

OCCC CASE NO. L22-00052

IN THE MATTER OF:	§	BEFORE THE
	§	
MASTER FILE NO.: 1800061922	§	OFFICE OF CONSUMER
ALLEVIATE FINANCIAL SOLUTIONS	§	
4 PARK PLAZA, SUITE 1450	§	CREDIT COMMISSIONER
IRVINE, CALIFORNIA 92614	§	
	§	STATE OF TEXAS

ORDER IMPOSING ADMINISTRATIVE PENALTY

The Office of Consumer Credit Commissioner (“OCCC”) issues this Order Imposing Administrative Penalty against Alleviate Financial Solutions (“Alleviate Financial Solutions”).²³

Statement of Facts and Law

Alleviate Financial Solutions is a debt management services provider registered with the OCCC under Chapter 394 of the Texas Finance Code. Alleviate Financial Solutions operates under master file number 1800061922 at one location, under registration number 212823. Alleviate Financial Solutions’ compliance officer is Jonathan Yong, and its designated contact address is 4 Park Plaza, Suite 1450, Irvine, California 92614.

A debt management services provider must file annual reports with the Consumer Credit Commissioner (“Commissioner”).²⁴ As of January 31, 2022, providers were required to provide the following documents with the annual report:

1. a blank copy of the provider’s written debt management services agreement;²⁵
2. blank copies of credit counseling information provided to consumers;²⁶
3. a surety bond or evidence that the provider maintains an insurance policy;²⁷
4. a list of all owners and principal parties, including any change in ownership that occurred during the preceding calendar year;²⁸ and

²³ Tex. Fin. Code § 14.208.

²⁴ Tex. Fin. Code § 394.205(b); 7 Tex. Admin. Code § 88.202.

²⁵ Tex. Fin. Code § 394.205(d).

²⁶ Tex. Fin. Code § 394.205(d).

²⁷ Tex. Fin. Code § 394.206(a).

²⁸ 7 Tex. Admin. Code § 88.202(b)(2) (version of rule in effect Jan. 31, 2022).

5. information regarding the provider's credit counselors, including the number of credit counselors employed at the time the annual report is prepared, and the accreditation organization or program that certifies its counselors.²⁹

A provider must comply with all instructions from the Commissioner relating to submitting the report.³⁰ The annual report and required documents are due by January 31 of each year.³¹

On June 26, 2019, the OCCC issued an Order to File Timely and Accurate Annual Reports and Required Documents (the "Order") against Alleviate Financial Solutions for violating Chapter 394 of the Texas Finance Code by failing to timely file its 2018 annual report. The Order required Alleviate Financial Solutions to timely file all future annual reports.

Alleviate Financial Solutions did not file its 2021 annual report by January 31, 2022, and did not provide the required documents described above by January 31, 2022.

The Commissioner may issue an injunction ordering a debt management services provider to file one or more complete, timely, and accurate annual reports and required documents if the Commissioner has reasonable cause to believe that the provider is violating Chapter 394 of the Texas Finance Code.³² The Commissioner may impose an administrative penalty on a provider that violates an injunction.³³

By failing to timely file its 2021 annual report and required documents, Alleviate Financial Solutions has violated Chapter 394 of the Texas Finance Code and the OCCC's Order to File Timely and Accurate Annual Reports and Required Documents.

²⁹ 7 Tex. Admin. Code § 88.202(b)(3) (version of rule in effect Jan. 31, 2022).

³⁰ 7 Tex. Admin. Code § 88.202(a).

³¹ 7 Tex. Admin. Code § 88.201(c).

³² Tex. Fin. Code § 14.208(a).

³³ Tex. Fin. Code § 14.208(c).

Order

IT IS ORDERED that Alleviate Financial Solutions:

1. pay an administrative penalty in the amount of **\$500.00**, calculated as \$500.00 each for Alleviate Financial Solutions' one registered location, within 30 days of the date of this Order; and
2. file its 2021 annual report and all required documents within 30 days of the date of this Order, if it has not already done so.

Annual reports for debt management services providers must be submitted through the OCCC's Application Licensing Examination 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.

Right to Request Hearing

You have the right to request a hearing regarding this Order. To request a hearing, you must send a written hearing request to the OCCC no later than 30 days after the date of this Order. You must send your request to Matthew Nance, Deputy General Counsel, by mail to 2601 N. Lamar Blvd., Austin, Texas 78705, or by email to matthew.nance@occ.texas.gov.

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 at matthew.nance@occ.texas.gov.

Signed this 6th day of April, 2022.

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

CERTIFICATE OF SERVICE

I certify that on April 6, 2022, a true and correct copy of this Order Imposing Administrative Penalty has been sent to Alleviate Financial Solutions by regular mail and certified mail, return receipt requested, at:

CMRRR # 9214 8901 9403 8300 0071 1301 48
Alleviate Financial Solutions
Attn: Jonathan Yong, Compliance Officer
4 Park Plaza, Suite 1450
Irvine, CA 92614

CMRRR # 9214 8901 9403 8300 0071 1301 55
Alleviate Financial Solutions
Attn: Corporate Creations Network Inc., Registered Agent
2425 W. Loop South, #200
Houston, TX 77027

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