The monthly access fees are still the same, which still create the unfair and unethical APR and therefore, unfair and unethical Product.
- 22. The Product Agreement, in an attempt to mislead and conceal from borrowers the actual cost, indicates the Product Agreement conforms with applicable state and federal law, including RSA Chapter 399-A.
- 23. The above named Respondents never contacted the Department to either request a hearing on the Commissioner's August 11, 2009 Order or to discuss alternative language in the Product Agreement to make it compliant and not unethical or unfair to the New Hampshire consumer.
- 24. Shortly after the Commissioner's August 11, 2009 Order, staff began receiving telephonic communications and began viewing the two commercials on television. The thirty second and sixty second spot commercials began airing on television on October 26, 2009, which prompted an investigation by the Department Examiners into

the content of the advertisement and whether they or the products they advertised violated New Hampshire law under RSA Chapter 399-A.

- 25. In mid-November 2009, the Department's Legal Division, unbeknownst to the Department's Examiners, received a notice of a lawsuit filed against the Department by Respondent Cashforce USA.
- 26. The lawsuit filed by Respondent Cashforce against the Department has since been dismissed due to its failure to exhaust administrative agency avenues prior to filing such a suit.
- 27. As described in Paragraphs 7 through 11 above, since each loan carried a monthly interest rate of 2.5% (with an annual interest of 30%), monthly access fees and finance charges, the APR for Respondent Cashforce USA's Product as executed via the Product Agreement was actually between 415% (for a \$700.00 line of credit) to 462% (for a \$250.00 line of credit).
- 28. Department licensees, pursuant to RSA Chapter 399-A, can only collect principal, charges or recompense on pre-existing lawful contracts.
- 29. Since the actual charges to the borrowers are in excess of those permitted under RSA Chapter 399-A and the Commissioner's Order of August 11, 2009, the contracts are void and the above named Respondents shall have no right to collect or receive any principal, charges, or recompense whatsoever.
- 30. Therefore, Consumers 1 through 76 are entitled to reimbursement or credit for the amounts borrowed, which would include

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- 34. On March 1, 2010, the Department emailed Respondent Melody against stating that the Department has been unable to communicate with him and to ask him to please respond. The Department subsequently received an "Out of Office AutoReply" stating Respondent Melody would be out of the office from February 17th to March 3rd.
- 35. On March 4, 2010, the Department again emailed Respondent Melody to request he call the Department. Respondent Melody responded the same day, stating to address all questions to his attorney, John Kalled.
- 36. On March 12, 2010, the Department spoke with Attorney John Kalled. Respondent Kalled indicated Respondent Cashforce was no longer in business, but did not have specific details.
- 37. The Department sent an email to Attorney John Kalled requesting information, including a loan list, list of investors, and an explanation of how the loans were being serviced.
- 38. On March 23, 2010, the Department emailed Attorney John Kalled stating that the material has not been provided.
- 39. On March 23, 2010, Attorney John Kalled responded to the Department's email by stating on March 12, 2010 "I surrendered CashForce's Small Lender license to your department. Accordingly, the company is no longer writing loans."
- 40. Attorney John Kalled, in the same March 23, 2010 email, indicated

 Respondent Cashforce is "only collecting repayment on loans

 previously written. To my knowledge, borrowers contact the

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company their Keene location."

- 41. On March 24, 2010, the Department, via an email to Attorney John Kalled, requested more information and again requested the missing information. The Department also included a link to the surrender forms that the above named Respondents were required to submit to the Department.
- 42. On March 25, 2010, Attorney John Kalled's responded that the message was forwarded to his client.
- 43. To date, the Department has not received a loan list or other requested documentation from the examination.

