



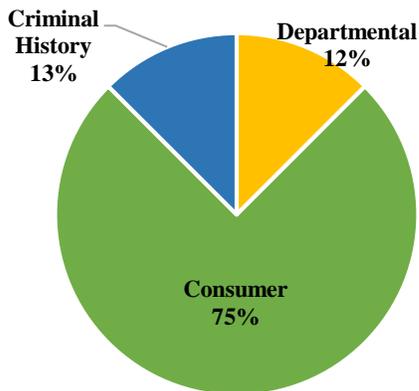
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

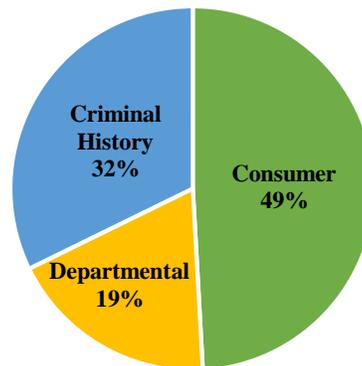
Auctioneers (AUC)

Key Statistics	AUC Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	2,398	832,593
Complaints Received	121	37,043
Cases Opened	24	10,902
Cases Closed	40	10,113
Average Time to Close (days)	402.50	151.96
% of Cases Resolved Within 6 Months	17.50%	68.52%
% of Cases Resulting in Disciplinary Action	30%	21%
Open Cases Pending at End of Fiscal Year	42	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	1	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	AUC Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	5	614
Agreed Orders	1	1,254
Average Penalty Assessed on Orders	\$3,600.00	\$2,092.92
Total Penalties Assessed	\$15,000	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	AUC Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$400.00	\$324,299
Warning Letters	7	1,500
Other Informal Resolutions	21	6,434
Cease & Desist Orders	1	38

**Source of AUC Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top AUC Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Flagrant misrepresentation/false promises	5
Act as Auctioneer/Associate Auctioneer without a license	4
Did not give another their money	4
Did not pay seller within 15 days	4
Criminal History	3
No name & TDLR number in advertisement	2
Did not keep all auction related documents	1
Lacks honesty, trustworthiness and integrity	1
Violation of Business and Commercial Code	1
Failed to report change of address	1
Failed to pay a dishonored check	1

Top AUC Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Did not pay seller within 15 days	7
Act as Auctioneer/Associate Auctioneer without a license	1
Did not keep all auction related documents	1
Flagrant misrepresentation/false promises	1
Was Auctioneer for company not owned/operated by licensee	1