

OCCC CASE NO. L20-00090

IN THE MATTER OF:	§	BEFORE THE
	§	
MASTER FILE NO.: 17389	§	OFFICE OF CONSUMER
SOUTHEAST SERVICE SOLUTIONS	§	
LLC d/b/a MY BRIDGE PROVIDER	§	CREDIT COMMISSIONER
77 SUGAR CREEK CENTER BLVD.,	§	
SUITE 120	§	STATE OF TEXAS
SUGAR LAND, TEXAS 77478	§	

ORDER IMPOSING ADMINISTRATIVE PENALTY

The Office of Consumer Credit Commissioner (“OCCC”) issues this Order Imposing Administrative Penalty against Southeast Service Solutions LLC d/b/a My Bridge Provider (“My Bridge Provider”).¹³

Statement of Facts and Law

My Bridge Provider is a credit services organization licensed to act as a credit access business under Chapter 393 of the Texas Finance Code. My Bridge Provider operates under master file number 17389 at one licensed location, under license number 64446. My Bridge Provider’s compliance officer is Bruce Goldstein, and its designated contact address is 77 Sugar Creek Center Blvd., Suite 120, Sugar Land, Texas 77478.

A credit access business must file quarterly and annual reports with the Consumer Credit Commissioner (“Commissioner”).¹⁴ A credit access business must submit its quarterly and annual reports on or before the following dates:

- 1st quarter report – April 30;
- 2nd quarter report – July 31;
- 3rd quarter report – October 31; and
- 4th quarter and annual report – January 31.¹⁵

If a credit access business fails to timely file its quarterly or annual reports within four quarters of failing to timely file a previous report, the OCCC may

¹³ Tex. Fin. Code § 14.208(c).

¹⁴ Tex. Fin. Code § 393.627.

¹⁵ Tex. Admin. Code § 83.5001; <https://occc.texas.gov/industry/cabs/reporting>.

impose an administrative penalty of \$500.00 for each licensed location.¹⁶ If a credit access business fails to file its quarterly report three or more times within four quarters of the second offense, the OCCC may impose an administrative penalty of \$1,000.00 for each licensed location.¹⁷ Upon a fourth offense within four quarters of three or more offenses, the OCCC may seek the revocation of a credit access business's license.¹⁸

On November 27, 2017, the OCCC issued an Injunctive Order to File Timely and Accurate Quarterly and Annual Reports against My Bridge Provider for failing to file its 2017 3rd quarter report.

My Bridge Provider did not file its 2019 3rd quarter report with the Commissioner on or before October 31, 2019. Additionally, My Bridge Provider did not timely file one or more of its reports within the four quarters preceding the 2019 3rd quarter report.

Order

IT IS ORDERED that Southeast Service Solutions LLC d/b/a My Bridge Provider:

1. pay an administrative penalty in the amount of **\$1,000.00**, calculated as \$1,000.00 each for My Bridge Provider's one licensed location, within 30 days of service of this Order; and
2. file its 2019 3rd quarter report within 30 days of service of this Order, if it has not already done so.

Credit access business quarterly and annual reports must be submitted through the OCCC's Application Licensing Examination and Compliance System (ALECS): alecs.occ.texas.gov. Instructions are available by clicking the "File Annual Report" button on the OCCC's home page, occ.texas.gov. A check made payable to 'Office of Consumer Credit Commissioner' may be mailed to 2601 N. Lamar Blvd., Austin, Texas 78705, for payment of the \$1,000.00.

¹⁶ 7 Tex. Admin. Code § 83.5001(e)(2)(B).

¹⁷ 7 Tex. Admin. Code § 83.5001(e)(2)(C).

¹⁸ 7 Tex. Admin. Code § 83.5001(e)(3).

Response and Right to Request Hearing

You have the right to request a hearing regarding this Order. 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. If you fail to request a hearing by the deadline, this Order will be considered final and enforceable.

All communications with the OCCC concerning this matter must be through Matthew Nance, Deputy General Counsel, who may be contacted 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.

Signed this 11th day of December, 2019.

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

CERTIFICATE OF SERVICE

I certify that on December 11th, 2019, a true and correct copy of this Order Imposing Administrative Penalty has been sent to Southeast Service Solutions LLC d/b/a My Bridge Provider by regular mail and certified mail, return receipt requested, at:

CMRRR #91 7199 9991 7036 0669 8342
Southeast Service Solutions LLC
Attn: Bruce Goldstein, Compliance Officer
77 Sugar Creek Center Blvd., Suite 120
Sugar Land, TX 77478

CMRRR #91 7199 9991 7036 0669 8359
Southeast Service Solutions LLC
Attn: Incorp Services Inc., Registered Agent
815 Brazos Street
Austin, TX 78701

/s/ Matthew Nance
Matthew J. Nance
Deputy General Counsel
Office of Consumer Credit Commissioner
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