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IN THE MATTER OF DETERMINING

Whether there has been a violation of the

Escrow Agent Registration Act of Washington by:

PINNACLE NORTHWEST ESCROW, LLC and

MICHELE J. ROBERTS, Owner and Designated

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Escrow Officer,

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STATEMENT OF CHARGES C-15-1778-15-SC01 PINNACLE NORTHWEST ESCROW, INC. and MICHELE J. ROBERTS No.: C-15-1778-15-SC01

STATEMENT OF CHARGES and NOTICE OF INTENTION TO ENTER AN ORDER TO PROHIBIT FROM INDUSTRY, IMPOSE FINE, COLLECT INVESTIGATION FEE, AND MAINTAIN RECORDS

Respondents.

## INTRODUCTION

Pursuant to RCW 18.44.410, the Director of the Department of Financial Institutions of the State of Washington (Director) is responsible for the administration of chapter 18.44 RCW, the Escrow Agent Registration Act (Act). After having conducted an investigation pursuant to RCW 18.44.420 and WAC 208-680-620, 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 Charles E. Clark, institutes this proceeding and finds as follows:

#### I. FACTUAL ALLEGATIONS

## 1.1 Respondents.

- A. Pinnacle Northwest Escrow, LLC (Respondent Pinnacle) is licensed to engage in the business of an Escrow Agent by the State of Washington Department of Financial Institutions (Department) pursuant to the Act and has been licensed with the Department during all times relevant to this Statement of Charges.
- B. Respondent Michele J. Roberts (Respondent Roberts) is 100% owner and the Designated Escrow Officer of Respondent Pinnacle. Respondent Roberts was licensed as an escrow officer during all periods relevant to this Statement of Charges.

DEPARTMENT OF FINANCIAL INSTITUTIONS
Division of Consumer Services
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#### C-15-1778-15-SC01 PINNACLE NORTHWEST ESCROW, INC. and MICHELE J. ROBERTS

# Failure to Comply with Director's Authority.

- A. On three separate occasions, June 11, 2015, July 8, 2015, and August 5, 2015, the Department's Examination Unit sent correspondence via First-Class mail to Respondents requesting Respondents to provide the manager's questionnaire and supporting documentation in preparation for the Department to conduct an examination of Respondents. As of the date of this Statement of Charges, Respondents have not provided the requested records. The correspondence was not returned to the Department by the United States Postal Service.
- B. On August 20, 2015, the Department sent an email to Respondent Roberts requiring production of the documents referenced in paragraph 1.2 of this Statement of Charges. On August 24, 2015, Respondent Roberts replied via email stating that she would be returning to the office on August 26, 2015, and would "forward the requested final paperwork at that time." As of August 28, 2015, Respondents had not provided to the Department the records referenced in paragraph 1.2 of this Statement of Charges.
- C. On August 28, 2015, the Department served Respondents with a subpoena to produce records. Respondents' response was due not later than 5:00 p.m. on September 4, 2015. The Department's subpoena was delivered via Federal Express on August 31, 2015. On September 4, 2015, Respondents provided the Department with an insufficient subpoena response. As of the date of this Statement of Charges, Respondents have not provided the Department with a complete response.
- Late Filing of Quarterly Reports. Respondents filed their quarterly reports for the first and 1.3 second quarters of 2015 late.

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authorize the Director to enforce all laws, rules, and regulations related to the registration of escrow agents and licensing of escrow officers. Therefore, it is the Director's intention to ORDER that:

- **4.1** Respondent Pinnacle Northwest Escrow, LLC be prohibited for engaging in the business of an escrow agent for a period of three years.
- 4.2 Respondent Michele J. Roberts be prohibited from engaging in the business of an escrow officer for a period of three years.
- **4.3** Respondents Pinnacle Northwest Escrow, LLC pay a fine. As of the date of this Statement of Charges, the fine totals \$3,000.
- 4.4 Respondents Pinnacle Northwest Escrow, LLC pay an investigation fee. As of the date of this Statement of Charges, the investigation fee totals \$250.
- 4.5 Respondent Pinnacle Northwest Escrow, LLC its officers, employees, and agents maintain all records involving Washington State escrow transactions within the state of Washington for a period of six years from completion of the escrow transactions.

### V. AUTHORITY AND PROCEDURE

This Statement of Charges and Notice of Intention to Enter an Order to Prohibit From

Industry, Impose Fine, Collect Investigation Fee, and Maintain Records (Statement of Charges) is
entered pursuant to the provisions of RCW 18.44.410, RCW 18.44.430, and RCW 18.44.440, and is
subject to the provisions of chapter 34.05 RCW (the Administrative Procedure Act). Respondents
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.

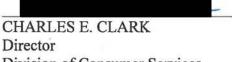
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day of September, 2015.



STATEMENT OF CHARGES
C-15-1778-15-SC01
PINNACLE NORTHWEST ESCROW, INC. and

MICHELE J. ROBERTS



Division of Consumer Services
Department of Financial Institutions

DEPARTMENT OF FINANCIAL INSTITUTIONS
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DEBORAH TAELLIOUS Financial Legal Examiner Supervisor Approved by: STEVEN C. SHERMAN **Enforcement Chief** 

> STATEMENT OF CHARGES C-15-1778-15-SC01

PINNACLE NORTHWEST ESCROW, INC. and MICHELE J. ROBERTS