

**IN THE MATTER OF:**

**DISCOUNT CREDIT RELIEF, LLC**  
d/b/a **DISCOUNT CREDIT RELIEF**  
d/b/a **DISCOUNT MORTGAGE RELIEF,**

**MORTGAGE RELIEF, LLC**  
d/b/a **DISCOUNT MORTGAGE RELIEF,**

**INQB8 LLC,**

**JOHN COMMON,**

**LIBBY MUELHAUPT, and**

**BRUCE SPURLOCK,**

Respondents.

**BEFORE THE MARYLAND**  
**COMMISSIONER OF**  
**FINANCIAL REGULATION**

Case No.: CFR-FY2011-023

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**FINAL ORDER TO CEASE AND DESIST**

**WHEREAS**, the Commissioner of Financial Regulation (the “Commissioner”) conducted an investigation into the credit services business activities of Discount Credit Relief, LLC d/b/a Discount Credit Relief d/b/a Discount Mortgage Relief (“DCR”), Mortgage Relief, LLC d/b/a Discount Mortgage Relief (“Mortgage Relief”), INQB8 LLC (“INQB8”), John Common, Libby Muelhaupt, and Bruce Spurlock, (collectively the “Respondents”); and

**WHEREAS**, as a result of that investigation, the Deputy Commissioner of Financial Regulation (the “Deputy Commissioner”) found evidence to support that Respondents have engaged in acts or practices constituting a violation of a law, regulation, rule or order over which the Commissioner has jurisdiction, namely that Respondents have violated various

provisions of the Annotated Code of Maryland, including Commercial Law Article (“CL”), Title 14, Subtitle 19, (the Maryland Credit Services Businesses Act, hereinafter “MCSBA”), and Financial Institutions Article (“FI”), Title 11, Subtitles 2 and 3; and

**WHEREAS**, the Deputy Commissioner issued a Summary Order to Cease and Desist (the “Summary Order”) against Respondents on March 31, 2011,<sup>1</sup> after determining that Respondents were in violation of the aforementioned provisions of Maryland law, and that it was in the public interest that Respondents cease and desist from engaging in credit services business activities with Maryland residents, homeowners and/or consumers (hereinafter “Maryland consumers”), including directly or indirectly offering, contracting to provide, or otherwise engaging in, loan modification, loss mitigation, or similar services related to residential real property (hereinafter “loan modification services”); and

**WHEREAS**, the Summary Order notified Respondents of, among other things, the following: that Respondents were entitled to a hearing before the Commissioner to determine whether the Summary Order should be vacated, modified, or entered as a final order of the Commissioner; that the Summary Order would be entered as a final order if Respondents did not request a hearing within 15 days of the receipt of the Summary Order; and that as a result of a hearing, or of Respondents’ failure to request a hearing, the Commissioner may, in the Commissioner’s discretion and in addition to taking any other action authorized by law, enter an order making the Summary Order final, issue penalty

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<sup>1</sup> An Amended Summary Order to Cease and Desist was issued on April 12, 2012 (the “Amended Summary Order”) to remove a purported alias of one of the Respondents. Nothing in the Amended Summary Order affects the substantive allegations in the Summary Order, nor does it require any further service of process. For purposes herein, the Amended Summary Order will be referred to as the Summary Order.

orders against Respondents, issue orders requiring Respondents to pay restitution and other money to consumers, as well as take other actions related to Respondents' business activities; and

**WHEREAS**, the Summary Order was properly served on Respondents via First Class U.S. Mail and Certified U.S. Mail; and

**WHEREAS**, Respondents failed to request a hearing on the Summary Order within the fifteen (15) day period set forth in FI § 2-115(a)(2) and have not filed a request for a hearing as of the date of this Final Order to Cease and Desist (this "Final Order"); and

**WHEREAS**, the Commissioner has based his decision in this Final Order on the following determinations:

1. The MCSBA defines "*credit services business*" at CL § 14-1901(e); this provision provides, in part, as follows:

(1) "Credit services business" means any person who, with respect to the extension of credit by others, sells, provides, or performs, or represents that such person can or will sell, provide, or perform, any of the following services in return for the payment of money or other valuable consideration:

- (i) Improving a consumer's credit record, history, or rating or establishing a new credit file or record;
- (ii) Obtaining an extension of credit for a consumer; or
- (iii) Providing advice or assistance to a consumer with regard to either subparagraph (i) or (ii) of this paragraph.

Additionally, CL § 14-1901(f) defines "*extension of credit*" as "the right to defer payment of debt or to incur debt and defer its payment, offered or granted primarily for personal, family, or household purposes."

