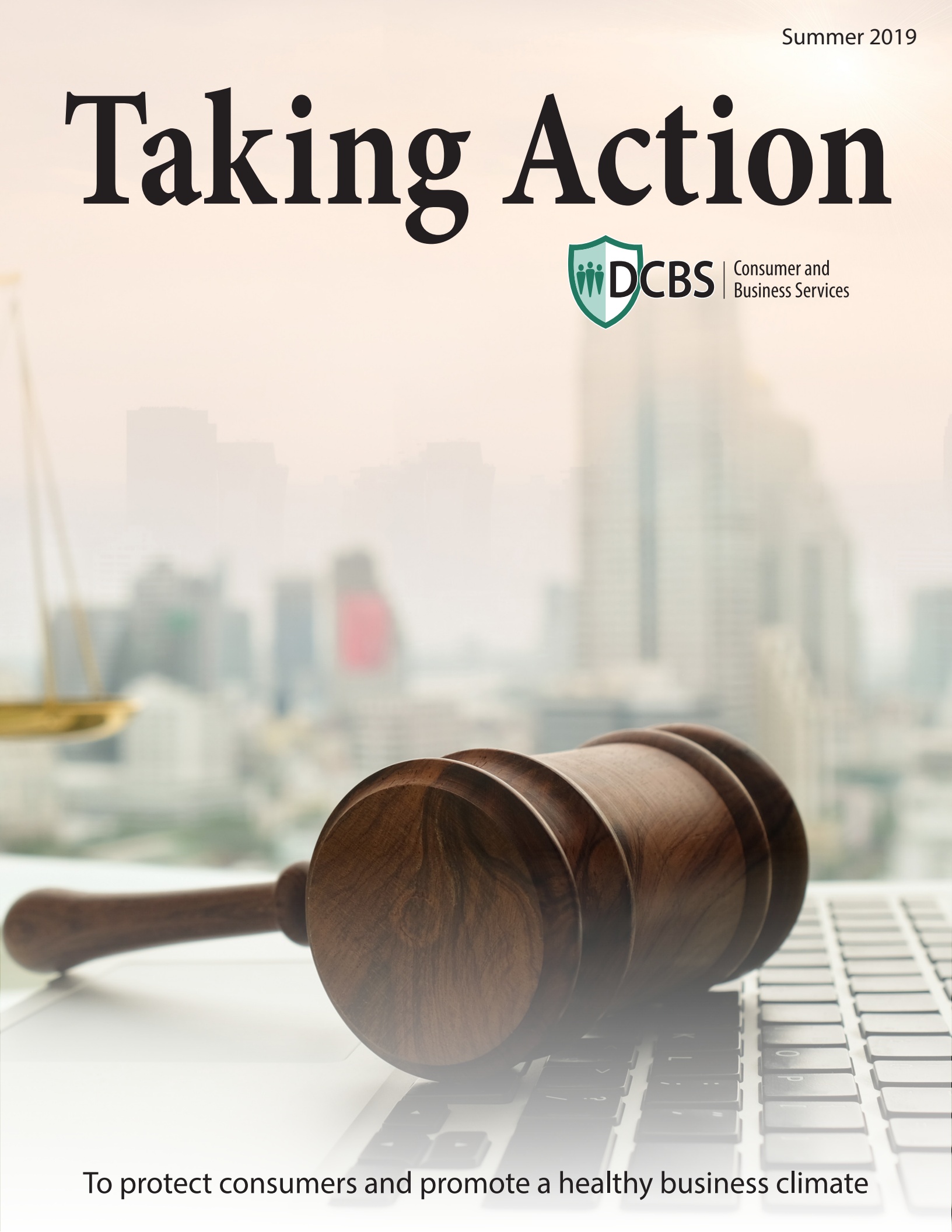


# Taking Action



To protect consumers and promote a healthy business climate



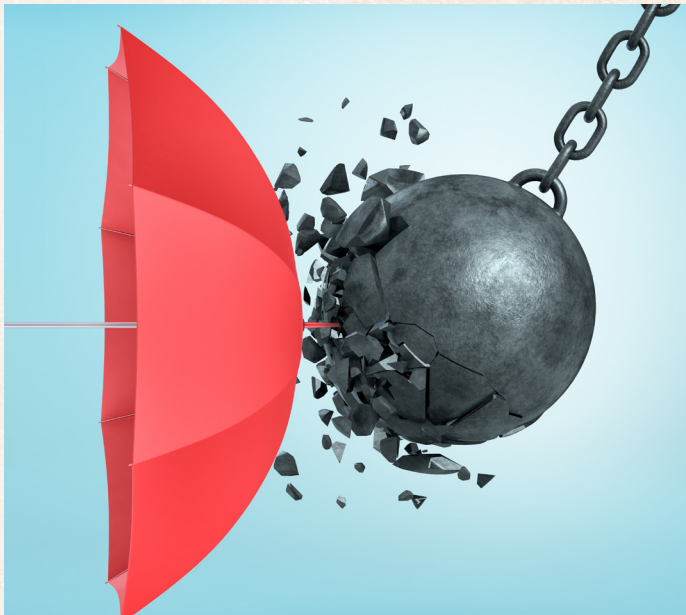
# Mortgage



- **Timothy Lunceford, M-19-0023** – The division issued a cease-and-desist order and fined Lunceford \$15,000 for engaging in unlicensed residential mortgage origination and facilitating unlicensed mortgage broker activity. Lunceford has been permanently barred from working as a mortgage loan originator and seeking licensure under the Oregon mortgage lender law. The division first took action against him in 2007 for facilitating unlicensed mortgage origination and committing unfair or unethical acts relating to mortgage loans.
- **DOD Ventures Inc., M-19-0057** – The division issued a cease-and-desist order and revoked the mortgage broker license of DOD Ventures Inc. for failing to provide documentation during an examination by the division, and failing to timely file quarterly and annual reports.
- **Pontifx, LLC and Gregory D. Williams, M-19-0046** – The division issued a cease-and-desist order and fined Pontifx and Williams \$5,000 for unlicensed mortgage broker activity. They were brokering hard money loans secured by Oregon residential property.



# Insurance



- **Providence Health Plans, Inc., [INS-18-0047](#)** — The division issued a cease-and-desist order and fined Providence Health Plans \$210,000. Providence denied claims without conducting a reasonable investigation, misrepresented the terms of a policy to be issued, failed to properly notify consumers of claims processing delays, failed to timely comply with the decision of an independent review organization, and failed to timely respond to an inquiry from the Oregon Department of Consumer and Business Services director.
