

**FINAL ORDER**

**DATE** 9/8/15

IN THE MATTER OF:

JOHNSON & JOHNSON FINANCIAL  
SERVICES, LLC,

WASSERMAN, SAUL & ASSOCIATES,  
INC.,

TIFFANY CARTER,

TIFFANY JOHNSON, a/k/a  
KATHERINE JOHNSON,

and

WALTER POINT

Respondents.

BEFORE THE MARYLAND  
STATE COLLECTION AGENCY  
LICENSING BOARD IN THE  
OFFICE OF THE  
COMMISSIONER OF FINANCIAL  
REGULATION

Case No.: CFR-FY2014-0083

**SUMMARY ORDER TO CEASE AND DESIST  
AND ORDER TO PRODUCE**

WHEREAS, pursuant to the Maryland Collection Agency Licensing Act ("MCALA"), Business Regulations Article ("BR"), § 7-101 *et seq.*, Annotated Code of Maryland, the State Collection Agency Licensing Board in the Office of the Commissioner of Financial Regulation (hereinafter, the "Agency") is responsible for licensing and regulating persons engaged in collection agency activities in the State of Maryland (the "State"), and for otherwise enforcing the provisions of MCALA and of the Maryland Consumer Debt Collection Act ("MCDCA"), at Commercial Law Article ("CL"), § 14-201 *et seq.*, Annotated Code of Maryland; and

WHEREAS, the Agency finds grounds to allege that Johnson & Johnson Financial Services, LLC, Wasserman, Saul & Associates, Inc., Tiffany Carter, Tiffany Johnson, a/k/a, Katherine Johnson, and Walter Point (collectively, "Respondents") have engaged in acts or

violations of MCALA and MCDCA; and the Agency finds that action under Financial Institutions Article ("FP"), § 2-115, Annotated Code of Maryland, is appropriate.

NOW, THEREFORE, the Agency has determined, for the reasons set forth below, that it is in the public interest that the Respondents immediately CEASE AND DESIST from engaging, directly or indirectly, in the business of collecting consumer claims from Maryland residents, and from otherwise engaging in the collection agency business in the State of Maryland.

1. BR § 7-101 provides, in part, the following definitions:

(b) *Board*.- "Board" means the State Collection Agency Licensing Board.

(c) *Collection agency*.- "Collection agency" means a person who engages directly or indirectly in the business of:

(1)

(i) collecting for, or soliciting from another, a consumer claim; or

(ii) collecting a consumer claim the person owns, if the claim was in default when the person acquired it;

\* \* \*

(d) *Commissioner*.- "Commissioner" means the Commissioner of Financial Regulation.

(e) *Consumer claim*.- "Consumer claim" means a claim that:

(1) is for money owed or said to be owed by a resident of the State; and

(2) arises from a transaction in which, for a family, household, or personal purpose, the resident sought or got credit, money, personal property, real property, or services.

(f) *License*.- "License" means a license issued by the Board to do business as a collection agency.

(g) *Licensed collection agency*.- "Licensed collection agency" means a person who is licensed by the Board to do business as a collection agency.

2. Pursuant to BR § 7-201, "[t]here is a State Collection Agency Licensing Board in the Office of the Commissioner of Financial Regulation in the Department [of Labor, Licensing, and Regulation]." Further, BR § 7-203 provides that, "[t]he Commissioner is chairman of the Board."

3. BR § 7-308 provides, in relevant part, as follows:

(a) *In general.*- Subject to the hearing provisions of § 7-309 of this subtitle, the Board may reprimand a licensee or suspend or revoke a license if the licensee or any owner, director, officer, member, partner, or agent of the licensee:

\* \* \*

(3) in connection with the collection of any consumer claim:

(i) commits any fraud; or

(ii) engages in any illegal or dishonest activities;

(4) knowingly or negligently violates the Maryland Consumer Debt Collection Act;

\* \* \*

(b) *Multiple licenses.*- If the Board finds that a ground for suspension or revocation of a license applies to more than 1 place of business that the licensee operates, the Board may act against:

(1) each license of the licensee;

4. BR § 7-401(a) provides that, "except as otherwise provided in this title, a person may not knowingly and willfully do business as a collection agency in the State unless the person has a license."

