M. GALE LEMMON #4363 Assistant Attorney General MARK L. SHURTLEFF #4666 Attorney General Attorneys for Utah Insurance Department 160 East 300 South, Fifth Floor P.O. Box 140874 Salt Lake City, UT 84114-0874 Telephone (801) 366-0375

BEFORE THE INSURANCE COMMISSIONER OF THE STATE OF UTAH

COMPLAINANT:

UTAH INSURANCE DEPARTMENT

STIPULATION &

ORDER

RESPONDENTS:

ABSOLUTE TITLE INSURANCE AGENCY License No. 105344

BRIDGETTE R. LLOYD License No. 229008

MATHEW S. LLOYD License No. 229184

> 5796 South 900 East Salt Lake City, UT 84121

Docket No. <u>2012-116-PC</u>

Enf. Case No. 3115

STIPULATION

1. Respondent Absolute Title Insurance Agency is a licensed title insurance agency in the State of Utah, holding License No. 105344. Respondent Bridgette R. Lloyd is a licensed title insurance agent in the State of Utah, holding License No. 229008. Respondent Mathew S. Lloyd

is a licensed title insurance agent in the State of Utah, holding License No. 229184.

Respondents Bridgette R. Lloyd and Mathew S. Lloyd are designated as agents on the license of Respondent Absolute Title Insurance Agency.

- 2. Respondents stipulate with the Complainant, Utah Insurance Department, as follows:
- a. If a hearing were held, witnesses called by the Complainant could offer and introduce evidence that would support the Findings of Fact herein;
- b. Respondents neither admit nor deny the Findings of Fact and Conclusions made therefrom;
- c. Respondents stipulate to the summary entry of the Order herein which shall be in lieu of other administrative proceedings by Complainant in this matter; and
- d. Respondents and Complainant have negotiated the terms of the Order entered herein and Respondents agree to its entry and further agree to be bound by all its terms.
- 3. Respondents are aware of their right to a hearing at which they may be represented by counsel, present evidence and cross-examine witnesses. Respondents have irrevocably waived their right to such hearing and to any appeal related thereto.
- 4. Respondents admit the jurisdiction of the State of Utah Insurance Commissioner as to all matters herein.
- 5. Respondents are acting herein free from any duress or coercion of any kind or nature, having been advised fully as to their rights set forth herein.
- 6. Respondents acknowledge that the issuance of this Order by the Commissioner is solely for the purpose of disposition of the matter entitled herein.
 - 7. In consideration of the settlement reached between the parties herein, Respondent

Bridgette R. Lloyd hereby submits the surrender of her title agent's license to the commissioner in lieu of the imposition of other administrative penalties.

UTAH INSURANCE DEPARTMENT

M. Gale Lemmon, Assistant Attorney General

Approved as to form:

Scott R. Sabey

Fabian & Clendenin Attorney for Respondents Based upon the foregoing Stipulation and information in the file, the Presiding Officer makes the following:

FINDINGS OF FACT

- 1. Respondent Absolute Title Insurance Agency ("Absolute Title"), is a corporation domiciled in the State of Utah and licensed as a title insurance agency in the State of Utah, License No. 105344.
- 2. Respondents Bridgette R. Lloyd and Mathew S. Lloyd, are licensed title insurance agents in the State of Utah, License Nos. 229008 and 229184, respectively. Respondents Bridgette R. Lloyd and Mathew S. Lloyd are both designated as agents on the license of Absolute Title. Respondent Mathew S. Lloyd is the President, Director and an owner of Respondent Absolute Title.
- 3. In August 2011, Respondents conducted at least six escrows where respondents charged borrowers unauthorized fees, not filed with the Department, and not disclosed on HUD1s sent to lenders, in violation of Respondents' fiduciary duties.
- 4. During the same period, Respondents on at least three occasions charged borrowers fees in connection with escrow services in amounts not consistent with the rates they filed with the Department.
- 5. On or about August 9, 2011, Respondent Bridgette Lloyd acting as agent for Respondent Absolute Title in a real estate refinance transaction, created a fraudulent warranty deed transferring the title of real property located in Salt Lake County from a living trust into the individual name of a trustee/settlor of the trust by cutting and pasting the grantor's signature from another document and then notarizing that signature, and caused the deed to be recorded

with the county recorder.

- 6. In connection with the same transaction, Respondent Bridgette Lloyd acting as agent for Respondent Absolute Title, created or had created at least two preliminary title reports on the vesting of the subject real property containing false or misleading information regarding changes in the vesting of the property when no recorded documents existed to support those changes, and sent the reports to the lender with the intent that the lender rely on them.
- 7. Respondents filed the 2010 Annual Title Report with the Department containing false or misleading information regarding Respondent Absolute's financial condition by copying most of the information from the previous year's report. Respondents have yet to file a corrected annual report for that year.

