Subject:Jesse WebberLicense No.:MHDRET00035204Order No.:MHD20110037Date issued:November 14, 2011

Type of Order: Consent Order Complaint No.: MHD2011000313-LRV

Penalty: A \$500.00 administrative penalty to be paid within 30 days of the date the order is issued.

<u>Type of Violations</u>: A violation of TEX. OCC. CODE § 1201.256(a) by installing a Wind Zone I manufactured home constructed on or after September 1, 1997 in a Wind Zone II county. A manufactured home must meet the Wind Zone II standards adopted by the United States Department of Housing and Urban Development if a home is to be installed in a Wind Zone II County.

Subject:Valero Manufactured Home ServicesLicense No.:MHDRET00035816DBA Arcadia Custom Homes, LPDate issued:October 12, 2011

Penalty: A \$1,000.00 administrative penalty, of which \$500.00 was probated for two years; and suspended, probation of license for two years. A violation of the law or the order during the probationary period would result in the remaining penalty becoming due and the probationary status being removed, and the license being suspended for the remainder of the period. Also required to attend the 20 hour educational course and reimburse the consumer.

Type of Violations: A violation of TEX. OCC. CODE ANN. § 1201.151(a) by failing to refund a consumer's deposit later than the fifteen (15) days after receiving a written request from the consumer, and a violation of TEX. OCC. CODE § 1201.551(a)(1) for knowingly and willingly violating a Department order or law under the Manufactured Housing Standards Act.

Subject: Wayne's Mobile Home Transport

License No.: MHDINS00004296

Order No.: MHD20110035 Date issued: October 5, 2011

Type of Order: Consent Order

Complaint No.: MHD201100052-W

Penalty: A \$2,500.00 administrative penalty, of which \$2,000.00 was probated for two years; and suspended probation of license for two years. A violation of the law or the order during the probationary period would result in the remaining penalty becoming due and the probationary status being removed, and the license being suspended for the remainder of the period. Also required to attend the 20 hour educational course and correct all issues found in the warranty order.

<u>Type of Violations</u>: A violation of Tex. Occ. Code § 1201.356(e) by failing to comply with the report and order of the director, and a violation of Tex. Occ. Code § 1201.551(a)(1) for knowingly and willingly violating a Department order or law under the Manufactured Housing Standards Act.

Subject:Placido GuerraLicense No.:MHSLSP00040886Order No.:MHD20110034Date issued:October 4, 2011

Type of Order: Consent Order Complaint No.: MHD2011000396-LRV

<u>Penalty</u>: Salesperson's License issued as a Probationary License for 2 years.

Type of Violations: A violation of TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department; and a violation of TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject:Fiesta Wholesale Homes, LLCLicense No.:MHDRET00036310Order No.:MHD20110033Date issued:September 26, 2011

Type of Order: Default Order Complaint No.: MHD2011000376-LRV

Penalty: A \$2,500.00 administrative penalty to be paid within 30 days of the date the order is issued. Reimbursement of the Consumer's \$15,000.00 deposit within 30 days of the date of this order.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.151(a) by failing to refund a consumer's deposit later than the fifteen (15) days after receiving a written request from the consumer.

Subject: Wholesale Homes
Order No.: MHD20110032
License No.: MHDRET00034625
Date issued: August 31, 2011

Type of Order: Default Order Complaint No.: MHD2011000350-LRV

Penalty: A \$1000.00 administrative penalty to be paid within 30 days of the date the order is issued.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title, and 1 violation of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location.

Subject: Chris Allen

Order No.: MHD20110031

License No.: MHDINS00004558

Date issued: August 31, 2011

Type of Order: Consent Order Complaint No.: MHD2011000307-LRV

Penalty: A \$2,500.00 administrative penalty, of which \$2,250.00 was probated for two years; and suspended probation of his installer's license for two years. A violation of the law or the order during the probationary period would result in the remaining penalty becoming due; and the probationary status being removed and the license being suspended for the remainder of the period.

<u>Type of Violations</u>: A violation of Tex. Occ. Code § 1201.101(d) by performing an installation function on manufactured housing in this state without holding an installer's license; and -a violation of Tex. Occ. Code § 1201.551(a)(1) for knowingly and willingly violating a law in the Manufactured Housing Standards Act.