5. Pursuant to Md. Code Ann., Com. Law ("CL"), § 14-202(8) of the Maryland Consumer Debt Collection Act ("MCDCA"), at CL § 14-201 *et seq.*, "[i]n collecting or attempting to collect an alleged debt," a debt collector (or "collector") may not "[c]laim, attempt, or threaten to enforce a right with knowledge that the right does not exist."

6. The Fair Debt Collection Practices Act ("FDCPA"), at 15 U.S.C. § 1692 *et seq.*, provides, in relevant part, as follows:

**§ 1692e. False or misleading representations**

A debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt. Without limiting the general application of the foregoing, the following conduct is a violation of this section:

\* \* \*

(2) The false representation of--

(A) the character, amount, or legal status of any debt; or

\* \* \*

(5) The threat to take any action that cannot legally be taken or that is not intended to be taken.

\*\*\*

(10) The use of any false representation or deceptive means to collect or attempt to collect any debt or to obtain information concerning a consumer.

**§ 1692f. Unfair practices**

A debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt. Without limiting the general application of the foregoing, the following conduct is a violation of this section:

(1) The collection of any amount (including any interest, fee, charge, or expense incidental to the principal obligation) unless such amount is expressly authorized by the agreement creating the debt or permitted by law.

7. Persons engaged in unlicensed collection activities involving Maryland consumers are in violation of BR § 7-401(a) of MCALA ("except as otherwise provided in this title, a person may not knowingly and willfully do business as a collection agency in the State unless the person has a license"). Engaging in unlicensed collection activities is also a violation of CL § 14-202(8) of the MCDCA ("[i]n collecting or attempting to collect an alleged debt," a collector may not "[c]laim, attempt, or threaten to enforce a right with knowledge that the right does not exist"). Unlicensed collection activities also violate various provisions of the FDCPA: they constitute false or misleading representations, in violation of 15 U.S.C. § 1692(e)(2) (false representations about the "character, amount, or legal status of any debt), (e)(5) ("[t]he threat to take any action that cannot legally be taken or that is not intended to be taken"), and (e)(10) ("[t]he use of any false representation or deceptive means to collect or attempt to collect any debt"); and they constitute unfair or unconscionable means to collect or attempt to collect a debt, in violation of 15 U.S.C. § 1692(f)(1) (the collection of any amount that is not permitted by law).

8. Pursuant to BR § 7-205 of MCALA, as a result of a hearing, or of providing an opportunity for a hearing, the Agency may issue an order requiring persons to cease and desist from engaging in collection-related violations of the law, may issue a monetary penalty, and may require persons to take affirmative action to correct the violations, including providing restitution to all aggrieved consumers. Additionally, pursuant to Md. Code Ann., Fin. Inst. ("FI"), § 2-115(b), as a result of a hearing, or of providing the opportunity to request a hearing, the Commissioner of Financial Regulation (the "Commissioner") may, in addition to any other authorized actions taken by the Agency, enter a final order to cease and desist, suspend or revoke any collection agency licenses, impose a civil penalty up to \$1,000 for a first violation of MCALA, the MCDCA, or of the FDCPA (as violations of MCALA), issue a penalty of up to \$5,000 for each subsequent violation, or may take any combination of the aforementioned actions against violators.

6. Pursuant to FI § 11-204, "[u]nless a person is licensed by the Commissioner, the person may not: (1) [m]ake a loan; or (2) [i]n any way use any advantage provided by the Maryland Consumer Loan Law."

7. Pursuant to CL § 12-302, a "person may not engage in the business of making loans under this subtitle unless the person is licensed under or is exempt from the licensing requirements of Title 11, Subtitle 2 of the Financial Institutions Article, Annotated Code of Maryland, known as the Maryland Consumer Loan Law – Licensing Provisions."

