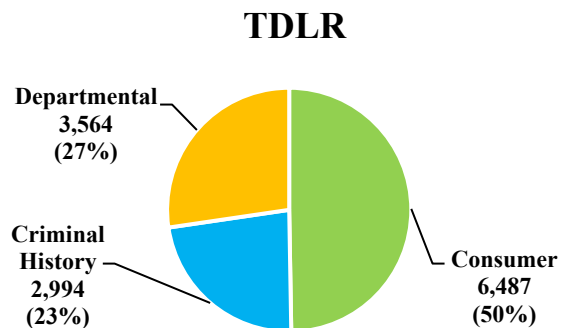
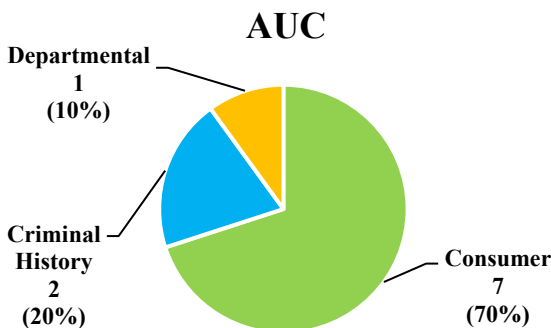


Auctioneers (AUC)

Key Statistics	AUC Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	377	111,084
Consumer complaints	71	14,240
Department initiated complaints	0	3,535
Criminal History Records reviewed for licensure	306	93,309
Cases Opened	10	13,045
Consumer	7	6,487
Departmental	1	3,564
Criminal History	2	2,994
Cases Closed	27	11,284
Average Time to Close (days)	479.96	215.01
% of Cases Resolved Within 6 Months	25.93%	55.52%
% of Cases Resulting in Disciplinary Action	22.22%	12.46%
Open Cases Pending at End of Fiscal Year	1	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	AUC Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	7	1,329
Agreed Orders	0	843
Commission Orders	0	12
Default Orders	5	472
Executive Order-Recovery Fund	2	2
Average Penalty Assessed on Orders	\$1,857.14	\$2,217.58
Total Penalties Assessed	\$13,000.00	\$2,947,160.00
Total Penalties Collected	\$0.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	AUC Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	4	2,757
Other Informal Resolutions	16	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



AUC Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Flagrant misrepresentation or false promises	5
Did not pay seller within 15-days	2
No name or license number in advertisement	2
Criminal history	2
Did not give consumers Department information	1
Act as Auctioneer or Associate Auctioneer without license	1
Advertising auction absolute without reserve minimum bid	1
Did not announce or disclose auctioneer's license	1

AUC Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Recovery Fund Payment made due to action of licensee	2
Did not give another their money	2
No name or license number in advertisement	1
Failed to keep records for 2-years	1
Flagrant misrepresentation or false promises	1