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INTEROFFICE MEMORANDUM

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TO: PETER C. HILDRETH, BANK COMMISSIONER  
FROM: ANDREA J. SHAW, STAFF ATTORNEY  
SUBJECT: FINANCIAL RESOURCES & ASSISTANCE OF THE LAKES REGION - COMPLAINTS  
DATE: 4/27/06  
CC: MARY JURTA

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License Type: Mortgage Banker  
Licensed Since: 1997

**Complaints:**

- 8 total (9 originally reported, but a duplicate entry was discovered)
- Mortgage, Application = 3 (\*1 of these complaints the response is in, but NHBD is still analyzing response).
- Mortgage, Closing Costs = 2 (\* 1 closing costs complaint filed by [REDACTED] this property is an INN that he also planned to live in. I met with Mr. [REDACTED] to interview him contemplating an enforcement action. As part of the action we needed to prove that his business plan would have succeeded but for Financial Resources allegedly bad acts. [REDACTED] represented that he had a solid business plan at home that would support his allegations. I requested he provided said business plan. He didn't provide the business plan in a timely manner (it took months) and my evaluation of the business plan was it was insufficient to prove [REDACTED] allegations. **I declined to take an enforcement action.**)
- Mortgage, Other = 1
- Mortgage, Misrepresentation = 1 (\*still open, response due 05/02/06)
- Mortgage, Unlicensed = 1
- \* 3 of the complaints we lacked jurisdiction to provide a remedy
  - [REDACTED] was a NJ property and referred to NH Department of Banking; the other
  - [REDACTED]
  - [REDACTED]
- \* 2 complaints are still open

\* indicates confidential information

Exhibit to:

Appendix A Page A-3  
Paragraph 2