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CONSENT ORDER C-06-195-07-SC01 Merit Financial, Inc., and Scott David Greenlaw

STATE OF WASHINGTON DEPARTMENT OF FINANCIAL INSTITUTIONS DIVISION OF CONSUMER SERVICES

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

MERIT FINANCIAL, INC., and SCOTT DAVID GREENLAW, Chief Executive Officer, Owner, and Designated Broker,

Respondents.

NO. C-06-195-08-CO01

CONSENT ORDER

COMES NOW the Director of the Department of Financial Institutions (Director), through his designee

Deborah Bortner, Division Director, Division of Consumer Services, and Merit Financial, Inc., (hereinafter

Respondent Merit Financial), and Scott David Greenlaw, Chief Executive Officer, Owner, and Designated Broker

(hereinafter Respondent Greenlaw), by and through attorney Donald A. Bailey, and finding that the issues raised

in the captioned matter may be economically and efficiently settled, agree to the entry of this Consent Order. This

Consent Order is entered pursuant to chapter 19.146 of the Revised Code of Washington (RCW) and RCW

34.05.060 of the Administrative Procedure Act based on the following:

AGREEMENT AND ORDER

The Department of Financial Institutions, Division of Consumer Services (Department) and Respondents have agreed upon a basis for resolution of the matters alleged in Statement of Charges No. C-06-195-07-SC01 (Statement of Charges), entered December 28, 2007, (copy attached hereto). Pursuant to chapter 19.146 RCW, the Mortgage Broker Practices. Act (Act) and RCW 34.05.060 of the Administrative Procedure Act, Respondents hereby agree to the Department's entry of this Consent Order and further agree that the issues raised in the above captioned matter may be economically and efficiently settled by entry of this Consent Order. The parties intend this Consent Order to fully resolve the Statement of Charges. Respondents are agreeing not to contest the Statement of Charges in consideration of the terms of this Consent Order.

DEPARTMENT OF FINANCIAL INSTITUTIONS
Division of Consumer Services
150 Israel Rd SW
PO Box 41200
Olympia, WA 98504-1200
(360) 902-8703

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> CONSENT ORDER C-06-195-07-SC01 Merit Financial, Inc., and

Scott David Greenlaw

Based upon the foregoing:

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

- B. Waiver of Hearing. It is AGREED that Respondents have been informed of the right to a hearing before an administrative law judge, and that they have waived their right to a hearing and any and all administrative and judicial review of the issues raised in this matter, or of the resolution reached herein.

 Accordingly, Respondents agree to withdraw their appeal and to inform the Office of Administrative Hearings in writing of their withdrawal.
- C. Prohibition from Industry. It is AGREED that Respondent Merit Financial is prohibited from participating in the conduct of the affairs of any mortgage broker licensed by the Department or subject to licensure or regulation by the Department or any mortgage broker exempt from Washington law under RCW 19.146.020(1)(e) or (g) for five years from the date of entry of this Consent Order in any capacity, including but not limited to: (1) any financial capacity whether active or passive, or (2) as an officer, director, principal, designated broker, employee, or loan originator, or (3) any management, control, oversight or maintenance of any trust account(s) in any way related to any residential mortgage transaction, or (4) receiving, disbursing, managing or controlling in any way, consumer trust funds in any way related to any residential mortgage transaction.
- Department for a license to conduct business as a mortgage broker or a designated broker for five years from the date of this Consent Order. It is further AGREED that, should Respondent Greenlaw apply to the Department for a mortgage broker or designated broker license at any time later than five years from the date of entry of this Consent Order, Respondent Greenlaw shall be required to meet any and all application requirements in effect at that time.
- E. License Application Withdrawal. It is AGREED that Respondent Greenlaw's license to conduct business as a Loan Originator, received by the Department on or about June 19, 2007, is withdrawn and the related

licensing fee shall not be refunded. It is further AGREED that Respondent Greenlaw may reapply for a license to conduct business as a loan originator, and that the Department shall not use the facts from this case to determine whether a loan originator license shall be issued. Respondent Greenlaw understands and AGREES that nothing in this Consent Order shall alter or affect the statutory requirements to obtain a loan originator license, and that this Consent Order specifically does not guarantee that a loan originator license shall be issued.