Subject:Jon BensonLicense No.:MHSLSP00040813Order No.:MHD20110030Date issued:August 23, 2011

Type of Order: Consent Order Complaint No.: MHD2011000400-LRV

Penalty: Salesperson's License issued as a Probationary License for 2 years.

Type of Violations: A violation of TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department.

Subject: Jose Flores
Corder No.: MHD20110029
License No.: MHSLSP00040958
Date issued: August 16, 2011

Type of Order: Consent Order Complaint No.: MHD2011000436-LRV

Penalty: Salesperson's License issued as a Probationary License for 2 years.

Type of Violations: A violation of TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department; and a violation of TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject: Robert Landwermeyer

Order No.: MHD20110028

License No.: MHSLSP00040939

Date issued: July 28, 2011

Type of Order: Consent Order Complaint No.: MHD2011000403-LRV

Penalty: Salesperson's License issued as a Probationary License for 2 years.

Type of Violations: A violation of TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department; and a violation of TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject: Nina Moore License No.: MHSLSP00040902
Order No.: MHD20110027
Date issued: July 28, 2011

Type of Order: Consent Order **Complaint No.:** MHD2011000407-LRV

Penalty: Salesperson's License issued as a Probationary License for 2 years.

Type of Violations: A violation of TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject:Alfredo MontoyaLicense No.:MHSLSP00040809Order No.:MHD20110026Date issued:July 20, 2011

Type of Order: Default Order Complaint No.: MHD2011000354-LRV

Penalty: Salesperson's License issued as a Probationary License for 2 years.

Type of Violations: A violation of TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department; and TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject: MH Consultants, Inc. **License No.:** MHDRET00035417

d/b/a Manufactured Housing Consultants **Date issued:** July 13, 2011

Order No.: MHD20110025 Complaint No.: MHD2011000318-LRV

Type of Order: Consent Order

Penalty: A \$250.00 administrative penalty to be paid within 30 days of the date of the Order issued.

<u>Type of Violations</u>: A violation of 10 Tex. Admin. Code § 80.30 (f) by not including the Retailer's/Broker's/Installer's License number issued on their website; and a violation of 10 Tex. Admin. Code § 80.30(i) by failing to conspicuously provide a link to the Department's website on their website.

Subject: Fiesta Wholesale Homes, LLC License No.: MHDRET00036310

<u>Order No.</u>: MHD20110024 <u>Date issued</u>: June 29, 2011

Type of Order: Consent Order **Complaint No.:** MHD2011000204-LRV

Penalty: A \$5,500.00 Administrative penalty of which \$2,500.00 was probated for two years; and suspended probation of license for two years. A violation of the law or the order during the probationary period would result in the remaining penalty becoming due and the probationary status being removed, and the license being suspended for the remainder of the period.

Type of Violations: A violation of TEX. OCC. CODE § 1201.101(f) by employing or otherwise using the services of a salesperson who is not licensed; violation of TEX. OCC. CODE § 1201.103(a-1) for failing to maintain all the required records for sales at its principal place of business; and a violation of TEX. OCC. CODE § 1201.551(a)(1) for knowingly and willingly violating the Chapter.

Subject: Bradley Turney

License No.: MHSLSP00040448

Data issued: Live 20, 2011

<u>Order No.</u>: MHD20110023 <u>Date issued</u>: June 29, 2011

Type of Order: Consent Order **Complaint No.:** MHD2011000355-LRV

Penalty: Salesperson's License issued as a Probationary License for 2 years.

Type of Violations: A violation of TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department; and TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject: Jo Leigh Ares
Order No.: MHD20110022
License No.: MHDRET00036372
Date issued: June 27, 2011

Type of Order: Default Order Complaint No.: MHD2011000249-LRV

<u>Penalty</u>: A \$500.00 administrative penalty to be paid and proof all taxes are paid shall be submitted within 30 days of the order.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title, and 1 violation of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location.

Subject: Trailer Divas, LLC
License No.: MHDRET00036440

Order No.: MHD20110021

Date issued: June 27, 2011

Type of Order: Consent Order Complaint No.: MHD2011000306-LRV

Penalty: A \$500.00 administrative penalty to be paid and all the delinquent taxes are to be paid within 30 days of the order. Trailer Divas was also required to take a 20 hour educational course.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title, and 1 violation of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location.