Violation of RSA 399-A:4, VIII(a) Failure to Timely Surrender Physical License (1 Count):

Violation of RSA 399-A:4, VIII(b) Failure to Properly Surrender (1 Count):

- 44. Paragraphs 1 through 44 are hereby realleged as fully set forth herein.
- 45. On March 12, 2010, Attorney John Kalled, via a telephone conference, informed the Department that Respondent Cashforce had stopped doing business and Respondent Cashforce had provided him the physical license to surrender.
- 46. Attorney John Kalled informed the Department via a March 23, 2010 email that he had surrendered Respondent Cashforce's license and Respondent Cashforce had ceased taking new clients.
- 47. On March 24, 2010, the Department responded to Attorney John Kalled that it did not receive any surrender documentation and provided a link to blank copies of such surrender forms.

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- 48. On March 24, 2010, Attorney John Kalled indicated the license had been returned and mailed to the Department again.
- 49. On March 25, 2010, pursuant to the Department's request for clarification of the document(s) mailed to the Department,

 Attorney John Kalled indicated only the paper license was returned.
- 50. On March 29, 2010, the Department received the paper license.
- 51. On March 29, 1010, the Department's Licensing Division mailed a letter to Attorney John Kalled explaining what documents were necessary for surrender of a Department license.
- 52. The above named Respondents statutorily had until March 27, 2010

 (15 days from March 12, 2010 telephone conference John Kalled) to surrender the physical license to the Department. The above named Respondents failed to do so in a timely manner, since the Department received the physical license on March 29, 2010.
- 53. To date, the above named Respondents have not properly surrendered Respondent Cashforce's Department Small Loan Lender license.

Violation of RSA 399-A:10, II Failure to Pay Cost of Examination (1 Count):

- 54. Paragraphs 1 through 54 are hereby realleged as fully set forth herein.
- 55. On January 12, 2010, the Department issued Respondent Cashforce an examination invoice for \$5,010.00 for a six (6) day examination.
- 56. On March 12, 2010, the Department reminded Attorney John Kalled

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that the examination fee was still outstanding.

- 57. In the March 23, 2010 email to the Department, Attorney John Kalled inquired about payment options available for his client.
- 58. In a March 24, 2010 email to Attorney John Kalled, the Department indicated no payment options were available.
- 59. To date, the Department has not received the \$5,010.00 payment for the six (6) day examination.

II. ISSUES OF LAW

The staff of the Department alleges the following issues of law:

- The Department realleges the above stated facts in Paragraphs 1 through 60 as fully set forth herein.
- 2. Pursuant to RSA 399-A:1,XIV, a small loan means a closed-end loan in the amount of \$10,000.00 or less or an open-end loan with a line of credit of \$10,000.00 or less, and where the lender contracts for, exacts or receives, directly or indirectly, or where the borrower pays for, directly or indirectly in connection any such loan any charges, whether for examination, commission, compensation, service, brokerage, endorsement fees, other fees, consideration, expense otherwise, which in the aggregate are greater than 10 percent per annum except for the lawful fees, if any, actually necessarily paid out by the lender to any public officer, for filing or recording in any public office any instrument securing such loan and except for the reasonable costs, charges, and expenses, including court costs, actually incurred in connection

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with a repossession of the security or an actual sale of the security.

- 3. The Department has jurisdiction over the licensing and regulation of persons engaged in small loan lending activities pursuant to NH RSA 399-A:2 and RSA 399-A:11.
- 4. RSA 399-A:2,V provides that any person who willfully violates any provisions of RSA Chapter 399-A:8-a,I shall be guilty of a class B felony. Each of the acts specified shall constitute a separate offense and a prosecution or conviction for any one of such offenses shall not bar prosecution or conviction of any other offense.
- 5. RSA 399-A:4, VI provides that persons subject to or licensed by RSA Chapter 399-A shall abide by the laws, rules, orders of the State of New Hampshire, as well as federal laws. Any violation of such laws, rules or orders is a violation of RSA Chapter 399-A. Each of the above named Respondents violated this statute on at least seventy-six (76) occasions as alleged above.
- 6. RSA 399-A:4, VIII(a) provides that a licensee who ceases to engage in the business of a small loan lender, payday loan lender, or title loan lender at any time during a license year for any including but not limited to bankruptcy, cause, license or voluntary dissolution, shall license in person or by registered or certified mail to the Commissioner within 15 calendar days of such cessation. Each of the above named Respondents violated this provision on at least