- F. Investigation Fee. It is AGREED that Respondents shall pay to the Department an investigation fee of \$1,555.24, in the form of a cashier's check made payable to the "Washington State Treasurer," upon entry of this Consent Order.
- G. Authority to Execute Order. It is AGREED that the undersigned Respondents have represented and warranted that they have the full power and right to execute this Consent Order on behalf of the parties represented.
- H. Non-Compliance with Order. It is AGREED that Respondents understand that failure to abide by the terms and conditions of this Consent Order may result in further legal action by the Director. In the event of such legal action, Respondents may be responsible to reimburse the Director for the cost incurred in pursuing such action, including but not limited to, attorney fees.
- I. Voluntarily Entered. It is AGREED that the undersigned Respondents have voluntarily entered into this Consent Order, which is effective when signed by the Director's designee.
- J. Completely Read, Understood, and Agreed. It is AGREED that Respondents have read this Consent Order in its entirety and fully understand and agree to all of the same.

RESPONDENTS:

Merit Financial, Inc.

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Chief Executive Officer

1/26/2608

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1	Scott David Greenlaw Date		
3	Individually		
4			
5	Donald A. Bailey, WSBA #12289		
6	Donald A. Bailey, WSBA #12289 Attorney at Law		
7	Attorney for Respondent Greenlaw		
8	DO NOT WRITE BELOW THIS LINE		
9	THIS ORDER ENTERED THIS 3 rd DAY OF JUNE, 2008.		
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11	Ralbal		
12	DEBORAH BORTNER		
12	Director		
13	Division of Consumer Services Department of Financial Institutions		
14	Department of T maneral institutions		
	Presented by:		
15	CHANGE AL		
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17	I When		
	STÉVEN C. SHERMAN		
18	Financial Legal Examiner		
19	Approved by:		
	Approved by:		
20			
21	former K. Trusseltick		
	JAMES R. BRUSSELBACK Unforcement Chief		
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25	CONCENT OR DED		

CONSENT ORDER C-06-195-07-SC01 Merit Financial, Inc., and Scott David Greenlaw DEPARTMENT OF FINANCIAL INSTITUTIONS
Division of Consumer Services
150 Israel Rd SW
PO Box 41200
Olympia, WA 98504-1200
(360) 902-8703

STATE OF WASHINGTON DEPARTMENT OF FINANCIAL INSTITUTIONS DIVISION OF CONSUMER SERVICES

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

MERIT FINANCIAL, INC., and SCOTT DAVID GREENLAW, Chief Executive Officer, Owner, and NO. C-06-195-07-SC01

STATEMENT OF CHARGES and NOTICE OF INTENTION TO ENTER AN ORDER TO DENY LICENSE APPLICATION, PROHIBIT FROM INDUSTRY, COLLECT ANNUAL ASSESSMENT, ORDER RESTITUTION, IMPOSE FINE, AND **COLLECT INVESTIGATION FEE**

Respondents.

INTRODUCTION

Pursuant to RCW 19.146.220 and RCW 19.146.223, the Director of the Department of Financial Institutions of the State of Washington (Director) is responsible for the administration of chapter 19.146 RCW, the Mortgage Broker Practices Act (Act). After having conducted an investigation pursuant to RCW 19.146.235 and RCW 19.146.310, and based upon the facts available as of the date of this Statement of Charges, the Director, through his designee, Division of Consumer Services Director Deborah Bortner, institutes this proceeding and finds as follows:

I. FACTUAL ALLEGATIONS

Merit Financial, Inc. (Respondent Merit) was licensed by the Department of Financial Institutions of the State of Washington (Department) to conduct business as a mortgage

References to RCW 19.146 are to the 2006 version unless noted otherwise.

STATEMENT OF CHARGES C-06-195-07-SC01 Merit Financial, Inc., and Scott David Greenlaw

broker on September 28, 2001.	Respondent Merit surrendered its mortgage l	broker license on or about
October 13, 2006.		

