



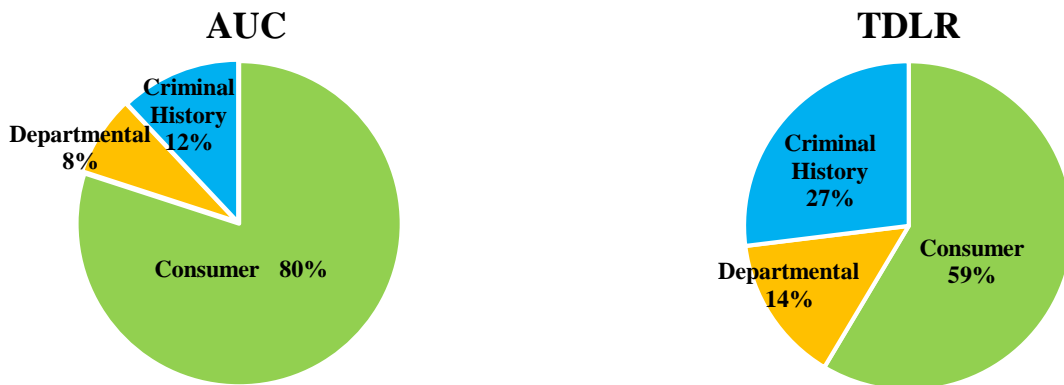
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Auctioneers (AUC)

| Key Statistics | AUC Fiscal Year 2020 | TDLR Fiscal Year 2020 |
|--|----------------------|-----------------------|
| Number of Licensees | 2,331 | 823,189 |
| Complaints Received | 100 | 32,683 |
| Cases Opened | 25 | 10,465 |
| Cases Closed | 36 | 9,763 |
| Average Time to Close (days) | 347.14 | 157.58 |
| % of Cases Resolved Within 6 Months | 16.67% | 68.64% |
| % of Cases Resulting in Disciplinary Action | 16.67% | 13.48% |
| Open Cases Pending at End of Fiscal Year | 15 | 5,850 |
| Number of Cases Referred to the State Office of Administrative Hearings (SOAH) | 0 | 140 |
| Number of Contested Cases Heard at SOAH | 0 | 63 |
| Formal Case Outcomes | AUC Fiscal Year 2020 | TDLR Fiscal Year 2020 |
| Commission Orders | 0 | 28 |
| Default Orders | 2 | 339 |
| Agreed Orders | 3 | 853 |
| Average Penalty Assessed on Orders | \$2,333.33 | \$2,199.86 |
| Total Penalties Assessed | \$7,000.00 | \$2,360,451.00 |
| Licenses Revoked (Disciplinary) | 0 | 62 |
| Licenses Suspended (Disciplinary) | 0 | 3 |
| Licenses Denied/Suspended/Revoked (Criminal History) | 2 | 240 |
| Cases Heard in District Court | 0 | 2 |
| Informal Case Actions | AUC Fiscal Year 2020 | TDLR Fiscal Year 2020 |
| Consumer Restitution | \$50,500.00 | \$183,910.04 |
| Warning Letters | 2 | 1,615 |
| Other Informal Resolutions | 27 | 6,749 |
| Cease & Desist Orders | 1 | 46 |

Source of Cases Opened Fiscal Year 2020





TEXAS DEPARTMENT OF LICENSING AND REGULATION
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AUC Alleged Violations at Opening

| Fiscal Year 2020 | |
|---|--------------|
| Alleged Violation at Opening | Count |
| Did not pay seller within 15 days | 6 |
| Flagrant misrepresentation or false promises | 5 |
| Acted as Auctioneer or Associate Auctioneer without a license | 5 |
| Criminal History | 3 |
| No name & TDLR number in ad | 2 |
| Failed to comply with an order | 2 |
| Did not give another their money | 2 |
| Failed to announce terms or conditions | 1 |
| Did not announce or reserve right to bid | 1 |

AUC Violations Resulting in Disciplinary Action

| Fiscal Year 2020 | |
|---|--------------|
| Violation Resulting in Disciplinary Action | Count |
| Did not pay seller within 15 days | 3 |
| Criminal History | 2 |
| Flagrant misrepresentation or false promises | 2 |
| Acted as Auctioneer or Associate Auctioneer without a license | 1 |