

1	In re the Matter of:	) Case No.: 08-436
		)
2	State of New Hampshire Banking	)
		)
3	Department,	)
		)
4	Petitioner,	) Order to Show Cause and
5	and	) Cease and Desist
		)
6	Crown Lending, Inc. (d/b/a	)
		)
7	crownlendinginc.com d/b/a Call Center	)
		)
8	Management Inc. [CCMI]), and Cassandra	)
		)
9	Tillmon (a/k/a Cassie Tillmon),	)
		)
10	Respondent	)

11                    NOTICE OF ORDER TO SHOW CAUSE AND CEASE AND DESIST ("ORDER")

12 1.     This Order commences an adjudicative proceeding under the provisions  
13 of RSA Chapter 399-A (including RSA 399-A:7,I and II, RSA 399-A:8,I and RSA  
14 399-A:16,IV) and RSA Chapter 541-A.

15 2.     The Commissioner may impose administrative penalties of up to  
16 \$2,500.00 for each violation. RSA 399-A:18,V and VI.

17                    RESPONDENT

18 3.     Crown Lending Inc. (d/b/a www.crownlendinginc.com) ("Respondent  
19 Crown") is a business with a principal office location in Nassau, Bahamas.  
20 Respondent Crown is not registered with the New Hampshire Secretary of  
21 State. Respondent Crown is a "Person." RSA 399-A:1,XII.

22 4.     The New Hampshire Banking Department ("Department") records indicate  
23 Respondent Crown has never held a PayDay or Small Loan Lender license with  
24 the Department.

25 5.     Cassandra Tillmon (a/k/a Cassie Tillmon) (Respondent Tillmon) is a

1 "Person" (RSA 399-A:1,XII). Respondent Tillmon is also a "Principal" (RSA  
2 399-A:1,XIII), and "Direct Owner" (RSA 399-A:1,III-b) of Respondent Crown  
3 with a contact address in Leawood, Kansas.

4 6. The New Hampshire Banking Department ("Department") records indicate  
5 Respondent Tillmon has never held a PayDay or Small Loan Lender license with  
6 the Department.

7 7. Collectively Crown and Tillmon are hereinafter referred to as  
8 "Respondents".

9 **RIGHT TO REQUEST A HEARING**

10 8. Respondents have the right to request a hearing on this Order. A  
11 hearing shall be held not later than ten (10) days after the Commissioner  
12 receives the Respondents' written request for a hearing. Respondents may  
13 request a hearing and waive the ten (10) day hearing requirement. The  
14 hearing shall comply with RSA Chapter 541-A. RSA 399-A:7 and RSA 399-A:8.

15 9. If any person fails to request a hearing within thirty (30) days of  
16 receiving this Order, then such person shall be deemed in default, and the  
17 Order shall, on the thirty-first (31<sup>st</sup>) day, become permanent, all  
18 allegations may be deemed true, and shall remain in full force and effect  
19 until modified or vacated by the Commissioner for good cause shown. RSA  
20 399-A:7 and RSA 399-A:8.

21 10. A default may result in administrative fines as described in Paragraph  
22 2 above.

23 **STATEMENT OF ALLEGATIONS**

24 11. On April 16, 2008 the Department received a complaint from a New  
25 Hampshire consumer ("Consumer A") against Respondent Crown concerning a

1 payday or small loan.

2 12. On December 19, 2007, Respondent Crown issued Consumer A the payday or  
3 small loan in the amount of \$300.00 ("Loan Agreement"), in violation of RSA  
4 399-A:2,I.

5 13. Respondent deducted \$450.00 from Consumer A's bank account in  
6 violation of RSA 399-A:11,XI and RSA 399-A:13,I. Consumer A should be  
7 entitled to a refund of \$150.00, the amount over the \$300.00 originally  
8 borrowed.

9 14. The Loan Agreement did not contain language that the consumer or the  
10 consumer's attorney may file a complaint with the commissioner, in violation  
11 of RSA 399-A:11,XIV.

12 15. The Loan Agreement did not contain language that the consumer has the  
13 right to cancel the loan transaction by the close of the next business day,  
14 in violation of RSA 399-A:13,II.

15 16. The Department subsequently investigated and discovered that  
16 Respondent Crown operated a website at [www.crownlendinginc.com](http://www.crownlendinginc.com) offering  
17 payday loans to consumers.

18 17. Respondent Crown's website ([www.crownlendinginc.com](http://www.crownlendinginc.com)) lists a principal  
19 office location in Nassau, Bahamas.

20 18. A [www.godaddy.com](http://www.godaddy.com) URL registration search conducted in 2008 listed  
21 CCMI as Respondent Crown's registrant. Respondent Tillmon was listed as the  
22 Administrative contact with the same contact address in Leawood, Kansas as  
23 CCMI.

24 19. The Leawood, Kansas address listed as the principal office address of  
25 CCMI and the contact address of Respondent Tillmon is also the principal

1 address for another payday lender company, Arrowhead Investments, Inc.  
2 Respondent Tillmon was listed as the general manager for Arrowhead  
3 Investments, Inc.

4 20. On August 4, 2008, the Department sent a letter via U.S. Certified  
5 Mail return receipt requested to Respondents at the Leawood, Kansas address  
6 suggesting it apply for licensure with the Department and requesting it  
7 provide the Department with information concerning its New Hampshire  
8 clients. The Respondents received the correspondence on August 7, 2008.

9 21. On August 22, 2008, the Department received a response from counsel  
10 for Respondent Crown, stating that the company had "ceased business  
11 operations in the State of New Hampshire". The response did not contain any  
12 of the information requested in the August 4, 2008 letter.

