

OCCC CASE NO. L19-00394

IN THE MATTER OF:	§	BEFORE THE
	§	
	§	OFFICE OF CONSUMER
MASTER FILE NO.: 1800061001	§	
SERVICEMAC, LLC	§	CREDIT COMMISSIONER
9726 OLD BAILES ROAD, SUITE 200	§	
FORT MILL, SOUTH CAROLINA 29707	§	STATE OF TEXAS

AMENDED ORDER TO FILE  
TIMELY AND ACCURATE ANNUAL REPORTS

The Office of Consumer Credit Commissioner (“OCCC”) issues this Amended Order to File Timely and Accurate Annual Reports against ServiceMac, LLC (“ServiceMac”).<sup>1</sup>

**Statement of Facts and Law**

ServiceMac is a regulated lender licensed by the OCCC under Chapter 342 of the Texas Finance Code. ServiceMac operates under master file number 1800061001 at one licensed location, under license number 159934. ServiceMac’s compliance officer is Eric Sadow, and its designated contact address is 9726 Old Bailes Road, Suite 200, Fort Mill, South Carolina 29707.

A regulated lender must file annual reports with the Consumer Credit Commissioner (“Commissioner”).<sup>2</sup> A regulated lender must file the required annual report by May 1 for the prior calendar year’s loan activity on forms prescribed by the Commissioner, and must comply with all instructions relating to submitting the report.<sup>3</sup>

ServiceMac did not file its 2018 annual report with the Commissioner by the deadline of May 1, 2019. ServiceMac filed its 2018 annual report on July 10, 2019. On August 21, 2019, the Commissioner issued an Order to File Timely and Accurate Annual Reports against ServiceMac.

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<sup>1</sup> Tex. Fin. Code § 14.208.

<sup>2</sup> Tex. Fin. Code § 342.559.

<sup>3</sup> 7 Tex. Admin. Code § 83.835; [https://occc.texas.gov/industry/regulated-lenders/annual\\_reports](https://occc.texas.gov/industry/regulated-lenders/annual_reports).

The Commissioner may issue an injunction ordering a regulated lender to file one or more complete, accurate, and timely annual reports if the Commissioner has reasonable cause to believe that the regulated lender is violating Chapter 342 of the Texas Finance Code.<sup>4</sup>

The Commissioner has reasonable cause to believe that ServiceMac has violated Chapter 342 of the Texas Finance Code, and therefore issues this Order, because ServiceMac failed to timely file its 2018 annual report.

## **Order**

IT IS ORDERED that:

1. ServiceMac, LLC must comply with, and cease and desist from violating, the reporting requirements set forth in Section 342.559 of the Texas Finance Code and Title 7, Section 83.835 of the Texas Administrative Code.
2. ServiceMac, LLC must timely file complete and accurate future annual reports.
3. The Order to File Timely and Accurate Annual Reports, issued against ServiceMac, LLC on August 21, 2019, is withdrawn and replaced by this Amended Order to File Timely and Accurate Annual Reports.

Regulated lender annual reports must be submitted through the OCCC's Application Licensing Examination and Compliance System (ALECS): [alecs.occ.texas.gov](http://alecs.occ.texas.gov). Instructions are available by clicking the "File Annual Report" button on the OCCC's home page, [occ.texas.gov](http://occ.texas.gov).

## **Violation of Order**

If you violate this Order, the OCCC may impose an administrative penalty of up to \$1,000 per day.<sup>5</sup> Multiple violations may also result in the suspension or revocation of your license.<sup>6</sup>

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<sup>4</sup> Tex. Fin. Code § 14.208.

<sup>5</sup> Tex. Fin. Code § 14.208(c).

<sup>6</sup> Tex. Fin. Code § 342.156.

## Right to Request Hearing

You have the right to request a hearing regarding this Order.<sup>7</sup> Your request must be made in writing and sent to the OCCC not later than 30 days after you receive this Order. You must send your request to:

Matthew Nance  
Office of Consumer Credit Commissioner  
2601 N. Lamar Blvd.  
Austin, Texas 78705

If you request a hearing, a hearing on this matter will be set and conducted in accordance with Chapter 2001 of the Texas Government Code.<sup>8</sup> If you fail to request a hearing by this deadline, this Order is considered final and enforceable.<sup>9</sup>

All communications with the OCCC concerning this matter must be through Matthew Nance, Deputy General Counsel. You may contact him by mail at 2601 N. Lamar Blvd., Austin, Texas 78705, by telephone at (512) 936-7660, or by email to [matthew.nance@occc.texas.gov](mailto:matthew.nance@occc.texas.gov).

Signed this 18th day of December, 2019.

/s/ Leslie L. Pettijohn  
Leslie L. Pettijohn  
Consumer Credit Commissioner  
State of Texas

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<sup>7</sup> Tex. Fin. Code § 14.208(b).

<sup>8</sup> Tex. Fin. Code § 14.208(b).

<sup>9</sup> Tex. Fin. Code § 14.208(c).

## CERTIFICATE OF SERVICE

I certify that on December 18, 2019, a true and correct copy of this Amended Order to File Timely and Accurate Annual Reports has been sent to ServiceMac, LLC by the following:

Kathryn L. Ryan  
Buckley LLP  
2001 M Street NW, Suite 500  
Washington, DC 20036  
202-349-8008 (p)  
kryan@buckleyfirm.com

*ATTORNEY FOR SERVICEMAC, LLC*

- hand-delivery
- facsimile
- electronic mail
- regular mail
- certified mail, return receipt requested  
#91 7199 9991 737 5198 7056

ServiceMac, LLC  
Attn: Eric Sadow, Compliance Officer  
9276 Old Bailes Road, Suite 200  
Fort Mill, SC 29707  
eric.sadow@servicemacusa.com

- hand-delivery
- facsimile
- electronic mail
- regular mail
- certified mail, return receipt requested  
#91 7199 9991 7037 5198 7063

ServiceMac, LLC  
Attn: Corporate Creations Network Inc.,  
Registered Agent  
2425 W. Loop South, #200  
Houston, TX 77027  
govdocs@corpcreations.com

- hand-delivery
- facsimile
- electronic mail
- regular mail
- certified mail, return receipt requested  
#91 7199 9991 7037 5198 7070

/s/ Matthew J. Nance  
Matthew J. Nance  
Deputy General Counsel  
Office of Consumer Credit Commissioner  
State Bar No. 24074794  
2601 North Lamar Blvd.  
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