

BEFORE THE ADMINISTRATOR OF CONSUMER CREDIT
STATE OF OKLAHOMA

FILED
FEB 21 2019
STATE OF OKLAHOMA
DEPARTMENT OF
CONSUMER CREDIT

STATE OF OKLAHOMA *ex rel.*)
DEPARTMENT OF CONSUMER CREDIT,))
)
Petitioner)
)
v.)
)
CREST FINANCIAL SERVICES, LLC,))
)
Respondent)

Case No. 18-0263-DIS

CONSENT ORDER

Petitioner, State of Oklahoma *ex rel.* Department of Consumer Credit ("Petitioner") and Respondent, Crest Financial Services LLC, ("Respondent") voluntarily enter into this Consent Order as an informal disposition of this individual proceeding to avoid litigation. Respondent agrees to waive its right to a hearing under the Oklahoma Administrative Procedures Act and both parties agree as follows:

(1) Petitioner restates and incorporates by reference the allegations made by Petitioner in the Notice of Hearing filed in this matter.

- a. Respondent is a foreign limited liability company under the jurisdiction of the State of Utah, Oklahoma Secretary of State filing number 3712595888; active filing status.
- b. Respondent transacted business at 61 West 13490 South, Draper, UT 84020. Respondent had an RTO license with Petitioner, license number RTO07845; said license expired on December 31, 2017.
- c. On August 22, 2018, Jimmie Ray and Michael Thompson, consumer credit investigators, conducted an investigation of Respondent at Respondent's business location at 61 West 13490 South, Draper, UT 84020.
- d. Upon arrival, the investigators noticed the office location was empty. There was a letter taped on the door advising Crest Financial Auto Dept. had moved and listed the address as 953 East 12400 South, Draper, UT

84020. The investigators took a photocopy of the letter and exited the premises. The investigators drove to the address listed on the letter. "Crest Financial" was the name listed on the entrance to the business. The investigators spoke to the office manager, Blanca Salas. Ms. Salas stated Respondent had closed the 61 West 13490 South location, and the auto division is located at this location. Ms. Salas advised the auto division does not offer financing to any consumers outside of the state of Utah.

- e. The investigators asked Ms. Salas for Respondent's contact info and she gave the address of Kornerstone Credit at 1111 Draper Parkway, Suite 200. The investigators drove roughly two miles to Kornerstone Credit's location and spoke to Julie Jackson, the Accounting and HR manager. The investigators asked Ms. Jackson if Kornerstone is a subsidiary of Respondent, and Ms. Jackson advised Kornerstone absorbed Respondent. Ms. Jackson advised Kornerstone opened in May of 2018, and Respondent is no longer in business. Michael then called Respondent's phone number and the called answered as "Crest". Ms. Jackson advised Respondent lost the investors that pulled the funding, and Kornerstone is servicing the files for Respondent. The investigators asked if Respondent's files were located at this location. Ms. Jackson advised she had to leave for an appointment. The investigators advised they would come back in the morning around 10:00 am to review the files.
- f. Upon arrival the next morning at Kornerstone, Ms. Jackson advised the investigators she could not help them with anything that deals with Respondent. The investigators asked to speak to Clint Cowley, the listed contact for Respondent on Petitioner's database sheet. Clint Cowley, Chief Revenue Officer, and the IT manager came into the conference room and introduced themselves. The investigators asked if Respondent is still in business. Mr. Cowley advised Respondent is closed. He said Kornerstone, which opened in May of 2018, is servicing Respondent's accounts. The investigators asked to review all accounts for Respondent dating from Jan 1, 2018 until the present day. Mr. Cowley advised there were not many accounts, possibly 20 or so. A review of the contracts showed

consumers signed the contracts through a retailer at an Oklahoma location. The executed contracts listed Crest as the Lessor and listed lease terms. The investigators advised they would email a list of items they would need to review. The investigators emailed Mr. Cowley at his Kornerstone email and copied him on his Crest email as well. The Crest email was still active. Mr. Cowley sent a reply from a gmail account stating his Crest email would be deactivated in a few days. A search of the web shows Respondent's website was still operational. The investigators dialed the phone number for Respondent listed on Respondent's webpage as 855-552-7378, and the number was still operational. A review of Petitioner's database shows Respondent's license expired on December 31, 2017.

(2) Respondent does not admit to the allegations made by Petitioner in the Notice of Hearing filed in this matter and incorporated by reference in this Consent Order, except that Respondent admits the facts necessary to establish the Department's jurisdiction over Respondent and the subject matter of this action.

(3) Respondent agrees to pay a \$2,500.00 civil penalty payable to the Oklahoma Department of Consumer Credit, on or before February 18, 2019.

(4) The payment shall be made payable by check or money order to the Oklahoma Department of Consumer Credit, shall indicate the payment is for Case Number 18-0263-DIS and shall be addressed to the attention of John T. Coyne, Chief Enforcement Attorney, Department of Consumer Credit, 3613 N.W. 56th Street, Suite 240, Oklahoma City, Oklahoma 73112.

(5) A file stamped copy of this Consent Order will be returned to Respondent upon signature of the Administrator of the Department of Consumer Credit or the Deputy Administrator of the Department Consumer Credit.

(6) If Respondent fails to comply with the terms of this Consent Order, the Administrator of the Department of Consumer Credit is authorized to file an application to enforce this Consent Order in the District Court of Oklahoma County, Oklahoma

in accordance with the provisions of 59 O.S. § 1555(J) of the Oklahoma Rental-Purchase Act.



Scott Leshar
Administrator
State of Oklahoma
Department of Consumer Credit

Dated: 2/21/19



Crest Financial Services LLC

Dated: February 13, 2019

VERIFICATION OF CONSENT ORDER, CASE NUMBER 18-0263-DIS

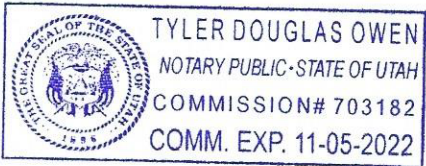
STATE OF UTAH)
)
COUNTY OF SALT LAKE)

Signed and sworn to (or affirmed) before me on FEBRUARY 13TH 2019
by JULIE M. JACOBSEN of Crest Financial Services LLC.

[REDACTED]
Crest Financial Services LLC

[REDACTED]

(Seal, if any)



Title (and Rank): Notary Public

My commission expires:
11-05-2022