13 22. On October 31, 2008, the Department sent a letter via U.S. Certified  
14 Mail return receipt requested to Respondent Crown's counsel, again  
15 requesting information concerning Respondent Crown's New Hampshire  
16 operations. This letter was delivered and signed for on November 5, 2008.

17 23. The Department received no response to the October 31, 2008 letter.

18 24. On November 3, 2009, the Department sent a letter via U.S. Certified  
19 Mail return receipt requested to Respondent Crown's counsel, again  
20 requesting information concerning Respondent Crown's New Hampshire  
21 operations. This letter was delivered and signed for on November 7, 2009.

22 25. On November 18, 2009, the Department received a response from  
23 Respondent Crown's counsel, stating that he had forwarded the correspondence  
24 to his client and that he would update the Department once he heard back  
25 from his client.

1 26. The Department received no further responses to the November 3, 2009  
2 letter.

3 27. On January 31, 2011, the Department sent a letter via U.S. mail to  
4 Respondent's counsel, notifying him of the consumer complaint against  
5 Respondent Crown, requesting resolution of the complaint, and requiring  
6 information concerning Respondent Crown's New Hampshire operations.

7 28. To date, the Department has received no response to the January 31,  
8 2011 letter.

9 29. To date, Respondent Crown has not settled the consumer complaint and  
10 has made no restitution to Consumer A.

11 30. The Department's records indicate that Respondent Crown did not hold a  
12 valid New Hampshire small loan lender license at the time of the activities  
13 described herein in violation of RSA 399-A:2,I.

14  
15 \_\_\_\_\_ /s/  
16 Ryan McFarland  
Hearings Examiner

August 17, 2011  
Date

17 **ORDER**

18 31. **I hereby find as follows:**

19 a. Pursuant to RSA 399-A:7,I and II, the facts as alleged above, if  
20 true, show Respondents are operating or have operated in violation of RSA  
21 Chapter 399-A and form the legal basis for this Order;

22 b. Pursuant to 399-A:16,VI, this Order is necessary and appropriate  
23 to the public interest and for the protection of consumers and consistent  
24 with the purpose and intent of New Hampshire banking laws;

25 c. The Department finds pursuant to RSA 399-A:8,I, reasonable cause

1 to issue an order to cease and desist; and

2 d. Pursuant to RSA 399-A:7,I and II and RSA 399-A:8,I, if  
3 Respondents fail to respond to this Order and/or defaults then all facts as  
4 alleged herein are deemed as true.

5 32. **Accordingly, it is hereby ORDERED that:**

6 a. Respondents shall cease and desist from violating RSA Chapter  
7 399-A and rules or orders thereunder;

8 b. Respondents shall immediately provide the Department a list of  
9 all New Hampshire consumers for whom Respondents have given payday or small  
10 loans and a status of those accounts. This list must include the names and  
11 contact information of the New Hampshire consumers, along with monies  
12 charged, collected and waived (if applicable). The list shall also be  
13 accompanied by all contracts, checks to and from the consumer and any other  
14 documents in the New Hampshire consumers' files;

15 c. Respondents shall show cause why the Commissioner should not  
16 enter an order of rescission, restitution, or disgorgement of profits  
17 including at a minimum restitution of \$150.00 (for Consumer A);

18 d. Respondents shall show cause why an administrative fine of up to  
19 a maximum of \$2,500.00 per violation should not be imposed as follows:

20 (1). Respondent Crown:

21 Violation #1: Unlicensed payday or small loan activity  
22 (RSA 399-A:2,I) - 1 Count;

23 Violation #2: Charging additional fees on a loan (RSA 399-  
24 A:11,XI)) - 1 Count;

25 Violation #3: Charging additional fees on a loan (RSA 399-

1 A:13,I) - 1 Count;

2 Violation #4: Failure to produce requested documents  
3 relevant to an investigation (RSA 399-A:10,II) - 1 Count;

4 Violation #5: Failure to provide notice to consumers that  
5 a complaint may be filed with the commissioner (RSA 399-  
6 A:11,XIV) - 1 Count;

7 Violation #6: Failure to use a loan agreement form that  
8 complies with RSA 399-A:13,II (RSA 399-A:13,II) - 1 Count;

9 (2). Respondent Tillmon (as Principal):

10 Violation #1: Unlicensed payday or small loan activity  
11 (RSA 399-A:2,I) - 1 Count;

12 Violation #2: Charging additional fees on a loan (RSA 399-  
13 A:11,XI)) - 1 Count;

14 Violation #3: Charging additional fees on a loan (RSA 399-  
15 A:13,I) - 1 Count;

16 Violation #4: Failure to produce requested documents  
17 relevant to an investigation (RSA 399-A:10,II) - 1 Count;

18 Violation #5: Failure to provide notice to consumers that  
19 a complaint may be filed with the commissioner (RSA 399-  
20 A:11,XIV) - 1 Count;

21 Violation #6: Failure to use a loan agreement form that  
22 complies with RSA 399-A:13,II (RSA 399-A:13,II) - 1 Count;

23 e. Nothing in this Order:

24 (1). shall prevent the Department from taking any further  
25 administrative and legal action as necessary under New Hampshire law; and

1 (2). shall prevent the New Hampshire Office of the Attorney  
2 General from bringing an action against the above named Respondent in any  
3 New Hampshire superior court, with or without prior administrative action by  
4 the Commissioner.

5  
6 **SO ORDERED.**

7 \_\_\_\_\_ /s/  
8 RONALD A. WILBUR  
9 BANK COMMISSIONER

Dated: August 18, 2011