8. Pursuant to CL § 12-301(c), a "lender" "means a person who makes a loan under [Title 12, Subtitle 3 of the Commercial Law Article]."

9. Pursuant to CL § 12-301(e), a "loan" "means any loan or advance of money or credit made under [Title 12, Subtitle 3 of the Commercial Law Article]."

10. Pursuant to CL § 12-303, "[a] lender may not make a loan under this subtitle unless the loan is in an original amount or value which does not exceed \$6,000."

11. CL § 12-306 specifies the maximum interest rates which a lender is permitted to charge on a loan under Title 12, Subtitle 3 of the Commercial Law Article. Section 12-306(a)(6)(i) provides as follows: "For any loan with an original principal balance of \$2,000 or less, 2.75 percent interest per month on that part of the unpaid balance not more than \$1,000 and 2 percent interest per month on that part of the unpaid principal balance that is more than \$1,000." This section, therefore, permits a lender to charge a maximum annual interest rate of 33 percent on unpaid principal balances up to \$1,000, and 24 percent on unpaid principal balances over \$1,000. Section 12-306(a)(6)(ii) provides: "For any loan with an original principal balance of more than \$2,000, the maximum rate of interest is 2 percent per month on the unpaid principal balance of the loan." This section only permits a lender to charge a maximum annual interest rate of 24 percent on the unpaid principal balance of the loan.

12. Interest on unpaid loan balances, refinanced loans, and computation of interest are discussed in CL §§ 12-306(b) through (d), respectively, which state the following:

*(b) Interest on balance unpaid after original maturity date.—*

If any principal balance remains unpaid 6 months after the loan matures as originally scheduled or deferred, the lender may not contract for, charge, or receive interest at a rate exceeding 6 percent simple interest per annum on the actual unpaid principal balances from time to time.

*(c) Refinanced loan. —* If the lender refinances a loan in the ordinary course of business, he may not add to the principal balance or deduct from the proceeds of the new loan more than 60 days' interest then due.

*(d) Computation of interest. —*

(1) The lender shall compute interest on the actual unpaid principal balances outstanding from time to time, and he may not contract for, charge, or receive interest in advance or compounded interest.

(2) For each day on which an unpaid principal balance is outstanding, the lender may charge on that unpaid balance 1/30th of the interest permitted under this subtitle to be charged for 1 month.

13. Pursuant to CL § 12-313(a)(1), a lender may not “[d]irectly or indirectly contract for, charge, or receive any interest, discount, fee, fine, commission, charge, brokerage, or other consideration in excess of that permitted by this subtitle.”

14. CL § 12-314 provides, in relevant part, as follows:

(a) *Prohibited.* – A person may not lend \$6,000 or less if the person directly or indirectly contracts for, charges, or receives a greater rate of interest, charge, discount, or other consideration than that authorized by the laws of this State.

(b) *Loans unenforceable; exceptions.* –

(1) A loan made in the amount of \$6,000 or less, whether or not the loan is or purports to be made under this subtitle, is unenforceable if a rate of interest, charge, discount or other consideration greater than that authorized by the laws of this State is contracted for by any person unless the excess rate contracted for is the result of a clerical error or mistake and the person corrects the error or mistake before any payment is received under the loan.

(2) The person who is neither a licensee nor exempt from licensing may not receive or retain any principal, interest, or other compensation with respect to any loan that is unenforceable under this subsection.

15. Pursuant to CL § 12-315, the provisions of Title 12, Subtitle 3 “shall be interpreted and construed to effectuate its general remedial purpose.”

16. FI §§ 2-114(a) and (b) set forth the Commissioner’s general authority to order the production of information, as well as documents and records, while investigating potential violations of laws, regulations, rules, and orders over which the Commissioner has jurisdiction – which is in addition to the Commissioner’s specific investigatory authority set forth in various other Maryland statutes and regulations. Thus, for example, FI § 2-114(a)(2) provides that the Commissioner may “[r]equire ... a person to file a statement in writing, under oath or otherwise as the Commissioner determines, as to all the facts and circumstances concerning the matter to be

investigated.” Further, pursuant to FI § 2-114(b), “the Commissioner or an officer designated by the Commissioner may,” among other things, “take evidence, and require the production of books, papers, correspondence, memoranda, and agreements, or other documents or records which the Commissioner considers relevant or material to the inquiry.”

