

IN THE MATTER OF:

MOD PILOT INC. d/b/a MOD PILOT,

MATTHEW SMITH, and

MARK MCINTYRE,

Respondents.

BEFORE THE MARYLAND

COMMISSIONER OF

FINANCIAL REGULATION

Case No.: CFR-FY2011-041

FINAL ORDER TO CEASE AND DESIST

WHEREAS, the office of the Commissioner of Financial Regulation (the "Commissioner"), under the supervision of the Deputy Commissioner of Financial Regulation (the "Deputy Commissioner"), conducted an investigation into the credit services business activities of Mod Pilot Inc. d/b/a Mod Pilot ("Mod Pilot"), Matthew Smith, and Mark McIntyre, (collectively the "Respondents"); and

WHEREAS, as a result of that investigation, the Deputy Commissioner found evidence to support that Respondents have engaged in acts or practices constituting a violation of a law 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 August 2, 2011, 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 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. Unless exempt, pursuant to CL §§ 14-1901(e), 14-1903(b), 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 Deputy Commissioner’s investigation, was considered in the issuance of the Summary Order: communications between Respondents and a Maryland consumer; statements made by the Respondents to an investigator in the office of the Commissioner; statements by a Maryland consumer with whom the Respondents had entered into a loan modification but

for whom Respondents failed to obtain or even attempt to obtain the loan modification; and the Commissioner's licensing records. More particularly, this evidence supports the following findings:

a. Respondent Mod Pilot is an active California corporation with primary offices in Oceanside, California. Mod Pilot engages in business activities with Maryland consumers involving Maryland residential real property, although it is not a registered business entity in the State of Maryland.

b. Respondents Matthew Smith and Mark McIntyre engaged in business activities with Maryland consumers involving Maryland residential real property. Matthew Smith and Mark McIntyre are the owners of Mod Pilot.

c. 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 assisting in obtaining an extension of credit as defined by the MCSBA, for Maryland consumers on their residential mortgage loan.

d. In March 2010, [REDACTED] and [REDACTED] (collectively, the "Consumers") entered into a loan modification agreement with Respondents. The Consumers paid \$1,995 in up-front fees to Respondents in exchange for which Respondents represented that they would be able to assist the Consumers in obtaining a loan modification. Although Respondents collected \$1,995 in up-front fees, Respondents services did not result in a loan modification for the Consumers. Further, the Consumers requested a refund of the up-front fees, to which the Respondents never provided.

e. The Consumers filed a claim with their credit card company disputing the \$1,995 up-front fees charged on their account by Respondents. In response to their complaint, the Consumers' credit card company cancelled that transaction and their account was restored.

f. Respondents engaged in willful conduct which was intended to deceive and defraud the Consumers, as referenced above, which demonstrated a complete lack of good faith and fair dealing by Respondents, and which breached any duties that Respondents owed to the Consumers. Such conduct included, but was not limited to, the following:

(i). Respondents failed to perform the loan modification services for the Consumers that they promised to provide and for which they had collected an up-front fee; and

(ii). Respondents refused to provide a refund to the Consumers when a refund was due for failing to provide the loan modification services.

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 August 2, 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 the Consumers 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 the Consumers, 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 the Consumers, the Deputy Commissioner's investigation supports a finding that Respondents never obtained the promised loan modification for the Consumers; 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: in their loan modification advertisements, they failed to clearly and conspicuously state a license number under the MCSBA or an exemption, in violation of CL § 14-1903.1; they failed to obtain the requisite surety bonds, in violation of to CL §§ 14-1908 and 14-1909; they failed to provide the Consumers 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 the Consumers as required under CL § 14-1906.

10. By failing to obtain beneficial loan modification for the Consumers, which Respondents had agreed to provide, Respondents breached their contract with the Consumers 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 contract between Respondents and the Consumers failed to comply with the specific requirements imposed by the MCSBA (as discussed above), any loan modification contract between Respondents and the Consumers is 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”).

12. The MCSBA prohibits fraud and deceptive business practices at CL § 14-1902(5), which provides as follows:

[a] credit services business, its employees, and independent contractors who sell or attempt to sell the services of a credit services business shall not: . . . (5) [e]ngage, directly or indirectly, in any act, practice, or course of business which operates as a fraud or deception on any person in connection with the offer or sale of the services of a credit services business.

13. CL § 14-1912 discusses liability for failing to comply with the MCSBA, providing as follows:

(a) *Willful noncompliance.*— Any credit services business which willfully fails to comply with any requirement imposed under this subtitle with respect to any consumer is liable to that consumer in an amount equal to the sum of:

(1) Any actual damages sustained by the consumer as a result of the failure;

(2) A monetary award equal to 3 times the total amount collected from the consumer, as ordered by the Commissioner;

(3) Such amount of punitive damages as the court may allow; and

(4) In the case of any successful action to enforce any liability under this section, the costs of the action together with reasonable attorney's fees as determined by the court.

(b) *Negligent noncompliance.*— Any credit services business which is negligent in failing to comply with any requirement imposed under this subtitle with respect to any consumer is liable to that consumer in an amount equal to the sum of:

(1) Any actual damages sustained by the consumer as a result of the failure; and

(2) In the case of any successful action to enforce any liability under this section, the cost of the action together with reasonable attorney's fees as determined by the court.

14. Respondents engaged, directly or indirectly, in acts, practices, or other activities which operated as a fraud or deception on the Consumers in connection with the offer or sale of the services of a credit services business, and thereby violated CL § 14-1902(5); such actions also constituted willful noncompliance with the MCSBA under CL § 14-1912(a). Respondents' fraudulent, deceptive, and/or willful conduct included the following: they failed to perform those loan modification services for the Consumers which they promised to provide and for which they had collected an up-front fee; and Respondents refused to provide a refund to the Consumers when such a refund was due for lack of service.

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

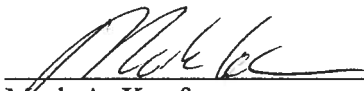
And it is further,

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, 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.

5/17/12
Date



Mark A. Kaufman
Commissioner of Financial Regulation