Based upon the foregoing Stipulation and Findings of Fact, the Presiding Officer enters the following Conclusions of Law:

CONCLUSIONS OF LAW

- 1. In charging borrowers unauthorized escrow fees that were not agreed to by borrowers and not filed with the Department, Respondents violated Utah Code Ann. §§ 31A-23a-406(3)(b) and -406(4)(b), and 31A-23a-409(1)(d)(ii) and 31A-19a-209(6)(b).
- 2. In charging borrowers escrow fees in amounts other than those rates filed with the Commissioner, Respondents violated Utah Code Ann. § 31A-19a-209(6)(b).
- 3. In providing HUD1s to lenders that failed to disclose fees charged to borrowers, and that differed from the actual transaction, Respondents violated Utah Code Ann. § 31A-23a-402(1)(a)(i).

- 4. In creating a fraudulent Warranty Deed and in causing that Deed to be recorded, and in creating false property reports with the intent that lenders rely on them, Respondents Bridgette Lloyd and Absolute Title violated Utah Code Ann. §§ 31A-23a-402(1)(a)(i) and -402(1)(a)(ii)(B)(II).
- 5. In filing a false Annual Report with the commissioner, Respondents violated Utah Code Ann. §§ 31A-23a-402(1)(a)(i) and 31A-2-202(6).
- 6. In charging unauthorized fees not agreed to by borrowers, providing false HUD1s to lenders, in creating and recording a fraudulent Warranty Deed and in creating false property reports for a lender, Respondents bring into question whether they meet the character requirements to hold a license under Utah Code Ann. § 31A-23a-107(2).
- 7. The surrender of Bridgette Lloyd's license in lieu of other administrative penalties is justified under the circumstances.
- 8. Respondents Absolute Title and Mathew Lloyd's insurance licenses should be placed on probation for a period of 24 months pursuant to Utah Code Ann. § 31A-23a-112.
- 9. A forfeiture in the amount of \$5,000.00 assessed jointly against Respondents Absolute Title and Mathew Lloyd under Utah Code Ann. § 31A-2-308 is appropriate.

Based upon the foregoing Findings of Fact and Conclusions of Law, the Presiding Officer herewith enters the following Order and Recommended Order:

ORDER

IT IS HEREBY ORDERED:

1. The surrender of Respondent Bridgette R. Lloyd's title insurance license is hereby accepted in lieu of other administrative penalties. Respondent Bridgette R. Lloyd may not apply

for an insurance license in the State of Utah for a period of 5 years from the date of this Order without the specific written permission of the commissioner.

2. Respondent Bridgette R. Lloyd shall not act in any capacity for which a license is required under the Utah Insurance Code until properly licensed, shall not be a signatory on the Trust Account of any licensee, and shall not be employed in any capacity by Respondent Absolute Title during the period of its probation.

IT IS FURTHER RECOMMENDED THAT THE TITLE AND ESCROW COMMISSION IMPOSE THE FOLLOWING PENALTIES:

- 1. Respondents Absolute Title Insurance Agency and Mathew S. Lloyd be jointly assessed an administrative forfeiture in the amount of \$5,000.00, to be paid within 30 days of the date of the imposition of the penalty by the Title and Escrow Commission.
- 2. The licenses of Respondents Absolute Title Insurance Agency and Mathew S. Lloyd be placed on probation for a period of 24 months beginning with the date of the imposition of the penalty by the Title and Escrow Commission. The terms of probation are:
- a. Respondents Absolute Title and Mathew Lloyd pay the forfeiture assessed in a timely manner;
- b. Respondents Absolute Title and Mathew Lloyd shall not allow Respondent Bridgette Lloyd to be employed in any capacity by Absolute Title during the period of probation without the specific written permission of the commissioner;
- c. Respondents Absolute Title and Mathew Lloyd shall file an accurate Amended Annual Report for the calendar year 2010 within 30 days of the date of this Order;

- d. Respondents Absolute Title and Mathew Lloyd shall pay any outstanding civil judgments prior to the next renewal of their licenses; and
- e. Respondents Absolute Title and Mathew Lloyd shall not have any further violation of the Utah Insurance Code or Rules, and shall not violate any criminal laws.

DATED this Zoth day of November, 2012.

NEAL T. GOOCH INSURANCE COMMISSIONER

MARK E. KLEINFIELD, Esq.

Administrative Law Judge Utah Insurance Department

State Office Building, Room 3110

Salt Lake City, Utah 84114 Telephone (801) 538-3800

ADOPTION OF RECOMMENDED ORDER AND IMPOSITION OF PENALTY

DATED this 14 day of Janvary , 2013

Larry Turner Blake, Chairman Title and Escrow Commission

COMMISSIONER CONCURRENCE

WITH COMMISSION IMPOSED PENALTIES

The Commissioner of the Utah Insurance Department hereby concurs with the above and forgoing Utah Title and Escrow Commission imposed penalties in the present adjudicative proceedings.

Dated this 4 day of January, 2013.

NEAL T. GOOCH,

Commissioner,

Utah Insurance Department,

BY:

Mark E. Kleinfield

Administrative Law Judge

NOTIFICATION

Respondents are hereby notified that failure to abide by the terms of this Order may subject you to further penalties, including additional forfeitures of up to \$5,000.00 per violation (\$2,500.00 for a licensed individual) and the suspension or revocation of your licenses, and the filing of an action to enforce this Order in the District Court, which may impose penalties of up to \$10,000.00 per day for continued violation.

You are further notified that other jurisdictions in which you may be licensed may require that you report this action to them.