17. FI §§ 2-115(a) and (b) set forth the Commissioner’s authority to issue summary cease and desist orders, and to take additional actions for violations of laws, regulations, rules, and orders over which the Commissioner has jurisdiction, in addition to taking any other action permitted by law, and subject to a hearing or waiver of hearing, providing as follows:

(a) *Summary cease and desist orders.*- When the Commissioner determines that a person has engaged in an act or practice constituting a violation of a law, regulation, rule or order over which the Commissioner has jurisdiction, and that immediate action against the person is in the public interest, the Commissioner may in the Commissioner’s discretion issue, without a prior hearing, a summary order directing the person to cease and desist from engaging in the activity, provided that the summary cease and desist order gives the person:

- (1) Notice of the opportunity for a hearing before the Commissioner to determine whether the summary cease and desist order should be vacated, modified, or entered as final; and
- (2) Notice that the summary cease and desist order will be entered as final if the person does not request a hearing within 15 days of receipt of the summary cease and desist order.

(b) *Other authorized actions for violations.*- When the Commissioner determines after notice and a hearing, unless the right to notice and a hearing is waived, that a person has engaged in an act or practice constituting a violation of a law, regulation, rule or order over which the Commissioner has jurisdiction, the Commissioner may in the Commissioner’s discretion and in addition to taking any other action authorized by law:

- (1) Issue a final cease and desist order against the person;
- (2) Suspend or revoke the license of the person;
- (3) Issue a penalty order against the person imposing a civil penalty up to the maximum amount of \$1,000 for a first violation and a maximum amount of \$5,000 for each subsequent violation; or
- (4) Take any combination of the actions specified in this subsection.

18. The Agency issued an Advisory Notice dated July 20, 2009, which notified all collection agencies licensed to conduct business in Maryland that it was a violation of Maryland law for them to pursue collection actions against Maryland residents for loans that were made by unlicensed entities, and that it was a violation of Maryland law for them to collect on loans that exceeded permissible interest rate caps. This notice was also made available to the general public on the Agency's website at: <http://www.dllr.state.md.us/finance/advisories/advisory/09a.shtml>.

19. Respondent Johnson & Johnson Financial Services, LLC is a registered business entity in the state of Florida. Respondent Johnson & Johnson Financial Services, LLC, however, has never been licensed as a collection agency in Maryland.

20. Respondent Tiffany Johnson, a/k/a Katherine Johnson, owns, manages, directs, operates, supervises, and/or oversees the business activities of Respondent Johnson & Johnson Financial Services, LLC.

21. Respondent Tiffany Carter owns, manages, directs, operates, supervises, and/or oversees the business activities of Respondent Wasserman, Saul & Associates, Inc.

22. Respondent Walter Point owns, manages, directs, operates, supervises, and/or oversees the business activities of Respondent Johnson & Johnson Financial Services, LLC. Furthermore, Respondent Point owns, manages, directs, operates, supervises, and/or oversees the business activities of Respondent Wasserman, Saul & Associates, Inc.

23. In March 2014, the Agency began an investigation into Respondents' collection practices after receiving a complaint from a Maryland consumer, [REDACTED] ("Consumer A"), who alleged that Respondents were in violation of MCALA and MCDCA.

24. Respondents alleged that Consumer A had five outstanding payday loans. Respondents informed Consumer A that if she did not make payments on these loans, she could be taken to court or arrested. Consumer A subsequently made two payments totaling \$565.00 to Respondents.

25. In March 2014, the Agency mailed the Respondents a letter, via first class mail and certified mail, which stated that in order to legally collect on consumer debts in the State of Maryland, Respondents needed to be licensed.

