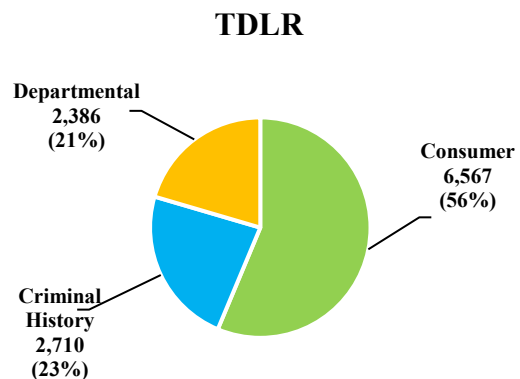
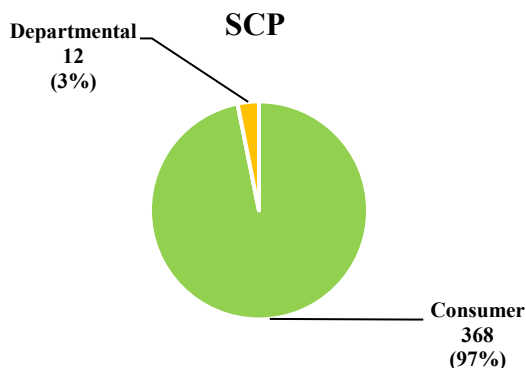


### Service Contract Providers (SCP)

Key Statistics	SCP Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	436	890,735
<b>Complaints Received by Source</b>	<b>933</b>	<b>64,954</b>
<i>Consumer complaints</i>	903	14,098
<i>Department initiated complaints</i>	13	2,368
<i>Criminal History Records reviewed for licensure</i>	17	48,488
<b>Cases Opened</b>	<b>380</b>	<b>11,663</b>
<i>Consumer</i>	368	6,567
<i>Departmental</i>	12	2,386
<i>Criminal History</i>	0	2,710
<b>Cases Closed</b>	<b>104</b>	<b>11,754</b>
Average Time to Close (days)	244.06	215.79
% of Cases Resolved Within 6 Months	61.54%	57.64%
% of Cases Resulting in Disciplinary Action	1.92%	10.81%
Open Cases Pending at End of Fiscal Year	349	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	SCP Fiscal Year 2022	TDLR Fiscal Year 2022
<b>Final Orders</b>	<b>4</b>	<b>1,160</b>
<i>Commission Orders</i>	0	27
<i>Default Orders</i>	4	384
<i>Agreed Orders</i>	0	749
Average Penalty Assessed on Orders	\$1,000.00	\$2,231.30
<b>Total Penalties Assessed</b>	<b>\$4,000.00</b>	<b>\$2,588,310.00</b>
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	SCP Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$72,917.31	\$390,011.62
Warning Letters	1	3,378
Other Informal Resolutions	99	7,108
Cease & Desist Orders	0	17

### Cases Opened Fiscal Year 2022



### SCP Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Failed to meet financial or contract responsibility	331
Failure to refund within time	49
Operated without registration	18
Failed to provide copy of contract	15
Forms had false or misleading statements	13
Contract did not meet statutory requirements	2
Failure to maintain funded reserve	1

### SCP Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Operated without registration	2