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- 7. RSA 399-A:4, VIII(b) provides that withdrawal of the surrendered license becomes effective 30 days after receipt of the license by the Commissioner or within such shorter period of time as the Commissioner may determine, unless a revocation or suspension proceeding is pending when the withdrawal is filed or proceeding to revoke, suspend, or to impose conditions upon the withdrawal is instituted within 30 days after the license is If a proceeding is pending surrendered. or withdrawal becomes effective at such time and upon conditions as the Commissioner by order determines. proceeding is pending or instituted and withdrawal automatically becomes effective, the Commissioner may nevertheless institute a revocation or suspension proceeding under RSA 399-A:7 within one year after withdrawal became effective and may enter a revocation or suspension order of the last date on which the license was effective. Each of the above named Respondents violated this provision on at least one (1) occasion as alleged above.
- 8. RSA 399-A:4,XII provides that any officer, owner, manager or agent of any licensee and any person controlling or having a contract under which he or she has a right to control such a licensee, whether exclusively or otherwise, and any person with executive authority over or in charge of any segment of such a licensee's affairs, shall reply promptly in writing, or in other designated form, to any written inquiry from the Commissioner

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requesting a reply. The Commissioner may require that any communication made to him or her under RSA 399-A:4 be verified. Respondent Melody violated this provision on at least two (2) occasions as alleged above.

9. RSA 399-A:7,I provides that the Commissioner may by order, upon due notice and opportunity for hearing, assess penalties or deny, suspend, or revoke any license or application if it is in the public interest and applicant, respondent, or licensee, partner, member, officer or director, any person occupying a similar status or performing similar functions, or any person directly or indirectly controlling the applicant, respondent or inter alia, (b) licensee has, made a false or misleading statement to the Commissioner or in any reports to Commissioner; (c) has made fraudulent misrepresentations, or has circumvented or concealed, through whatever subterfuge or device, any of the material particulars or the nature thereof required to be stated or furnished to a borrower under the provisions of RSA Chapter 399-A...; (h) has engaged in dishonest or unethical practices in the conduct of the business of making small loans; (i) has violated RSA Chapter 399-A or any rule thereunder or has violated applicable federal laws or rules thereunder...; and/or among other factors, (k) should not licensed for other good cause shown. Each of the above named Respondents violated subparagraph (b) on at least one occasion and subparagraphs (c), (h) and (i) on at least seventy-

six (76) occasions as alleged above.

- 10. RSA 399-A:7,II provides that the Commissioner has the authority to issue an order to show cause why license revocation and penalties for violations of New Hampshire Banking laws should not be imposed.
- 11. RSA 399-A:7,VI provides that no revocation, suspension, or surrender of any license shall impair or affect the obligation of any pre-existing lawful contract between the licensee and any obligors, and such contracts and all lawful charges thereon may be collected by the licensee, its successors, and assigns.
- 12. RSA 399-A:8,I provides that the Department has the authority to order or direct persons subject to RSA Chapter 399-A to cease and desist from violating RSA Chapter 399-A or any rule or order thereunder.
- 13. RSA 399-A:8, II provides that if any person refuses to obey the Commissioner's order, an action may be brought by the Attorney General on the Commissioner's behalf in any superior court in New Hampshire to enjoin such person from engaging in or continuing such violation or from doing any act or acts in furtherance of such violation. In any such action, an order or judgment may be entered awarding a temporary or permanent injunction, and awarding the Commissioner or the Attorney General or both costs in bringing such action. The court shall have the power to enforce such injunction, in addition to all of the court's customary powers, by imposing a fine not exceeding \$10,000.00 or