2. The activities of persons engaged in the business of offering or providing loan modification services customarily include obtaining extensions of credit for consumers,

namely obtaining forbearance or other deferrals of payment on consumers' mortgage loans. This includes any offered services intended as part of the loan modification process, or which are represented to consumers to be necessary for participating in a loan modification program. Under certain circumstances, loan modification services may involve improving a consumer's credit record, history, or rating or establishing a new credit file or record. Therefore, unless otherwise exempt, pursuant to CL §§ 14-1901(e), 14-1903(a), and 14-1901(f), persons engaged in the business of offering or providing residential loan modification services, which include offering or providing extensions of credit to consumers, fall under the statutory definition of "credit services businesses," and are thereby subject to the licensing, investigatory, enforcement, and penalty provisions of the MCSBA.

3. The following relevant and credible evidence, obtained pursuant to the Commissioner's investigation, was considered in the issuance of the Summary Order: Respondents' standard documents for providing loan modification services for Maryland consumers; statements by a Maryland consumer who had entered into a loan modification agreement with Respondents but for whom Respondents failed to obtain or even attempt to obtain loan modifications for the consumer; and the Commissioner's licensing records. More particularly, at all times prior to the issuance of the Summary Order, the evidence supports the following findings:

a. Respondent DCR was an Arizona limited liability company operating out of Scottsdale, Arizona. DCR engaged in business activities with Maryland consumers involving Maryland residential real property, although it was not a registered business entity in the State of Maryland.

b. Respondent Mortgage Relief was an Arizona limited liability company operating out of Scottsdale, Arizona. Mortgage Relief engaged in business activities with Maryland consumers involving Maryland residential real property, although it was not a registered business entity in the State of Maryland.

c. Respondent INQB8 was a Delaware limited liability company operating out of Wilmington, Delaware. INQB8 engaged in business activities with Maryland consumers involving Maryland residential real property, although it was not a registered business entity in the State of Maryland.

d. Respondents John Common, Libby Muelhaupt, and Bruce Spurlock engaged in business activities with Maryland consumers involving Maryland residential real property. John Common, Libby Muelhaupt, and Bruce Spurlock were the owners, directors, officers, managers, employees and/or agents of DCR, Mortgage Relief, and/or INQB8.

e. Respondents advertised and marketed to Maryland consumers that Respondents could obtain loan modifications for homeowners on their residential mortgages. Further, Respondents entered into an agreement to provide loan modification services, which included obtaining extensions of credit as defined by the MCSBA, for a Maryland consumer on their residential mortgage loan.

f. In November 2009, [REDACTED] (collectively "Consumer A") entered into a loan modification agreement with Respondents. Consumer A paid approximately \$3,000 in up-front fees to Respondents in exchange for which Respondents represented that they would be able to obtain a loan modification for Consumer A. Although Respondents collected \$3,000 in up-front fees, Respondents never obtained a loan modification for Consumer A. Only after numerous unsuccessful attempts by Consumer A

to collect a refund, and only after Consumer A retained legal counsel, did Respondents provide a refund of the up-front fees.

g. Respondents engaged in willful conduct which was intended to deceive and defraud Consumer A, as referenced above, which demonstrated a complete lack of good faith and fair dealings by Respondents, and which breached any duties that Respondents owed to this consumer. Such conduct included, but was not limited to, the following: Respondents failed to perform those loan modification services for Consumer A that they promised to provide and for which they had collected an up-front fee.

4. In the present matter, Respondents are subject to the MCSBA, including its prohibition on engaging in credit services business activities without first being licensed under the MCSBA. *See* CL § 14-1902(1) (“[a] credit services business, its employees, and independent contractors who sell or attempt to sell the services of a credit services business shall not: (1) [r]eceive any money or other valuable consideration from the consumer, unless the credit services business has secured from the Commissioner a license under Title 11, Subtitle 3 of the Financial Institutions Article. . . .”); CL §14-1903(b) (“[a] credit services business is required to be licensed under this subtitle and is subject to the licensing, investigatory, enforcement, and penalty provisions of this subtitle and Title 11, Subtitle 3 of the Financial Institutions Article”); FI § 11-302 (“[u]nless the person is licensed by the Commissioner, a person may not: . . . (3) [e]ngage in the business of a credit services business as defined under Title 14, Subtitle 19 of the Commercial Law Article”); and FI § 11-303 (“[a] license under this subtitle shall be applied for and issued in accordance with, and is subject to, the licensing and investigatory provisions of Subtitle 2 of this title, the Maryland Consumer Loan Law – Licensing Provisions”).

5. According to the Commissioner's records, at no time relevant to the facts set forth in the Summary Order of March 31, 2011, or in the present Final Order, have the Respondents been licensed by the Commissioner under the MCSBA.

6. Respondents have engaged in credit services business activities without having the requisite license by advertising that they could provide loan modification services as described above, and by entering into a contractual agreement with Consumer A to provide such services. Respondents' unlicensed loan modification activities thus constitute violations of CL § 14-1902(1), CL §14-1903(b), FI § 11-302, and FI § 11-303, thereby subjecting Respondents to the penalty provisions of the MCSBA.