Subject: Juan R. Rubio, Sr., MH Transporting License No.: MHDRET00035897

<u>Order No.</u>: MHD20110020 <u>Date issued</u>: June 27, 2011

Type of Order: Default Order Complaint No.: MHD2011000234-LRV

<u>Penalty</u>: A \$500.00 administrative penalty to be paid and all the delinquent taxes are to be reimbursed within 30 days of the order.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title, and 1 violation of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location.

Subject: Big John's Mobile Homes Transport, LLC **License No.:** MHDRET00035508

<u>Order No.</u>: MHD20110019 <u>Date issued</u>: June 9, 2011

Type of Order: Consent Order Complaint No.: MHD2010000554-LRV

MHD2011000011-LRV MHD2011000220-LRV

Penalty: A \$7,000.00 Administrative penalty of which \$3,500.00 was probated; completion of the 20 hour educational course; suspended probation of license until August 24, 2013. A violation of the law or the order during the probationary period would result in the remaining penalty becoming due and the probationary status being removed and the license being suspended.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.151(a) by failing to refund a consumer's deposit later than the fifteen (15) days after receiving a written request from the consumer; violation of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title; violation of TEX. OCC. CODE § 1201.551(a)(6) by failing to provide or file a report required by the Department for the administration or enforcement of the chapter; violation of 10 TEX. ADMIN. CODE § 80.30(f) by not conspicuously disclosing their license number on an advertisement; and a violation of 10 TEX. ADMIN. CODE § 80.33(g) for not submitting the required Notice of Installation.

Subject: Wholesale Homes, Inc. **License No.:** MHDRET00034625

<u>Order No.</u>: MHD20110018 <u>Date issued</u>: May 20, 2011

Type of Order: Final Order Complaint No.: MHD2010000251-LRV

MHD2010000347-LRV MHD2010000427-LRV

<u>Penalty</u>: A \$3,500.00 Administrative penalty and a two year fully probated suspension of Respondent's License.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.151(a) by failing to refund a consumer's deposit later than the fifteen (15) days after receiving a written request from the consumer; violation of Tex. Occ. Code § 1201.103(a-1) for failing to maintain all the required records for five sales at its principal place of business; 2 violations Tex. Occ. Code § 1201.204 for failing to submit an original Manufacturer's Certificate; 3 violations of Tex. Occ. Code § 1201.206 for failure to timely submit an application for issuance of a Statement of Ownership and Location not later than the 60th day after the date of the retail sale; violation of Tex. Occ. Code § 1201.551(a)(1) for knowingly and willingly violating a Department order; and a violation of Tex. Occ. Code § 1201.551(a)(2) for unlawfully retaining or converting money, property, or any other thing of value from a consumer in the form of a down payment, sales or use tax, deposit, or insurance premium.

Subject: John Profit DBA Solar Homes of Texas **<u>License No.</u>**: MHDRET00034029

<u>Order No.</u>: MHD20110017 <u>Date issued</u>: May 10, 2011

Type of Order: Consent Order

Complaint No.: MHD2009000471-LRV

MHD2010000292-LRV

Penalty: \$1000.00 administrative penalty, and all the delinquent taxes are to be reimbursed.

Type of Violations: 2 violations of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good

and marketable title.

Subject: D&S Mobile Home Center **License No.:** MHDRET00035843

Order No.: MHD20110016 **Date issued:** May 9, 2011

Type of Order: Consent Order Complaint No.: MHD2011000093-LRV

Penalty: \$500.00 Administrative penalty to be paid.

<u>Type of Violations</u>: Violation of TEX. OCC. CODE ANN. § 1201.206(b) by failing to provide to the Department not later than the 60th day after the date of the retail sale, the completed application for the issuance of a new statement of Ownership and Location.

Subject: Trailer Divas, LLC **License No.:** MHDRET00036440

Order No.: MHD20110015 **Date issued:** May 5, 2011

Type of Order: Consent Order Complaint No.: MHD2011000235-LRV

Penalty: \$500.00 Administrative penalty and proof that a good and marketable title was provided to the

consumer.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title, and 1 violation of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location.