- 14. RSA 399-A:8-a,I(a) provides that it is unlawful for any person, in connection with the solicitation, offer, or closing of a loan, directly or indirectly to employ any device, scheme, or artifice to defraud. Each of the above named Respondents violated this statute on at least seventy-six (76) occasions as alleged above.
- 15. RSA 399-A:8-a,I(b) provides it is unlawful for any person, in connection with the solicitation, offer, or closing of a loan, directly or indirectly to make any untrue statement of a material fact or to omit to state a material fact necessary in order to make the statements made, in light of the circumstances under which they are made, not misleading. Each of the above named Respondents violated this statute on at least seventy-six (76) occasions as alleged above.
- 16. RSA 399-A:8-a,I(c) provides that it is unlawful for any person, in connection with the solicitation, offer, or closing of a loan, directly or indirectly to engage in any act, practice, or course of business which operates or would operate as a fraud or deceit upon any person. Each of the above named Respondents violated this statute on at least seventy-six (76) occasions as alleged above.
- 17. RSA 399-A:10,I provides that the Commissioner or the Commissioner's duly authorized representative may at any time, and shall periodically,, with or without notice to the licensee or person, examine the business affairs of any licensee or any

other person subject to RSA Chapter 399-A, whether licensed or not, as the Commissioner deems necessary to determine compliance with RSA Chapter 399-A and the rules adopted pursuant to it. In determining compliance, the Commissioner or the duly authorized representative may examine the books, accounts, records, files, and other documents, whether electronically stored or otherwise, and any other matters of any licensee or person. The Commissioner or the duly authorized representative shall have and be given free access to the office and places of business, files, safes, and vaults of all such persons, and shall have authority to require the attendance of any person and to examine him or her under oath relative to such loans or such business or to the subject matter of any examination or investigation and shall have authority to require the production of books, accounts, papers, and records of such persons.

- 18. RSA 399-A:10,II provides that every person being examined, and all of the officers, directors, employees, agents, and representatives of such person shall make freely available to the Commissioner or the Commissioner's examiners the accounts, records, documents, files, information, assets, and matters in their possession or control relating to the subject of the examination and shall facilitate the examination. Each of the above named Respondents violated this provision on at least two (2) occasions as alleged above.
- 19. RSA 399-A:10, III provides that those licensees or persons that

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maintain their files and business documents in another state shall appoint a New Hampshire agent and shall return such files and documents to their principal New Hampshire office, Department, or the office of their New Hampshire agent for examination no later than 21 calendar days after being requested to do so by the Department. When the Commissioner requests a list of New Hampshire consumers who have contracted with the licensee or other similar summary document from a licensee from which to select particular files for review, the licensee shall ensure that the list is received by the Commissioner within 7 calendar days and return the files selected by the Commissioner to the Commissioner within 14 calendar days to ensure compliance with the 21-day requirement. Failure to provide files and documents within the time established by RSA 399-A:10, III shall subject a licensee or person to a fine of \$50.00 per day for each day after 21 days the files and documents are not produced. Failure to provide files and documents within 60 days after being requested to do so by the Department shall be sufficient cause for license revocation, suspension, or denial, or other penalties under RSA Chapter 399-A. Each of the above named Respondents violated this provision on at least one (1) occasion as alleged above.

20. RSA 399-A:10,IV provides that the Commissioner or the Commissioner's duly authorized representative may investigate at any time any person that the Commissioner reasonably believes is

engaged in the business of making small loans, payday loans, or title loans, or participating in such business as principal, agent, broker, or otherwise; or any person who the Commissioner has reasonable cause to believe is violating or is about to violate any provision of RSA Chapter 399-A, or any rule or order thereunder, whether such person shall claim to be within the authority or beyond the scope of RSA Chapter 399-A. Any person not exempt hereunder who shall advertise for, solicit, or hold himself or herself out as willing to make or procure small loans, payday loans, or title loans shall be presumed to be engaged in the business of making such loans.

