

OCCC CASE NO. L19-00375

|                                  |   |                     |
|----------------------------------|---|---------------------|
| IN THE MATTER OF:                | § | BEFORE THE          |
|                                  | § |                     |
| MASTER FILE NO.: 1500051758      | § | OFFICE OF CONSUMER  |
| RTO FINANCE LLC                  | § |                     |
| P.O. BOX 9789                    | § | CREDIT COMMISSIONER |
| GREENVILLE, SOUTH CAROLINA 29604 | § |                     |
|                                  | § | STATE OF TEXAS      |

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

The Office of Consumer Credit Commissioner (“OCCC”) issues this Order to File Timely and Accurate Annual Reports against RTO Finance LLC (“RTO Finance”).<sup>1</sup>

**Statement of Facts and Law**

RTO Finance is a regulated lender licensed by the OCCC under Chapter 342 of the Texas Finance Code. RTO Finance operates under master file number 1500051758 at one licensed location, under license number 155486. RTO Finance’s compliance officer is Jenn Andrews, and its designated contact address is P.O. Box 9789, Greenville, South Carolina 29604.

A regulated lender must file annual reports with the Consumer Credit Commissioner (“Commissioner”).<sup>2</sup> A regulated lender must file the required annual report by May 1 for the prior year’s calendar loan activity on forms prescribed by the Commissioner and must comply with all instructions relating to submitting the report.<sup>3</sup>

RTO Finance did not file its 2018 annual report with the Commissioner by May 1, 2019.

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<sup>1</sup> Tex. Fin. Code § 14.208.

<sup>2</sup> Tex. Fin. Code § 342.559.

<sup>3</sup> 7 Tex. Admin. Code § 83.835; [https://occc.texas.gov/industry/regulated-lenders/annual\\_reports](https://occc.texas.gov/industry/regulated-lenders/annual_reports).

The Commissioner may issue an injunction ordering a regulated lender to file one or more complete, accurate, and timely annual reports if the Commissioner has reasonable cause to believe that the regulated lender is violating Chapter 342 of the Texas Finance Code.<sup>4</sup>

The Commissioner has reasonable cause to believe that RTO Finance is violating Chapter 342 of the Texas Finance Code, and therefore issues this Order, because RTO Finance failed to timely file its 2018 annual report.

## **Order**

IT IS ORDERED that RTO Finance LLC:

1. comply with, and cease and desist from violating, the reporting requirements set forth in Section 342.559 of the Texas Finance Code and Title 7, Section 83.835 of the Texas Administrative Code;
2. file its 2018 annual report 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.

Regulated lender annual reports must be submitted through the OCCC's Application Licensing Examination and Compliance System (ALECS): [alecs.occ.texas.gov](http://alecs.occ.texas.gov). Instructions are available by clicking the "File Annual Report" button on the OCCC's home page, [occ.texas.gov](http://occ.texas.gov).

## **Violation of Order**

If you violate this Order, the OCCC may impose an administrative penalty of up to \$1,000 per day.<sup>5</sup> Multiple violations may also result in the suspension or revocation of your license.<sup>6</sup>

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<sup>4</sup> Tex. Fin. Code § 14.208.

<sup>5</sup> Tex. Fin. Code § 14.208(c).

<sup>6</sup> Tex. Fin. Code § 342.156.

## Right to Request Hearing

You have the right to request a hearing regarding this Order.<sup>7</sup> Your request must be made in writing and sent to the OCCC not later than 30 days after you receive this Order. You must send your request to:

Matthew Nance  
Office of Consumer Credit Commissioner  
2601 N. Lamar Blvd.  
Austin, Texas 78705

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.<sup>8</sup> If you fail to request a hearing by this deadline, this Order is considered final and enforceable.<sup>9</sup>

All communications with the OCCC concerning this matter must be through Matthew Nance, Deputy General Counsel. You may contact him by mail at 2601 N. Lamar Blvd., Austin, Texas 78705, by telephone at (512) 936-7660, or by email to [matthew.nance@occc.texas.gov](mailto:matthew.nance@occc.texas.gov).

Signed this 21st day of August, 2019.

/s/ Leslie Pettijohn  
Leslie L. Pettijohn  
Consumer Credit Commissioner  
State of Texas

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<sup>7</sup> Tex. Fin. Code § 14.208(b).

<sup>8</sup> Tex. Fin. Code § 14.208(b).

<sup>9</sup> Tex. Fin. Code § 14.208(c).

## CERTIFICATE OF SERVICE

I certify that on the 21st day of August, 2019, a true and correct copy of this Order to File Timely and Accurate Annual Reports has been sent to RTO Finance LLC by regular mail and certified mail, return receipt requested, at:

CMRRR# 91 7199 9991 7038 3517 8646  
RTO Finance LLC  
Attn: Jenn Andrews, Compliance Officer  
P.O. Box 9789  
Greenville, SC 29604

CMRRR# 91 7199 9991 7038 3517 8653  
RTO Finance LLC  
Attn: National Registered Agents Inc., Registered Agent  
1999 Bryan St., Suite 900  
Dallas, TX 75201

/s/Matthew Nance  
Matthew J. Nance  
Deputy General Counsel  
Office of Consumer Credit Commissioner  
State Bar No. 24074794  
2601 North Lamar Blvd.  
Austin, Texas 78705  
(512) 936-7660  
(512) 936-7610 (fax)  
matthew.nance@occc.texas.gov