



Massachusetts Division of Banks

Administrative Enforcement Actions

4th Quarter 2017

Depository & Non-Depository Entities

Released: January 2018

Enforcement Actions

For a complete list of all public orders by year, use the following link: [Massachusetts DOB Enforcement Actions](#). Additional information can be found at The Division of Banks [website](#).

Institution's/Individual's Name	License Type	Date of Order	Order Type	Link to Order
PHH Mortgage Corporation	MC	12/29/2017	Consent Order and Settlement Agreement	Link
Money in a Day, LLC and Supawadee Chauvette Individually	FT, RA	12/08/2017	Cease Directive	Link
American Credit Acceptance, LLC	MV, SL, DC	11/17/2017	Consent Order	Link
American Advisors Group	MC	10/31/2017	Settlement Agreement	Link
Pearl of Africa Store and Ismael N. Rajab Individually	FT	10/24/2017	Cease Directive	Link
The Money Source, Inc.	MC, DC	10/03/2017	Consent Order	Link
State Road Auto Sales, Inc.	MV	10/02/2017	Cease Directive	Link

License Types – FT: Foreign Transmittal Agency; **MC:** Mortgage Company (Lender/Broker); **MLO:** Mortgage Loan Originator; **MV:** Motor Vehicle Sales Finance Company; **CC:** Check Cashier; **DC:** Debt Collector; **SL:** Small Loan Company; **RA:** Registered Agent

The Division of Banks entered into **three** Consent Orders, **three** Cease Directives, and **one** Settlement Agreement during the fourth quarter of 2017:

PHH Mortgage Corporation entered into a **Consent Order** and **Settlement Agreement** to resolve allegations of improper loan servicing practices.

Money in a Day, LLC and Supawadee Chauvette, individually, were served a **Cease Directive** to cease engaging in the business of a Foreign Transmittal Company until it obtains the appropriate license.

American Credit Acceptance, LLC entered into a **Consent Order** to resolve allegations that it charged annual percentage rates (APR) in excess of the limit established by Massachusetts law.

American Advisors Group entered into a **Settlement Agreement** to resolve allegations that it brokered reverse mortgage loans without approval from the Division of Banks as required under Massachusetts law.

Pearl of Africa Store and Ismael N. Rajab, Individually, were served with a **Cease Directive** to cease engaging in the activity of a foreign transmittal agency without a license.

The Money Source, Inc. entered into a **Consent Order** to resolve allegations of engaging in unauthorized loan servicing activities while its debt collector license application was pending.

State Road Auto Sales, Inc. was served with a **Cease Directive** to cease engaging in the business of a motor vehicle sales finance company until they either demonstrated that they were exempt from the license requirement or were appropriately licensed.

Penalties & Reimbursements

Administrative Penalties

The Division collected a total of **\$715,000.00** in administrative penalties.

Consumer Reimbursements

The Division reimbursed **\$161,780.81** to affected consumers.

Other News & Updates

The Division of Banks announced a \$44 million joint settlement against PHH Mortgage Corporation for significant deficiencies in mortgage loan servicing. The agreement, reached between the DOB, financial regulators of 46 other states and 49 attorneys general, requires corrective actions by PHH which includes consumer restitution of \$31 Million, and a penalty of \$8.8 Million to be distributed among the state regulators. More information can be found [here](#).

The Division of Banks, in partnership with the State Treasurer's Office and the Office of Consumer Affairs and Business Regulation, announced that applications are being accepted for Operation Money Wise, a funding opportunity for entities to host financial education workshops that help empower the military community. The Division has committed \$50,000 to Operation Money Wise for 2018. More information can be found [here](#).