



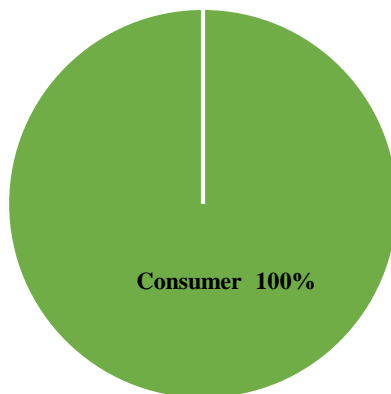
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

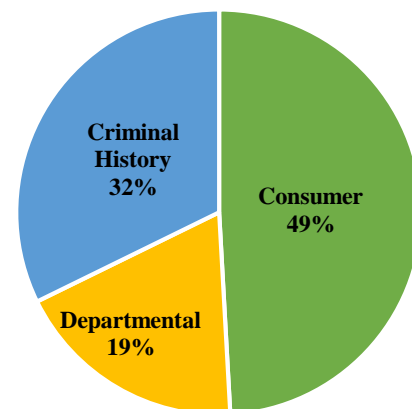
### Service Contract Providers (SCP)

Key Statistics	SCP Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	384	832,593
Complaints Received	226	37,043
Cases Opened	83	10,902
Cases Closed	74	10,113
Average Time to Close (days)	190.38	151.96
% of Cases Resolved Within 6 Months	54.05%	68.52%
% of Cases Resulting in Disciplinary Action	0%	21%
Open Cases Pending at End of Fiscal Year	36	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	SCP Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	0	614
Agreed Orders	0	1,254
Average Penalty Assessed on Orders	\$0.0	\$2,092.92
Total Penalties Assessed	\$0.0	\$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	SCP Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$95,006.80	\$324,299
Warning Letters	1	1,500
Other Informal Resolutions	73	6,434
Cease & Desist Orders	0	38

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



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





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top SCP Alleged Violations at Opening**

<b>Fiscal Year 2019</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Failed to refund within time	32
Failed to meet financial/contract responsibility	32
Forms-False misleading statements	13
Operated without registration	6
Criminal History	5
Failed to provide copy of contract	3

**SCP Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2019</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
<b>There were no violations resulting in Disciplinary Action for Fiscal Year 2019 for the SCP program</b>	<b>N/A</b>