

OCCC CASE NO. L21-00099

IN THE MATTER OF:	§	BEFORE THE
	§	
MASTER FILE NO.:10866	§	OFFICE OF CONSUMER
CUSTOMERS CHOICE, INC.	§	
d/b/a CUSTOMER'S CHOICE	§	CREDIT COMMISSIONER
1095 CEDAR OAKS TRAIL	§	
GREENVILLE, TEXAS 75402	§	STATE OF TEXAS

**ORDER TO FILE TIMELY AND ACCURATE  
QUARTERLY AND ANNUAL REPORTS**

The Office of Consumer Credit Commissioner (“OCCC”) issues this Order to File Timely and Accurate Quarterly and Annual Reports against Customers Choice, Inc. d/b/a Customer's Choice (“Customer's Choice”).<sup>1</sup>

**Statement of Facts and Law**

Customer's Choice is a credit services organization licensed to act as a credit access business under Chapter 393 of the Texas Finance Code. Customer's Choice operates under master file number 10866 at one licensed location, under license number 61753. Customer's Choice’s compliance officer is Larry Randolph, and its designated contact address is 1095 Cedar Oaks Trail, Greenville, Texas 75402.

A credit access business must file quarterly and annual reports with the Consumer Credit Commissioner (“Commissioner”).<sup>2</sup> A credit access business must submit for each of its licensed locations its 2020 3rd quarter reports on or before October 31, 2020.<sup>3</sup> All information provided on the quarterly and annual reports must be accurate and calculated in accordance with the OCCC’s instructions.<sup>4</sup>

Customer's Choice did not file its 2020 3rd quarter reports with the Commissioner on or before October 31, 2020.

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<sup>1</sup> Tex. Fin. Code § 14.208.

<sup>2</sup> Tex. Fin. Code §§ 393.622, 393.627; 7 Tex. Admin. Code § 83.5001(a).

<sup>3</sup> 7 Tex. Admin. Code § 83.5001 (b)(1).

<sup>4</sup> 7 Tex. Admin. Code § 83.5001(a).

The Commissioner may issue an injunction ordering a credit access business to file one or more complete, accurate, and timely quarterly or annual reports if the Commissioner has reasonable cause to believe that the credit access business is violating Chapter 393 of the Texas Finance Code.<sup>5</sup>

The Commissioner has reasonable cause to believe that Customer's Choice is violating Chapter 393 of the Texas Finance Code, and therefore issues this Order, because Customer's Choice failed to timely file its 2020 3rd quarter reports.

## **Order**

IT IS ORDERED that Customers Choice, Inc. d/b/a Customer's Choice:

1. comply with, and cease and desist from violating, the reporting requirements set forth in Section 393.627 of the Texas Finance Code and Title 7, Section 83.5001 of the Texas Administrative Code;
2. file its 2020 3rd quarter report within 30 days of service of this Order, if it has not already done so; and
3. timely file complete and accurate future quarterly and annual reports.

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](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**

You may be assessed an administrative penalty of up to \$1,000 for each day of violation of this Order.<sup>6</sup> Multiple violations may also result in the suspension or revocation of your license.<sup>7</sup>

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<sup>5</sup> Tex. Fin. Code § 14.208; 7 Tex. Admin. Code § 83.5001(e)(1).

<sup>6</sup> Tex. Fin. Code § 14.208(c); 7 Tex. Admin. Code § 83.5001(e)(2).

<sup>7</sup> Tex. Fin. Code § 393.614; 7 Tex. Admin. Code § 83.5001(e)(4).

## Right to Request Hearing

You have the right to request a hearing regarding this Order.<sup>8</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:

Audrey Spalding  
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>9</sup> If you fail to request a hearing by this deadline, this Order is considered final and enforceable.<sup>10</sup>

All communications with the OCCC concerning this matter must be through Audrey Spalding, Assistant General Counsel, who may be contacted by mail at 2601 N. Lamar Blvd., Austin, Texas 78705, by telephone at (512) 936-7659, or by email to [audrey.spalding@occc.texas.gov](mailto:audrey.spalding@occc.texas.gov).

Signed this 24 day of November, 2020.

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

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

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

<sup>10</sup> Tex. Fin. Code § 14.208(c).

## CERTIFICATE OF SERVICE

I certify that on November 24, 2020, a true and correct copy of this Order Imposing Administrative Penalty has been sent to Customers Choice, Inc. d/b/a Customer's Choice by regular mail and certified mail, return receipt requested, at:

CMRRR # 9214 8901 9403 8300 0025 5156 56  
Customers Choice, Inc.  
Attn: Larry Randolph, Compliance Officer  
1095 Cedar Oaks Trail  
Greenville, TX 75402

CMRRR # 9214 8901 9403 8300 0025 5156 63  
Customers Choice, Inc.  
Attn: Larry Randolph, Registered Agent  
1095 Cedar Oaks Trail  
Greenville, TX 75042

/s/ Audrey Spalding  
Audrey Spalding  
Assistant General Counsel  
Office of Consumer Credit Commissioner  
State Bar No. 24111055  
2601 North Lamar Blvd.  
Austin, Texas 78705  
(512) 936-7659  
(512) 936-7610 (fax)  
audrey.spalding@occc.texas.gov