



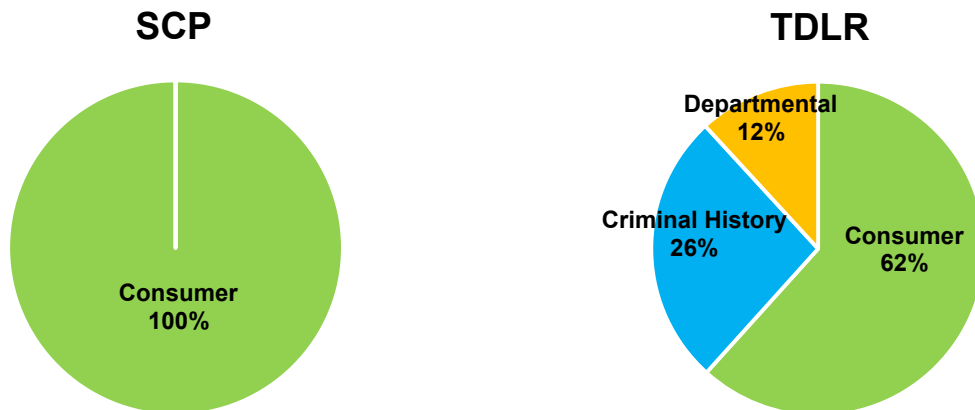
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Service Contract Providers (SCP)

Key Statistics	SCP Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	376	848,268
Complaints Received	286	32,655
Cases Opened	106	10,121
Cases Closed	100	9,335
Average Time to Close (days)	172.73	209.86
% of Cases Resolved Within 6 Months	72.00%	60.00%
% of Cases Resulting in Disciplinary Action	0.00%	13.41%
Open Cases Pending at End of Fiscal Year	73	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	SCP Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	0	455
Agreed Orders	0	711
Average Penalty Assessed on Orders	\$0.00	\$2,124.56
Total Penalties Assessed	\$0.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	SCP Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$54,210.41	\$192,825.53
Warning Letters	0	1,768
Other Informal Resolutions	100	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





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SCP Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Failed to meet financial or contractual responsibility	81
Failed to provide copy of contract	11
Failure to refund within time	32
Forms had false or misleading statements	10
Operated without registration	9

SCP Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2021 for the SCP program	N/A