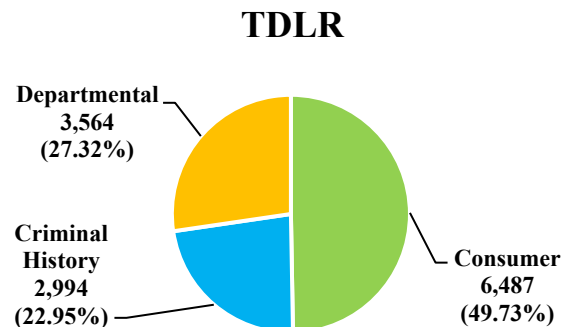
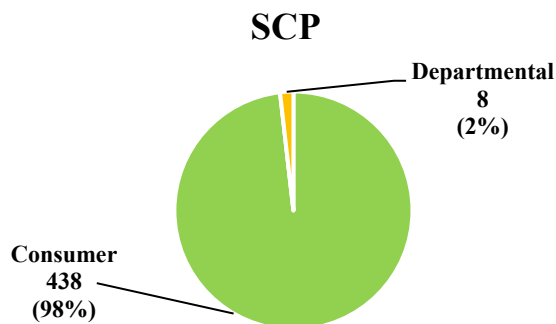


Service Contract Providers (SCP)

Key Statistics	SCP Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	1,110	111,084
<i>Consumer complaints</i>	1,064	14,240
<i>Department initiated complaints</i>	9	3,535
<i>Criminal History Records reviewed for licensure</i>	37	93,309
Cases Opened	446	13,045
<i>Consumer</i>	438	6,487
<i>Departmental</i>	8	3,564
<i>Criminal History</i>	0	2,994
Cases Closed	359	11,284
Average Time to Close (days)	314.55	215.01
% of Cases Resolved Within 6 Months	16.99%	55.52%
% of Cases Resulting in Disciplinary Action	0.00%	12.46%
Open Cases Pending at End of Fiscal Year	436	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	SCP Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	0	1,329
<i>Agreed Orders</i>	0	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	0	472
Average Penalty Assessed on Orders	\$0.00	\$2,217.58
Total Penalties Assessed	\$0.00	\$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	SCP Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$46,508.59	\$272,187.43
Warning Letters	8	2,757
Other Informal Resolutions	351	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



SCP Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Failed to meet financial or contract responsibilities	384
Failed to issue a refund within required time	58
Operated without registration	27
Failed to provide copy of contract	13
Forms had false or misleading statements	12

SCP Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2023 for the SCP Program	N/A