26. Respondents ignored the mailings from the Agency, and, therefore, knowingly attempted to collect consumer debts from a Maryland resident without first obtaining a license.

27. By attempting to collect money from Consumer A, Respondents violated various State and federal laws, including, but not limited to, the following: the MCDCA, including CL § 14-202 (by claiming, attempting, or threatening to enforce a right with knowledge that the right does not exist); the FDCPA, including both 15 U.S.C. § 1692e (by making false or misleading representations, based on conduct which involved making false representations about the character, amount, or legal status of any debt, and conduct which involved threatening to take any action that cannot legally be taken or that is not intended to be taken), and 15 U.S.C. § 1692f (by engaging in unfair or unconscionable means to collect or attempt to collect any debt, based on conduct which involved collecting any amount not expressly authorized by the agreement or permitted by law); and MCALA, including both BR § 7-308(a)(3)(ii) (by engaging in any illegal or dishonest activities in connection with the collection of a consumer claim, namely the above-referenced violations of the MCDCA and the FDCPA), and BR § 7-308(a)(3)(iii) (by knowingly or negligently violating the MCDCA in connection with the collection of a consumer claim).

28. By engaging in unlicensed collection activities in Maryland without being duly licensed by the Agency, Respondents engaged in unlicensed collection agency activities in violation of BR § 7-401 of MCALA. Further, such unlicensed activities violated CL § 14-202(8) of the MCDCA, as well as 15 U.S.C. §§ 1692(e)(2),(5),(10) and 1692(f)(1) of the FDCPA.

WHEREFORE, having determined that immediate action is in the public interest, and pursuant to the aforementioned provisions of the Annotated Code of Maryland, it is, by Commissioner of Financial Regulation on behalf of the Agency, HEREBY

**ORDERED** that Respondents shall immediately CEASE AND DESIST from engaging in any collection activities involving Maryland consumers; and it is further

**ORDERED** that all Respondents shall immediately CEASE AND DESIST from engaging, directly or indirectly, in the business of collecting consumer claims from Maryland residents, and from otherwise engaging in the collection agency business in the State of Maryland; and it is further

**ORDERED** that Respondents shall immediately CEASE AND DESIST from violating the aforementioned laws governing debt collection activities; and that Respondents should be assessed statutory monetary penalties for all such violations; and it is further

**ORDERED** that all provisions of this Summary Order to Cease and Desist and Order to Produce ("Summary Order"), including all Orders and Notices set forth herein, also apply to all unnamed owners, partners, members, officers, employees, and agents of all Respondent business entities named above; and it is further

**ORDERED** that the Resident Agents for all Respondent business entities named above shall provide a copy of this Summary Order to all unnamed owners, partners, members, officers, employees and agents of those Respondent business entities; and it is further

**ORDERED** that, pursuant to the Commissioner's authority under FI §§ 2-114, Respondent shall provide to the Agency within 15 days of the receipt of this Summary Order to Cease and Desist and Order to Produce (hereinafter "Summary Order") the following:

- a detailed list of all Maryland consumers against whom Respondents have pursued collections. Respondents shall include all of the following information for each such debt on which Respondents pursued collections:
  - the name of the Maryland consumer;
  - the consumer's phone number(s), home address, and e-mail address;
  - The name of the original creditor from whom the consumer obtained the loan;
  - the date that the agreement between the consumer and the lender was formed, the date the funds were disbursed, and the date that initial payment was due;
  - the original principal amount of the loan;
  - the fees or interest payments that the consumer was required to make on the loan;
  - the total annual interest rate on the loan;
  - the APR on the loan;
  - the number of times that the loan was refinanced, extended, or otherwise modified, and the resulting new fees, interest payments, or other new terms;
  - the loan number of the original loan, and the loan numbers for any subsequent refinancing, extension, or modification of that loan;
  - the date that Respondents began collecting on the consumer's loan;
  - the date of Respondents' most recent attempt to collect on the loan;
  - the results of Respondents' collection activities on the loan;
  - the total amount of all money paid by the consumer on the original loan and on any refinancing, extension, or other modification of that loan, including any principal, interest, late fees, or any other money paid by the consumer; to the lender, to Respondents, or to any other party (including to other debt collectors or to any other creditors);
  - the total amount of money which the consumer paid directly to Respondents, or which the consumer paid directly to the lender or to any other third party as a result of Respondent's collection activities;