- **UnitedHealthCare Insurance Company and United Behavioral Health, [INS-19-0036](#)** — The division issued a cease-and-desist order and assessed a \$50,000 fine against UnitedHealthCare Insurance Company and United Behavioral Health, the affiliate company that provides third-party administration of behavioral health services. UnitedHealthCare failed to timely acknowledge receipt of appeals to adverse benefit determinations and failed to make a timely decision on the appeals.
- **Moda Health Plan, Inc., [INS-17-0151](#)** — The division issued a cease-and-desist order and fined Moda Health Plan \$200,000. Moda failed to timely pay clean claims, failed to notify enrollees about delays, improperly applied a deductible to claims for colon cancer screenings, improperly applied out-of-network benefits to claims for services delivered by in-network providers, failed to notify eligible consumers about Medicare Part B eligibility, and did not respond timely to prior authorization requests.
- **Kyle W. Stewart, [INS-19-0061](#)** — The division issued a cease-and-desist and revoked the nonresident insurance producer license of Kyle W. Stewart because Washington revoked Stewart’s resident producer license for failing to respond to an inquiry, financial impairment and failing to pay fees.
- **Tiffany L. Swann, [INS-19-0068](#)** — The division issued a cease-and-desist order and revoked the nonresident insurance producer license of Tiffany L. Swann because Virginia revoked Swann’s resident producer license for providing materially incorrect, misleading, incomplete, or untrue information on her license application.
- **Marissa Tojong, [INS-19-0075](#)** — The division issued a cease-and-desist order and fined Oregon resident insurance producer Marissa Tojong \$500 for forging a consumer’s name on a life insurance illustration.
- **Julie B. Lowell aka Julie B. Cone, [INS-19-0084](#)** — The division issued a cease-and-desist order, assessed a \$10,000 fine, and revoked the Oregon resident insurance producer license of Julie B. Lowell, aka Julie B. Cone, for misappropriating premium funds from Oregon consumers and creating false receipts to conceal her misappropriation.