- B. Scott David Greenlaw (Respondent Greenlaw) was Chief Executive Officer, 100% Owner, and Designated Broker of Respondent Merit. Respondent Greenlaw was named Designated Broker of Respondent Merit on September 28, 2001, and continued as Designated Broker until the surrender of Respondent Merit's mortgage broker license on or about October 13, 2006. Thereafter, Respondent Greenlaw submitted an application to the Department for a loan originator license under Loan Network, LLC, a mortgage broker licensed under the Act. The on-line application was received by the Department on or about June 19, 2007.
- 1.2 Failure to Pay Annual Assessment. An annual assessment fee for each license was due to the Department no later than the last business day of the original month of licensing for the year then ended. To date, the Department has not received payment of the annual assessment of \$530.86 for the year ended September 30, 2006.
- 1.3 Failure to Maintain Surety Bond. On July 25, 2006, the Department received notice from Liberty Mutual Insurance Company that Respondent Merit's surety bond would be cancelled, effective August 29, 2006. Respondents failed to notify the Department of the cancellation of the surety bond, and failed to provide a required replacement surety bond prior to surrendering their mortgage broker license on or about October 13, 2006.
- 1.4 Failure to Submit Continuing Education Certificate. A certificate of satisfactory completion of an approved continuing education course by a licensee's Designated Broker is due to the Department no later than the last business day of the original month of licensing for the year then ended. To date, the Department has not received the required certificate from Respondents for Respondent Greenlaw for the year ended September 30, 2006.

1.5 Failure to Timely Respond to Directives. On July 25, 2006, the Department received a notice from the surety bond provider for Respondents Merit and Greenlaw reporting that Respondents' surety bond had been cancelled. On July 26, 2006, the Department issued a Directive to Respondent Greenlaw directing him to provide a replacement bond or an office closure form no later than August 10, 2006. Respondent Greenlaw did not provide a replacement bond or an office closure form by the due date, and did not otherwise respond to the Directive other than to file a closure form on October 13, 2006.

On October 12, 2006, the Department issued a Directive to Respondents Merit and Greenlaw under complaint 20912 directing Respondent Greenlaw to complete a questionnaire related to the complaint and return it to the Department no later than October 27, 2006. Respondent Greenlaw did not return the completed questionnaire by the due date. As a result, the Department was compelled to issue a subpoena on December 7, 2006, directing Respondent Greenlaw to submit the completed questionnaire no later than December 17, 2006. Respondent Greenlaw, however, did not complete the questionnaire until April 20, 2007, and it was finally received by the Department on April 24, 2007.

On December 29, 2006, the Department issued a Directive to Respondent Greenlaw under complaint 20751 directing Respondent Greenlaw to complete a questionnaire related to the complaint and return it to the Department no later than January 13, 2007. Respondent Greenlaw did not return the completed questionnaire until January 22, 2007.

On March 21, 2007, the Department issued a Directive to Respondent Greenlaw under complaint 21194 directing Respondent Greenlaw to provide a copy of specified loan file no later than April 5, 2007. Respondent Greenlaw's response, dated April 20, 2007, was not received by the Department until April 24, 2007.

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1.6 Failure to Notify Department of Significant Developments. As stated in paragraph 1.3,Respondents failed to notify the Department of the cancellation of Respondents' surety bond.

1.7 Prohibited Acts.

A. Failure to Pay Third-Party Providers. Between January 1, 2006, and March 31, 2006, employees of Respondents Merit and Greenlaw ordered at least six (6) appraisals from JBI Real Estate Services. The services were performed and invoices totaling \$2,525 were submitted to Respondents on or before March 28, 2006, but the invoices were not paid.

On or about March 8, 2006, an employee of Respondents Merit and Greenlaw ordered an appraisal from Phillips Appraisal Service. The services were performed and an invoice in the amount of \$450 was submitted to Respondents on or about April 5, 2006, but the invoice was not paid.

On or about February 20, 2006, an employee of Respondents Merit and Greenlaw ordered an appraisal from Wisdom Appraisals, Inc. The services were performed and an invoice in the amount of \$225 was submitted to Respondents on or about March 1, 2006, but the invoice was not paid.