- the total amount of compensation which Respondents received from any source for collecting on the loan and on any refinancing, extension, or other modification of that loan; and
  - indicate whether the lender, Respondents, or any other party has ever submitted any negative or adverse information concerning the loan to any consumer reporting agency.
- a copy of all letters and other correspondences which Respondents sent to each of the Maryland consumers identified above;
  - a copy of the loan agreements between the Maryland consumers and the lenders for each debt described above; and
  - a copy of any and all written documents, including but not limited to contracts, agreements, and other correspondences, between Respondents and third party lenders or creditors which describe or specify the amount and method by which Respondents were to be compensated for collecting on the loans involving Maryland consumers described above.

FURTHERMORE,

**RESPONDENTS ARE HEREBY NOTIFIED** that, pursuant to FI § 2-115, SG § 10-226(c)(2), and BR § 7-309, Respondents are entitled to a hearing before the Agency to determine whether this Summary Order should be vacated, modified, or entered as a Final Order of the Agency; and further,

**RESPONDENTS ARE HEREBY NOTIFIED** that, pursuant to FI § 2-115, SG § 10-226(c)(2), and BR § 7-309, this Summary Order will be entered as a Final Order of the Agency if Respondents do not request a hearing within 15 days of the receipt of this Summary Order; and further,

**RESPONDENTS ARE HEREBY NOTIFIED** that, pursuant to Code of Maryland Regulations ("COMAR") § 09.01.02.08, and State Government Article ("SG") §§ 10-206.1 and 10-207, and in accordance with SG § 10-207(b)(4), each individual Respondent in this matter is only permitted to request a hearing, and to appear at such hearing, on behalf of himself, or

through an attorney authorized to practice law in Maryland at the Respondent's own expense; and further,

**RESPONDENTS ARE HEREBY NOTIFIED** that, pursuant to SG § 10-206.1, and in accordance with SG § 10-207(b)(4), business entities are only permitted to request a hearing, and to appear at such hearing, through an attorney authorized to practice law in Maryland at the Respondent's own expense; and further,

**RESPONDENTS ARE HEREBY NOTIFIED** that any and all requests for a hearing in this matter must conform to the requirements stated above, must be made in the form of a signed, written request, and must be submitted to the following address:

Administrator, State Collection Agency Licensing Board  
Office of the Commissioner of Financial Regulation  
500 North Calvert Street, Suite 402  
Baltimore, Maryland 21202;

and further,

**RESPONDENTS ARE HEREBY NOTIFIED** that, pursuant to BR § 7-205, the Agency may issue an order requiring all Respondents to cease and desist from engaging in these violations and any further similar violations, may issue a monetary penalty, and may require Respondents to take affirmative action to correct the violations, including providing restitution to any aggrieved consumers. Additionally, pursuant to FI § 2-115(b), as a result of a hearing, or of Respondents' failure to timely request a hearing in the manner described above, the Agency, may, in addition to taking any other action authorized by law, enter an Order making this Summary Order final, impose a civil penalty against all Respondents up to \$1,000 for each violation of MCALA and of the MCDCA, issue a penalty up to \$5,000.00 for each subsequent

violation of these acts, or may take any combination of the aforementioned actions against Respondents.

MARYLAND STATE COLLECTION  
AGENCY LICENSING BOARD IN THE  
OFFICE OF THE COMMISSIONER OF  
FINANCIAL REGULATION

8/21/2015  
Date

By:   
Keisha Whitehall Wolfe  
Acting Deputy Commissioner of Financial Regulation

For Gordon Cooley  
Acting Commissioner of Financial Regulation  
Chairperson, State Collection Agency Licensing Board