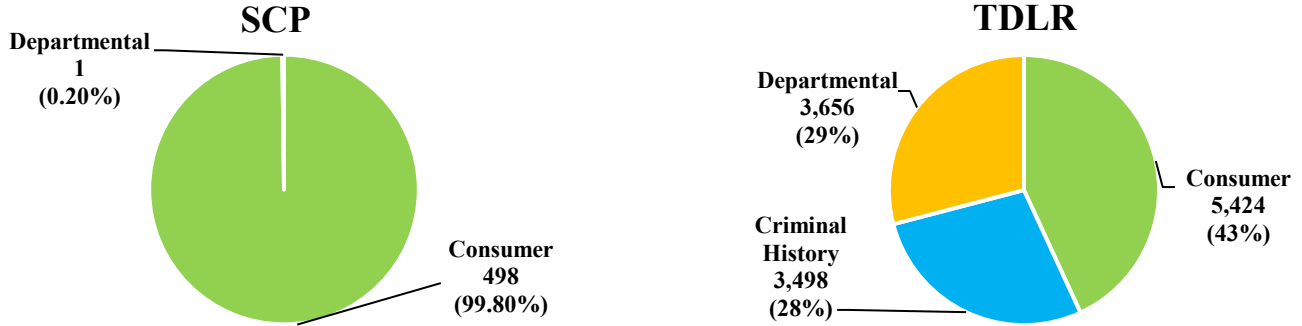


Service Contract Providers (SCP)

Key Statistics	SCP Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	1,077	122,942
<i>Consumer complaints</i>	1,041	13,669
<i>Department initiated complaints</i>	1	3,733
<i>Criminal History Records reviewed for licensure</i>	35	105,540
Cases Opened	499	12,578
<i>Consumer</i>	498	5,424
<i>Departmental</i>	1	3,656
<i>Criminal History</i>	0	3,498
Cases Closed	272	13,449
<i>Consumer</i>	271	5,511
<i>Departmental</i>	1	4,554
<i>Criminal History</i>	0	3,384
Average Time to Close (days)	292.70	199.58
% of Cases Resolved Within 6 Months	44.12%	57.67%
% of Cases Resulting in Disciplinary Action	1.10%	9.56%
% of Cases Not Resulting in Disciplinary Action	98.90%	90.44%
Open Cases Pending at End of Fiscal Year	663	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	SCP Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	3	1,287
<i>Agreed Orders</i>	1	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	2	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$2,250.00	\$3,205.97
Total Penalties Assessed	\$6,750.00	\$3,792,665.00
Total Penalties Collected	\$750.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	SCP Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$119,442.26	\$402,875.87
Warning Letters	8	4,907
Other Cases Closed without Disciplinary Actions	261	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



SCP Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Failed to meet financial or contractual responsibility	425
Failed to refund within time	69
Forms were false or had misleading statements	57
Operated without registration	40
Failed to provide copy of contract	11
Contract failed to meet statutory requirements	2

SCP Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Operated without registration	1
Failed to meet financial or contractual responsibility	1