Between June 1, 2005, and May 30, 2006, employees of Respondents Merit and Greenlaw ordered at least four (4) appraisals from Appraisal Quick. The services were performed and invoices totaling \$1,000 were submitted to Respondents on or before May 31, 2006, but the invoices were not paid.

Between May 1, 2005, and December 31, 2005, employees of Respondents Merit and Greenlaw ordered at least six (6) appraisals from First Appraisal, LLC. The services were performed and invoices totaling \$2,700 were submitted to Respondents on or before May 31, 2006, but the invoices were not paid.

On or about April 20, 2006, an employee of Respondents Merit and Greenlaw ordered an appraisal from Ashcroft Appraisals. The services were performed and an invoice in the amount of \$425 was submitted to Respondents on or about April 22, 2006, but the invoice was not paid.

On or about September 8, 2005, an employee of Respondents Merit and Greenlaw ordered an appraisal from Ray Appraisal Service. The services were performed and an invoice in the amount of \$400 was submitted to Respondents, but the invoice was not paid.

- B. Failure to Make Disclosures (Complaint 19920). On July 14, 2005, Respondents' employee took a loan application from a borrower for the refinance of the borrower's residence. A Good Faith Estimate (GFE) was provided to the borrower and disclosed a 2% loan origination fee, a 2% loan discount fee, and a \$550 Administration Fee would be paid to the lender. The GFE did not specify any fees inuring to the benefit of Respondents. At closing, however, Respondents submitted a broker demand requesting to be paid the 2% loan origination fee and the 2% loan discount fee, as well as a processing fee of \$500. The lender's loan submission form, however, stated that Respondents were to receive a loan origination fee of 4%, which would be \$10,370. The final HUD 1 settlement statement confirms that Respondents received a loan origination fee of \$10,370 and a processing fee of \$500. At no time, however, did Respondents disclose to the borrower that Respondents would be receiving fees totaling \$10,870.
- 1.8 Failure to Properly Maintain Records. On or about October 13, 2006, Respondent Greenlaw surrendered Respondents' mortgage broker license and submitted a closure form. The closure form identified Iron Mountain in Kent, Washington, as the location where records would be stored, and identified Respondent Greenlaw as the only person authorized to respond to complaints related to Merit Financial. On January 22, 2007, the Department issued a Directive to Respondent Greenlaw requiring Respondent to provide copies of a loan file related to complaint 21417. On

February 1, 2007, the Department was notified by an attorney representing Respondent Greenlaw that Respondent Greenlaw had not paid the storage fee to Iron Mountain and was, as a result, unable to obtain the required records. On March 21, 2007, the Department issued a Directive to Respondent Greenlaw requiring Respondent to provide copies of a loan file related to complaint 21194. On April 24, 2007, the Department received a letter from Respondent Greenlaw stating that he was still unable to obtain records from Iron Mountain.

1.9 On-Going Investigation. The Department's investigation into the alleged violations of the Act by Respondents continues to date.

II. GROUNDS FOR ENTRY OF ORDER

- 2.1 Requirement to Pay Annual Assessment. Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.228(1), WAC 208-660-060(3), and WAC 208-660-061 for failing to pay to the Director an annual assessment fee no later than the last business day of the month in which the anniversary date of the issuance of the mortgage broker's license occurs.
- 2.2 Requirement to Maintain Surety Bond. Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.205(4)(a) and WAC 208-660-080(1) for failing to file and maintain a surety bond or approved alternative with the Department.
- 2.3 Requirement to Submit Certificate of Completion of Continuing Education. Based on the Factual Allegations set forth in Section I above, Respondent Greenlaw is in apparent violation of RCW 19.146.215 and WAC 208-660-042 for failing to complete the annual continuing education requirement and file a certificate of satisfactory completion no later than the last business day of the month in which the anniversary date of the issuance of the licensee's license occurs.

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Requirement to Comply with Directives. Based on the Factual Allegations set forth in 2.4 Section I above, Respondents are in apparent violation of RCW 19.146.235 for failing to timely and completely comply with the Department's directives.