# Securities



- **Trinity National Holdings, LLC, S-19-0054** – The division issued a cease-and-desist order and fined Trinity National Holdings \$2,045 for the sale of unregistered securities. Trinity National Holdings entered into “joint ventures” with investors by using funds provided by investors to purchase and renovate distressed real estate mortgage notes. Trinity failed to register these investments with the division before sale, and the fine assessed equaled three times what Trinity should have paid as a registration fee.
- **Resource Real Estate Opportunity REIT, Inc., S-19-0066** – The division issued a cease-and-desist order and fined Resource Real Estate Opportunity REIT \$2,979 for the sale of unregistered securities. Resource initially registered its securities with the division, but failed to renew its order of registration. Certain distribution reinvestment plan shares were reinvested in violation of the registration requirements. The fine assessed equaled three times what Resource should have paid as a registration fee for the share sales.



# Non-depository Programs:



- **Apple Law Group, Inc., DM-19-0044** – The division issued a cease-and-desist order and fined Apple Law Group \$62,500 for providing debt management services to eight Oregonians without being registered as a debt management service provider, charging illegal up-front fees, and failing to provide consumers with all required information and disclosures. Apple Law Group is prohibited from becoming registered as a debt management service provider in Oregon. As a result of the division's action, Apple Law Group refunded more than \$85,000 in fees it had collected from Oregon consumers as payment for its services.
- **Chelsea Marketing Inc., DM-19-0051** – The division issued a cease-and-desist order and fined Chelsea Marketing \$5,000 for providing debt management services to at least six Oregonians without being registered as a debt management service provider. Chelsea Marketing was the lead generator for another unregistered debt management service provider, Asset Defense Law Offices; Chelsea Marketing received payment from Asset Defense for providing names and identifiable information of potential Oregon debt modification clients. This activity falls under the definition of debt management services in Oregon, and requires registration. The division previously took administrative action against Asset Defense Law Offices, and that order can be found [here](#).
- **Phillip and Brigitte Morsman dba Tops Trailer Park, MSD-18-0051** — The division issued a cease-and-desist order and fined Phillip and Brigitte Morsman and their company, Tops Trailer Park, \$75,000. They sold at least 18 manufactured structures without a license, and forged signatures on documents they filed with the division. Their actions demonstrated a pattern or practice of habitual disregard for the law, and a failure to exercise due care and diligence consistent with industry practice. The Morsmans no longer own the trailer park, and are prohibited from engaging in any activity in Oregon that requires a manufactured structure dealer license.





- **Pacific Investing Inc., MSD-18-0099** – The division issued a cease-and-desist order and fined Pacific Investing \$1,500 for selling a manufactured structure without a license. During the division’s investigation and related administrative action, Pacific Investing became licensed as an Oregon manufactured structure dealer.
- **Account Management Plus, Inc., MT-19-0033** — The division issued a cease-and-desist order and fined Account Management Plus \$4,000 for conducting a money transmission business in Oregon without a license. Account Management Plus processed debt modification service payments for eight Oregon consumers, who were clients of Encompass Recovery Group, LLC, an unregistered debt management service provider that the division took separate action against, see **Case No. DM-19-0010**. As a result of the division’s action, Account Management Plus has refunded all the fees and funds it collected from the eight Oregon consumers.
- **William J. Martin dba Americontinental Collect Company, LLC, CA-18-0070** – The division issued a cease-and-desist order and

fined William J. Martin and his company, Americontinental Collect Company, \$87,200 for operating as an unregistered collection agency in more than 200 transactions in Oregon, and for comingling client funds. The division further permanently barred Martin and his company from engaging in any collection agency or debt buyer activity in Oregon.

- **Interstate Recovery Service, Inc., DB-19-0024** – The division issued a cease-and-desist order and fined Interstate Recovery Service \$5,000 for engaging in debt buyer activity in Oregon without a license. Interstate Recovery Service, a Virginia company, purchased debts and collected or attempted to collect debts from 14 Oregonians between 2017 and 2018.
- **Granson Finance Investments and Loans, CF-19-0043** – The division issued a cease-and-desist order and fined Granson Finance Investments and Loans \$7,500. Granson offered an Oregon consumer a consumer finance loan without being licensed. It also offered a related default protection insurance product without being licensed as an insurance producer, and without the product being filed and approved in Oregon.
- **Fleet Financial, Inc., CF-19-0028** – The division issued a cease-and-desist order and fined Fleet Financial \$500 for failure to pay its 2019 annual licensing fee. Fleet Financial surrendered its license as a result of the division’s action.
- **TMG Financial Services, Inc. nka AMC FS, Inc. (TMG), CF-19-0027** – The division issued a cease-and-desist order and fined TMG Financial Services, now known as AMC FS, \$500 for failure to pay the 2019 annual licensing fee. TMG surrendered its license as a result of the division’s action.