- 21. RSA 399-A:10,V provides that in any investigation to determine whether any person has violated or is about to violate RSA Chapter 399-A, or any rule or order thereunder, upon the Commissioner's finding that the person violated RSA Chapter 399-A, or any rule or order thereunder, or the person being charged with the violation being found in default, the Commissioner shall be entitled to recover the cost of the investigation, in addition to any other penalty provided for under RSA Chapter 399-A.
- 22. RSA 399-A:11,V provides that if charges in excess of those permitted by RSA Chapter 399-A shall be charged, contracted for, or received except as a result of an accidental or bona fide error the contract of loan shall be void and the lender shall have no right to collect or receive any principal, charges, or recompense whatsoever.

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- 23. RSA 399-A:16,IV provides that the Commissioner may issue, amend, or rescind such orders as are reasonably necessary to comply with the provisions of RSA Chapter 399-A.
- 24. RSA 399-A:16,VI provides that Commissioner may act when the Commissioner finds that such action is necessary or appropriate to the public interest or for the protection of consumers and consistent with the purposes fairly intended by the policy and provisions of Title XXXVI.
- 25. RSA 399-A:18,I provides that any person and the several members, officers, directors, agents, and employees thereof who shall knowingly violate any provision of RSA Chapter 399-A, shall be guilty of a misdemeanor if a natural person, or guilty of a felony if any other person.
- 26. RSA 399-A:18, III provides that the Commissioner has the authority to suspend, revoke or deny any license and to impose administrative penalties of up to \$2,500.00 for each knowing violation of the Commissioner's rules or orders. Each of the acts specified shall constitute a separate violation.
- 27. RSA 399-A:18,V provides that the Commissioner has the authority suspend, deny license to revoke or any and impose administrative penalties of up to \$2,500.00 for each knowing violation of the provisions of RSA Chapter 399-A, forfeiture of any application fees. Each of the acts specified constitute separate violation, shall а and each administrative action or fine may be imposed in addition to any

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29. RSA 383:10-d provides that the Commissioner shall investigate conduct that is or may be an unfair or deceptive act or practice under RSA Chapter 358-A and exempt under RSA 358-A:3,I or that may violate any of the provisions of Titles XXXV and XXXVI and

administrative rules adopted thereunder. The Commissioner may hold hearings relative to such conduct and may order restitution for a person or persons adversely affected by such conduct.

III. RELIEF REQUESTED

The staff of the Department requests the Commissioner take the following action:

- 1. Pursuant to RSA 399-A:7,I and RSA 399-A:16,IV, find this action and all resulting findings and orders herein necessary and appropriate and in the public interest, and consistent with the intent and purposes of the New Hampshire banking laws;
- Find that the allegations contained in the Staff Petition, are true and correct and form the legal basis of the relief requested;
- Find as fact the allegations contained in section I of this Staff
 Petition;
- 4. Make conclusions of law relative to the allegations contained in section II of this Staff Petition;
- 5. Pursuant to RSA 399-A:8,I, order the above named Respondents and any and all officers, members, managers, employees, independent contractors, or agents, operating on behalf of Respondent Cashforce USA Inc and its successors or assigns (collectively "Cashforce USA") to cease and desist from violating New Hampshire laws, including RSA Chapter 399-A, or any rule or order under RSA Chapter 399-A;
- 6. Pursuant to RSA 399-A:8,I, order the above named Respondents to

cease taking applications from New Hampshire consumers until such time as Respondent Cashforce USA is properly and actually licensed under RSA Chapter 399-A and a proper and legally compliant contract is formed and approved by the Department pursuant to the Commissioner's August 11, 2009 order;

- 7. Pursuant to RSA 399-A:7,II, order each of the above named Respondents to show cause why their license should not be revoked;
- 8. Pursuant to RSA 399-A:11,V, order Respondents to return or credit any principal, charges or recompense to each of the 76 borrowers who obtained lines of credit through the Product Agreement;
- 9. Assess fines and administrative penalties in accordance with RSA 399-A:18, II and III for violations of RSA Chapter 399-A, in the number and amount equal to the violations set forth in section II of this Staff Petition; and
- 10. Take such other administrative and legal actions as necessary for enforcement of the New Hampshire Banking Laws, the protection of New Hampshire citizens, and to provide other equitable relief.