Requirement to Notify Department of Significant Developments. Based on the Factual 2.5 Allegations set forth in Section I above, Respondents are in apparent violation of WAC 208-660-150(1)(e) failing to notify the Director in writing within thirty days after receipt of notification of cancellation of the licensee's surety bond.

Prohibited Acts. 2.6

Based on the Factual Allegations set forth in Section I above, Respondents are in A. apparent violation of RCW 19.146.0201(1)² for directly or indirectly employing a scheme, device, or artifice to defraud or mislead borrowers or lenders or any person; are in apparent violation of RCW 19.146.0201(2) for engaging in an unfair or deceptive practice toward any person; and are in apparent violation of RCW 19.146.0201(3) for obtaining property by fraud or misrepresentation; are in apparent violation of RCW 19.146.0201(6) and (14) for failure to make disclosures to loan applicants as required by RCW 19.146.030; are in apparent violation of RCW 19.146.0201(11) for failure to pay third-party providers within 90 days after completion of the third-party service; and are in apparent violation of RCW 19.146.0201 (12) for charging and collecting a fee prohibited by RCW 19.146.030.

Requirement to Disclose Residential Mortgage Loan Fees. Based on the Factual В. Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.030(1) for failing to provide borrowers with full written disclosures, containing an itemization and explanation of all fees and costs that the borrowers were required to pay in connection with obtaining

² All references to RCW 19.146 and WAC 208.660 in sections 2.1through 2.8 are to the 1994 version which was in effect at the time of the violation.

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STATEMENT OF CHARGES C-06-195-07-SC01 Merit Financial, Inc., and

Scott David Greenlaw

a residential mortgage loan and specifying those fees inuring to the benefit of the mortgage broker, within three days following receipt of a loan application.

- C. Prohibited Fees. Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.030(4) for charging fees inuring to the benefit of a mortgage broker in excess of the fees disclosed on the initial written disclosures where the fees were reasonably foreseeable by the mortgage broker at the time the initial written disclosures were provided to borrowers, and/or where the mortgage broker failed to provide the borrowers, no less than three business days prior to the signing of the loan closing documents, a clear written explanation of the fees and the reason for charging fees exceeding those which were previously disclosed.
- 2.7 Requirement to Maintain Accurate and Current Books and Records. Based on the Factual Allegations set forth in Section I above, Respondents are in apparent violation of RCW 19.146.060 and WAC 208-660-140 for failing to make accurate and current books and records readily available to the Department until at least twenty-five months have elapsed following the effective period to which the books and records relate.
- 2.8 Requirement to Demonstrate Character and General Fitness. Based on the Factual Allegations set forth in Section I above, Respondent Greenlaw fails to meet the requirements of RCW 19.146.310(1)(g) and WAC 208-660-350(2)(a) by failing to demonstrate character and general fitness such as to command the confidence of the community and to warrant a belief that the business will be operated honestly and fairly within the purposes of the Act.

III. AUTHORITY TO IMPOSE SANCTIONS

3.1 Authority to Deny Application for Loan Originator License. Pursuant to RCW 19.146.220(1), the Director may deny licenses to loan originators. Pursuant to RCW 19.146.310(2) and WAC 208-660-350(7), the Director shall not issue a loan originator license if the conditions of

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RCW 19.146.310(1) have not been met by the applicant, and shall notify the loan originator applicant and any mortgage brokers listed on the application of the denial.

