

OCCC CASE NO. L25-050

IN THE MATTER OF:	§	BEFORE THE
	§	
MASTER FILE NO.: 1400000138	§	OFFICE OF CONSUMER
NATIONAL CREDIT COUNSELING	§	
BUREAU (NCCB)	§	CREDIT COMMISSIONER
D/B/A NATIONAL CREDIT	§	
COUNSELING BUREAU (NCCB) INC.	§	STATE OF TEXAS
GATEWAY TOWER, 8111 LBJ FWY.,	§	
SUITE 105	§	
DALLAS, TEXAS 75251	§	

**ORDER TO FILE TIMELY AND ACCURATE ANNUAL REPORTS
AND REQUIRED DOCUMENTS**

The Office of Consumer Credit Commissioner (“OCCC”) issues this Order to File Timely and Accurate Annual Reports and Required Documents against National Credit Counseling Bureau (NCCB) d/b/a National Credit Counseling Bureau (NCCB) Inc. (“NCCB”).¹

Statement of Facts and Law

NCCB is a debt management services provider registered with the OCCC under Chapter 394 of the Texas Finance Code. NCCB operates under master file number 1400000138 at one location, under registration number 218508. NCCB’s compliance officer is Dickson Ewemade, and its designated contact address is Gateway Tower, 8111 LBJ Fwy., Suite 105, Dallas, Texas 75251.

A debt management services provider must file annual reports with the Consumer Credit Commissioner (“Commissioner”).² Additionally, a debt management services provider must annually file the following required documents with the Commissioner:

- (1) a blank copy of the provider’s written debt management services agreement;³
- (2) blank copies of credit counseling information provided to consumers;⁴
- (3) a surety bond or evidence that the provider maintains an insurance policy.⁵

¹ Tex. Fin. Code § 14.208(a).

² Tex. Fin. Code § 394.205(b); 7 Tex. Admin. Code § 88.202(b).

³ Tex. Fin. Code § 394.205(d); 7 Tex. Admin. Code § 88.202(c)(1).

⁴ Tex. Fin. Code § 394.205(d); 7 Tex. Admin. Code § 88.202(c)(2).

⁵ Tex. Fin. Code § 394.206; 7 Tex. Admin. Code § 88.202(c)(3).

A provider must comply with all instructions from the Commissioner relating to submitting the report.⁶ The annual report and required documents are due by January 31 of each year.⁷

NCCB did not file its 2024 annual report with the Commissioner on or before January 31, 2025. In addition, NCCB did not file the required documents described above on or before January 31, 2025.

The Commissioner may issue an injunction ordering a debt management services provider to file one or more complete, accurate, and timely annual reports and required documents if the Commissioner has reasonable cause to believe that the debt management services provider is violating Chapter 394 of the Texas Finance Code.⁸

The Commissioner has reasonable cause to believe that NCCB is violating Chapter 394 of the Texas Finance Code, and therefore issues this Order, because NCCB failed to timely file its 2024 annual report and required documents.

⁶ 7 Tex. Admin. Code § 88.202(a).

⁷ 7 Tex. Admin. Code § 88.201(c).

⁸ Tex. Fin. Code § 14.208(a).

Order

IT IS ORDERED that National Credit Counseling Bureau (NCCB) d/b/a National Credit Counseling Bureau (NCCB) Inc.:

1. comply with, and cease and desist from violating, the reporting and filing requirements set forth in Sections 394.205 and 394.206 of the Texas Finance Code and Title 7, Sections 88.201 and 88.202 of the Texas Administrative Code;
2. file its 2024 annual report and all required documents within 30 days of service of this Order, if it has not already done so; and
3. timely file complete and accurate future annual reports and required documents.

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

Violation of Order

If you violate this Order, the OCCC may impose an administrative penalty of up to \$1,000 for each day.⁹ Multiple violations may also result in the suspension or revocation of your registration.¹⁰

⁹ Tex. Fin. Code § 14.208(c).

¹⁰ Tex. Fin. Code § 394.204(k).

Right to Request Hearing

You have the right to request a hearing regarding this Order.¹¹ 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 Vivek Vedanarayanan, Assistant General Counsel, by mail to 2601 N. Lamar Blvd., Austin, Texas 78705, or by email to vivek.vedanarayanan@occc.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.¹² If you fail to request a hearing by the deadline, this Order will be considered final and enforceable.¹³

All communications with the OCCC concerning this matter must be through Vivek Vedanarayanan, Assistant General Counsel, who may be contacted by mail at 2601 N. Lamar Blvd., Austin, Texas 78705, by telephone at 512-936-7623, or by email at vivek.vedanarayanan@occc.texas.gov.

Signed this 17th day of April, 2025.

/s/ Leslie Pettijohn

Leslie L. Pettijohn

Consumer Credit Commissioner

State of Texas

¹¹ Tex. Fin. Code § 14.208(b).

¹² Tex. Fin. Code § 14.208(b).

¹³ Tex. Fin. Code § 14.208(c).

CERTIFICATE OF SERVICE

I certify that on April 17, 2025, a true and correct copy of this Order to File Timely and Accurate Annual Reports and Required Documents has been sent to National Credit Counseling Bureau (NCCB) d/b/a National Credit Counseling Bureau (NCCB) Inc. by the following:

National Credit Counseling Bureau (NCCB)	<input checked="" type="checkbox"/> email
Attn: Dickson Ewemade, Compliance Officer	<input type="checkbox"/> eFileTexas.gov electronic service
Gateway Tower, 8111 LBJ Fwy., Suite 105 Dallas, TX 75251	<input checked="" type="checkbox"/> regular mail
dicksone@nccbcredit.com	<input checked="" type="checkbox"/> certified mail, return receipt requested # 9214 8901 9403 8300 0004 2943 43

National Credit Counseling Bureau (NCCB)	<input checked="" type="checkbox"/> email
Attn: Dickson I. Ewemade, Registered Agent	<input type="checkbox"/> eFileTexas.gov electronic service
2604 Redding Dr. Plano, TX 75093	<input checked="" type="checkbox"/> regular mail
dicksone@nccbcredit.com	<input checked="" type="checkbox"/> certified mail, return receipt requested # 9214 8901 9403 8300 0004 2943 50

/s/ Vivek V. Vedanarayanan
Vivek V. Vedanarayanan
Assistant General Counsel
Office of Consumer Credit Commissioner
State Bar No. 24127068
2601 North Lamar Blvd.
Austin, Texas 78705
512-936-7623 (phone)
vivek.vedanarayanan@occc.texas.gov