Subject:Ace 1st Transport, Inc.License No.:MHDINS00004552Order No.:MHD20110014Date issued:April 28, 2011

Type of Order: Consent Order **Complaint No.:** MHD2011000281-LRV

Penalty: License issued as a Probationary License for 2 years.

<u>Type of Violations</u>: TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department; and TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject: J & J Mobile Home Service
Order No.: MHDINS0004256
Date issued: March 29, 2011

Type of Order: Consent Order Complaint No.: MHD2010000355-W

Penalty: License placed on a 2 year probated suspension; \$3,000 administrative penalty of which \$500.00 will be paid within 30 days and \$2,500.00 will be dismissed if no violation occurs during the probation period, J & J Mobile Home Service 's, President shall attend the 20 hour licensing educational course and all corrective action is required.

Type of Violations: 1 violation of TEX. OCC. CODE ANN. § 1201.361 by failing to give the manufactured home owner a written warranty that the installation of the home was performed in accordance with all department standards, rules, orders, and requirements, and 1 violation of TEX. OCC. CODE ANN. § 1201.356(e) by failing to comply with the report and order of the director. and 1 violation of TEX. OCC. CODE ANN. § 1201.255 (b) by failing to obtain the owner's signature on a Site Preparation Notice, prior to installation, disclosing that such conditions may contribute to problems with the stabilization system for that manufactured home, including possible damage to that home, and the owner accepts that risk, and violations of 10 TEX. ADMIN. CODE § 80.33(g) by failing to complete a Notice of Installation and submit the original, signed form with the required fee to the Department no later than seven (7) days after which the installation is completed but not later than three (3) days for installers with a provisional license.

Subject:Wholesale Homes, Inc.License No.:MHDRET00034625Order No.:MHD20110012Date issued:March 28, 2011

Type of Order: Default Order Complaint No.: MHD2011000122-LRV

Penalty: \$1000.00 administrative penalty, and all the delinquent taxes are to be reimbursed.

Type of Violation: 1 violation of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title, and 1 violation of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location.

Subject:Caney ParkLicense No.:MHDRET00035601Order No.:MHD20110011Date issued:February 22, 2011

Type of Order: Consent Order

Complaint No.: MHD2010000253-LRV
MHD2010000310-LRV

Penalty: \$1,500.00 administrative penalty, all the delinquent taxes are to be reimbursed and License Number MHDRET00035601 is placed on a suspended probation for 2 years.

Type of Violation: 1 violations of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title. 1 violations of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location, and 1 violation of TEX. OCC. CODE ANN. § 1201.551 for willingly and knowingly violating a law or rule under this chapter.

Subject: Stan Divine License No.: MHSLSP00040593 **Order No.:** MHD20110010 Date issued: March 21, 2011

Type of Order: Consent Order Complaint No.: MHD2010000198-LRV

Penalty: License issued as a Probationary License for 2 years.

Type of Violation: Violated the following:

TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department; and TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject: Melissa Velez License No.: MHSLSP00040779 **Order No.:** MHD20110009 **Date issued:** March 21, 2011

Type of Order: Consent Order Complaint No.: MHD2011000230-LRV

Penalty: License issued as a Probationary License for 2 years.

Type of Violation: 1 Violation of TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

Subject: James Richter License No.: MHSLSP00040760 **Order No.:** MHD20110008 Date issued: February 25, 2011

Complaint No.: MHD2011000197-LRV **Type of Order:** Consent Order

Penalty: License issued as a Probationary License for 2 years.

Type of Violation: 1 Violation of TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal

record during the five-year period preceding the application date.

Subject: Mobile Home Concepts License No.: MHDRET00035601 **Order No.:** MHD20110007 **Date issued:** February 22, 2011

Type of Order: Consent Order Complaint No.: MHD2010000253-LRV

MHD2010000310-LRV

Penalty: \$500.00 administrative penalty, all the delinquent taxes are to be reimbursed and Mobile Home

Concepts, President shall attend the 20 hour licensing educational course.

Type of Violation: 2 violations of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title. 2 violations of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location.