- Authority to Prohibit from the Industry. Pursuant to RCW 19.146.220(2)(e)(i) and (iv)³, the Director may issue orders removing from office or prohibiting from participation in the conduct of the affairs of a licensed mortgage broker, or both, any officer, principal, employee, or loan originator of any licensed mortgage broker or any person subject to licensing under the Act for any violation of RCW 19.146.0201(1) through (9) and (12), RCW 19.146.030, and for any failure to comply with a directive or order of the Director.
- 3.3 Authority to Collect Annual Assessment Fee. Pursuant to RCW 19.146.228(1), WAC 208-660-060(3), and WAC 208-660-061, the Director may collect an annual assessment fee no later than the last business day of the month in which the anniversary date of the issuance of the mortgage broker's license occurs.
- **3.4 Authority to Order Restitution.** Pursuant to RCW 19.146.220(d)(ii), the Director may issue orders directing a licensee, its employee or loan originator, or other person subject to the Act to pay restitution to an injured borrower.
- 3.5 Authority to Impose Fine. Pursuant to RCW 19.146.220(2)(c)(i) and (ii) and WAC 208-660-165, the Director may impose fines on a licensee, employee or loan originator of the licensee, or other person subject to the Act for any violations of RCW 19.146.0201(1) through (9) or (12), RCW 19.146.030 through RCW 19.146.080, RCW 19.146.200, RCW 19.146.205(4), or RCW 19.146.265, or failure to comply with a directive or order of the Director.
- 3.6 Authority to Collect Investigation Fee. Pursuant to RCW 19.146.228(2), WAC 208-660-060(4), and WAC 208-660-061, upon completion of any investigation of the books and records of a

³ All references to RCW 19.146 in sections 3.2 through 3.6 are to the 1994 version that was in effect at the time of the violations.

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licensee or other person subject to the Act, the Department may collect the costs of the investigation. The investigation charge will be calculated at the rate of forty-seven dollars and seventy-eight cents (\$47.78) per hour that each staff person devoted to the investigation.

IV. NOTICE OF INTENTION TO ENTER ORDER

Respondents' violations of the provisions of chapter 19.146 RCW and chapter 208-660 WAC, as set forth in the above Factual Allegations, Grounds for Entry of Order, and Authority to Impose Sanctions, constitute a basis for the entry of an Order under RCW 19.146.220, RCW 19.146.221, and RCW 19.146.223. Therefore, it is the Director's intention to ORDER that:

- 4.1 Respondent Scott David Greenlaw's application for a license to conduct the business of a loan originator be denied; and
- 4.2 Respondent Scott David Greenlaw be prohibited from participation in the conduct of the affairs of any mortgage broker subject to licensure by the Director, in any manner, for a period of five (5) years; and
- 4.3 Respondent Merit Financial, Inc., be prohibited from participation in the conduct of the affairs of any mortgage broker subject to licensure by the Director, in any manner, for a period of five (5) years; and
- 4.4 Respondents Merit Financial, Inc., and Scott David Greenlaw jointly and severally pay the delinquent main office Annual Assessments due through September 30, 2006, in the amount of \$530.86; and
- 4.5 Respondents Merit Financial, Inc., and Scott David Greenlaw jointly and severally pay restitution to all borrowers injured by Respondents' illegal practices of failing to provide proper residential mortgage loan disclosures to borrowers; and
- **4.6** Respondents Merit Financial, Inc., and Scott David Greenlaw jointly and severally pay a fine of \$33,000;
- 4.7 Respondents Merit Financial, Inc., and Scott David Greenlaw jointly and severally pay an investigation fee in the amount of \$2,102.32 calculated at \$47.78 per hour for forty four (44) staff hours devoted to the investigation; and
- 4.8 Respondents maintain records in compliance with the Act and provide the Department with the location of the books, records and other information relating to Respondents' mortgage broker business, and the name, address and telephone number of the individual responsible for maintenance of such records in compliance with the Act.

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V. AUTHORITY AND PROCEDURE

This Statement of Charges and Notice of Intention to Enter an Order to Deny License Application, Prohibit from Industry, Collect Annual Assessment, Order Restitution, Impose Fine, and Collect Investigation Fee (Statement of Charges) is entered pursuant to the provisions of RCW 19.146.220, RCW 19.146.221, RCW 19.146.223, and RCW 19.146.230, and is subject to the provisions of chapter 34.05 RCW (The Administrative Procedure Act). Respondent may make a written request for a hearing as set forth in the NOTICE OF OPPORTUNITY TO DEFEND AND OPPORTUNITY FOR HEARING accompanying this Statement of Charges.

Dated this day of December, 2007.

Director Division

Division of Consumer Services Department of Financial Institutions

When-

STEVEN C. SHERMAN Financial Legal Examiner

Approved by:

Presented by:

MES R BRUSSELBACK

AMES R. BRUSSELBACK

hforcement Chief

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