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IV. RIGHT TO AMEND The Department reserves the right to amend this Staff Petition and to request that the Commissioner take additional administrative action. Nothing herein shall preclude the Department from bringing additional enforcement action under RSA Chapter 399-A or the regulations thereunder. Respectfully submitted by: /s/ 04/06/10 Maryam Torben Desfosses Date Hearings Examiner

ATTACHMENT 1 TO THE ORDER TO SHOW CAUSE AND CEASE AND DESIST ORDER RE:

CASHFORCE USA INC, ET AL.

DOCKET #09-130

The Department hereby presents the following list of Consumers who are entitled to a return of monies paid or a credit for money owed as related to small loans taken after August 11, 2009 that did not comply with the Commissioner's August 11, 2009 Order against Respondent Cashforce USA:

CONSUMER NUMBER	DATE OF TRANSACTION	AMOUNT OF LOAN
1	09/24/09	\$300.00
2	09/25/09	\$500.00
3	09/25/09	\$600.00
4	09/25/09	\$350.00
5	09/25/09	\$600.00
6	09/28/09	\$350.00
7	09/29/09	\$500.00
8	09/30/09	\$700.00
9	10/01/09	\$500.00
10	10/06/09	\$500.00
11	10/07/09	\$250.00
12	10/26/09	\$700.00
13	10/26/09	\$700.00
14	10/26/09	\$250.00
15	10/26/09	\$500.00
16	10/27/09	\$700.00

1	17	10/27/09	\$350.00
2	18	10/27/09	\$700.00
3	19	10/27/09	\$350.00
4	20	10/27/09	\$350.00
5	21	10/28/09	\$700.00
6	22	10/28/09	\$250.00
7	23	10/29/09	\$350.00
8	24	10/29/09	\$350.00
9	25	10/29/09	\$250.00
10	26	10/29/09	\$250.00
11	27	10/30/09	\$700.00
12	28	10/30/09	\$700.00
13	29	10/30/09	\$350.00
14	30	10/30/09	\$350.00
15	31	11/02/09	\$700.00
16	32	11/02/09	\$700.00
17	33	11/03/09	\$250.00
18	34	11/03/09	\$600.00
19	35	11/03/09	\$350.00
20	36	11/03/09	\$600.00
21	37	11/03/09	\$250.00
22	38	11/03/09	\$250.00
23	39	11/05/09	\$250.00
24	40	11/05/09	\$600.00
25	41	11/05/09	\$350.00

1	42	11/05/09	\$250.00
2	43	11/05/09	\$500.00
3	44	11/05/09	\$500.00
4	45	11/09/09	\$350.00
5	46	11/09/09	\$500.00
6	47	11/09/09	\$500.00
7	48	11/09/09	\$700.00
8	49	11/10/09	\$500.00
9	50	11/10/09	\$600.00
10	51	11/10/09	\$500.00
11	52	11/10/09	\$500.00
12	53	11/10/09	\$250.00
13	54	11/11/09	\$500.00
14	55	11/11/09	\$700.00
15	56	11/11/09	\$700.00
16	57	11/12/09	\$350.00
17	58	11/12/09	\$500.00
18	59	11/12/09	\$250.00
19	60	11/12/09	\$250.00
20	61	11/12/09	\$250.00
21	62	11/12/09	\$700.00
22	63	11/13/09	\$600.00
23	64	11/13/09	\$700.00
24	65	11/13/09	\$250.00
25	66	11/13/09	\$500.00

1	67	11/15/09	\$500.00
2	68	11/16/09	\$350.00
3	69	11/16/09	\$700.00
4	70	11/16/09	\$250.00
5	71	11/16/09	\$500.00
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	72	11/16/09	\$700.00
7	73	11/16/09	\$250.00
8	74	11/16/09	\$350.00
9	75	11/16/09	\$700.00
10	76	11/16/09	\$500.00