Subject:Palm Harbor Homes, Inc.License No.:MHDRET00036322Order No.:MHD20110006Date issued:February 18, 2011

Type of Order: Default Order Complaint No.: MHD2010000375-LRV

Penalty: \$500.00 administrative penalty.

Type of Violation: 1 violation of TEX. OCC. CODE ANN. § 1201.151(a) by failing to refund a consumer's deposit later than the fifteen (15) days after receiving a written request from the consumer.

Subject:Cynthia AttawayLicense No.:MHSLSP0003511Order No.:MHD20110005Date issued:February 18, 2011

Type of Order: Default Order Complaint No.: MHD2010000428-LRV

<u>Penalty</u>: \$4000.00 administrative penalty and License Number MHSLSP00035111 is hereby permanently revoked and Cynthia Attaway is ordered to cease and desist from conducting business in the manufactured housing industry.

Type of Violation: 1 Violation of TEX. OCC. CODE ANN. § 1201.551 by willingly and knowingly violating a law under this chapter, violated TEX. OCC. CODE ANN. § 1201.101(b) by selling or offering to sell two or more manufactured homes to consumers in this state in a 12 month period without a retailer's license, and violated TEX. OCC. CODE ANN. §1201.609 by without first obtaining a license required under this chapter, performs an act that requires a license and violated TEX. OCC. CODE ANN. § 1201.101(f) by acting as a salesperson without holding a valid license and by participating in the sale of a manufacture home without being sponsored by a licensed retailer.

Subject:IMS, LLC D/B/ALicense No.:MHDRET00036499Homeowners WholesaleDate issued:February 18, 2011

Order No.: MHD20110004 Complaint No.: MHD2010000509-LRV

Type of Order: Consent Order

<u>Penalty</u>: License Number MHDRET00036499 is suspended and placed on probation for a period of 2 years, \$150,000.00 bond is required as opposed to a \$50,000.00 bond and the Company officers are required to take the 20 hour licensing educational course.

<u>Type of Violation</u>: 1 violation of TEX. OCC. CODE ANN. § 1201.551 for willingly and knowingly violating a rule adopted, violated TEX. OCC. CODE ANN. § 1201.101(b) by selling or offering to sell two or more manufactured homes to consumers in this state in a 12 month period without a retailer's license, and violated TEX. OCC. CODE ANN. §1201.609 by without first obtaining a license required under this chapter, performs an act that requires a license.

Subject:Trailer Divas, LLCLicense No.:MHDRET00036440Order No.:MHD20110003Date issued:February 2, 2011

Type of Order: Default Order

Complaint No.: MHD2011000076-LRV

MHD2011000116 LRV

MHD2011000116-LRV

Penalty: \$1000.00 administrative penalty, and all the delinquent taxes are to be reimbursed.

Type of Violation: 2 violations of TEX. OCC. CODE ANN. § 1201.451(a) by failing to provide a good and marketable title. 2 violations of TEX. OCC. CODE ANN. § 1201.206(c) by failing to provide to the Department not later than the 60th day after the date of each subsequent sale or transfer the completed application for the issuance of a new statement of Ownership and Location.

Subject: Clint White **License No.:** N/A

Order No.: MHD20110002 Date issued: January 27, 2011

Type of Order: Default Order Complaint No.: MHD2011000101-LRV

Penalty: License application denied.

Type of Violation: Violated the following: TEX. OCC. CODE ANN. § 1201.551(a)(7) by providing false information on an application, report, or other document filed with the Department; and on two occasions violated TEX. OCC. CODE ANN. § 1201.551(a)(8) for acquiring a criminal record during the five-year period preceding the application date.

<u>Subject</u>: Valero Manufactured Home Services
D/B/A Arcadia Custom Homes

<u>License No.</u>: MHDRET00035789

Date issued: January 27, 2011

<u>Order No.</u>: MHD20110001 <u>Complaint No.</u>: MHD2011000035-LRV

Type of Order: Default Order

Penalty: \$1000.00 administrative penalty; Restitution paid to the consumer in the amount of \$3,500.00.

Type of Violation: 1 violation of TEX. OCC. CODE ANN. § 1201.151(a) by failing to refund a consumer's deposit later than the fifteen (15) days after receiving a written request from the consumer.