7. Additionally, by collecting an up-front fee prior to fully and completely performing all services on behalf of Consumer A, Respondents violated CL § 14-1902(6) of the MCSBA (“[a] credit services business, its employees, and independent contractors who sell or attempt to sell the services of a credit services business shall not: . . . (6) [c]harge or receive any money or other valuable consideration prior to full and complete performance of the services that the credit services business has agreed to perform for or on behalf of the consumer”).

8. Further, although Respondents made representations that they would obtain beneficial loan modification for Consumer A, the Commissioner's investigation supports a finding that Respondents never obtained the promised loan modification for Consumer A; as such, Respondents violated CL § 14-1902(4) (“[a] credit services business, its employees, and independent contractors who sell or attempt to sell the services of a credit services business shall not: . . . (4) [m]ake or use any false or misleading representations in the offer or sale of the services of a credit services business”).

9. Respondents further violated the MCSBA through the following: they failed to obtain the requisite surety bonds, in violation of to CL §§ 14-1908 and 14-1909; they failed to provide Consumer A with the requisite information statements, in violation of CL §§ 14-1904 and 14-1905; and Respondents failed to include all of the requisite contractual terms in their agreement with Consumer A as required under CL § 14-1906.

10. By failing to obtain beneficial loan modification for Consumer A, which Respondents had agreed to provide, Respondents breached their contract with Consumer A and/or breached the obligations arising under that contract. Such breach constitutes a *per se* violation of the MCSBA pursuant to CL § 14-1907(a) (“[a]ny breach by a credit services business of a contract under this subtitle, or of any obligation arising under it, shall constitute a violation of this subtitle”).

11. As the contracts between Respondents and Consumer A failed to comply with the specific requirements imposed by the MCSBA (as discussed above), any loan modification contract between Respondents and Consumer A are void and unenforceable as against the public policy of the State of Maryland pursuant to CL § 14-1907(b) (“[a]ny contract for services from a credit services business that does not comply with the applicable provisions of this subtitle shall be void and unenforceable as contrary to the public policy of this State”).

**NOW, THEREFORE**, having determined that Respondents waived their right to a hearing in this matter by failing to request a hearing within the time period specified in the Summary Order, and pursuant CL §§ 14-1902, 14-1907, 14-1912, and FI § 2-115(b), it is by the Maryland Commissioner of Financial Regulation, hereby



**ORDERED** that the Summary Order issued by the Deputy Commissioner against Respondents on March 31, 2011, is entered as a final order of the Commissioner as modified herein, and that Respondents shall permanently **CEASE** and **DESIST** from engaging in credit services business activities with Maryland consumers, including contracting to provide, or otherwise engaging in, loan modification, loss mitigation, or similar services with Maryland consumers; and it is further

**ORDERED** that, pursuant to FI § 2-115(b), and upon careful consideration of (i) the seriousness of the Respondents' violations; (ii) the lack of good faith of Respondents, (iii) the history and ongoing nature of Respondents' violations; and (iv) the deleterious effect of Respondents' violations on the public and on the credit services businesses and mortgage industries, Respondents shall pay to the Commissioner a total civil money penalty in the amount of **TWO THOUSAND DOLLARS (\$2,000.00)**, which consists of the following:

<i>Prohibited Activity and Violation</i>	<b>Penalty per Violation</b>	<b>x Number of Violations</b>	<b>= Penalty</b>
<i>Unlicensed Activity in Violation of MCSBA</i>	\$1,000	1 Md. Consumer	\$1,000
<i>Charging Up-Front Fees in Violation of MCSBA</i>	\$1,000	1 Md. Consumer	\$1,000
		<b>TOTAL</b>	<b>\$2,000</b>

And it is further,

**ORDERED** that Respondents shall pay to the Commissioner, by cashier's or certified check made payable to the "Commissioner of Financial Regulation," the amount of

**TWO THOUSAND DOLLARS (\$2,000.00)** within fifteen (15) days from the date of this Final Order; and it is further

**ORDERED** that, pursuant to CL § 14-1907(b), all loan modification agreements which Respondents entered into with Maryland consumers described herein, are void and unenforceable as contrary to the public policy of the State of Maryland; and it is further

**ORDERED** that Respondents shall send all correspondence, notices, civil penalties and other required submissions to the Commissioner at the following address: Commissioner of Financial Regulation, 500 North Calvert Street, Suite 402, Baltimore, Maryland 21202, Attn: Proceedings Administrator.

11/27/12  
Date

Mark A. Kaufman /s/ Mark A.  
Mark A. Kaufman  
Commissioner of Financial Regulation