



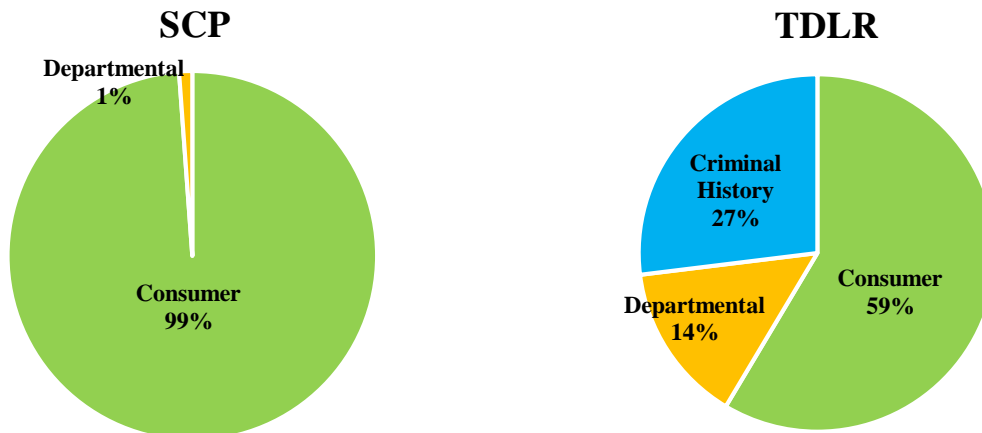
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Service Contract Providers (SCP)

Key Statistics	SCP Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	358	823,189
Complaints Received	241	32,683
Cases Opened	87	10,465
Cases Closed	66	9,763
Average Time to Close (days)	244.14	157.58
% of Cases Resolved Within 6 Months	36.36%	68.64%
% of Cases Resulting in Disciplinary Action	0.00%	13.48%
Open Cases Pending at End of Fiscal Year	67	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	SCP Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	0	853
Average Penalty Assessed on Orders	\$0.00	\$2,199.86
Total Penalties Assessed	\$0.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	SCP Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$47,290.20	\$183,910.04
Warning Letters	0	1,615
Other Informal Resolutions	66	6,749
Cease & Desist Orders	0	46

### Source of Cases Opened Fiscal Year 2020





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

**SCP Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Failed to meet financial or contract responsibility	42
Failed to refund within time	18
Operated without registration	15
Forms-False misleading statements	8
Failed to provide copy of contract	4

**SCP Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action for Fiscal Year 2020 for the SCP program	N/A