

STATE OF NEVADA  
DEPARTMENT OF BUSINESS AND INDUSTRY  
DIVISION OF MORTGAGE LENDING

Before the Commissioner of the Division of Mortgage Lending

In the Matter of:

Case No. 2022-001

NATIONSTAR MORTGAGE, LLC  
D/B/A MR. COOPER,  
Supplemental Mortgage Servicer License No. 4439,  
NMLS ID No. 2119,  
  
Respondent.

**CONSENT ORDER**

Issued and Entered,  
This 25<sup>th</sup> day of March, 2024,  
By Cathy Sheehy, Commissioner

The Commissioner of the State of Nevada, Department of Business and Industry, Division of Mortgage Lending ("the Commissioner") having been statutorily charged with the responsibility and authority to administer and enforce Chapter 645F of the Nevada Revised Statutes and Chapter 645F of the Nevada Administrative Code (collectively, "the Act"), governing the licensing and conduct of mortgage loan originators and mortgage companies doing business in the State of Nevada; and,

The Commissioner having been further vested with broad authority to conduct investigations to determine whether any person is violating or has violated any provision of the Act;

The Division of Mortgage Lending ("the Division"), pursuant to NRS 645B.060, and as a result of a consumer complaint made by Charles Nelson ("Nelson"), having commenced an investigation into the business activities NATIONSTAR MORTGAGE, LLC D/B/A MR. COOPER ("RESPONDENT"), determined that RESPONDENT conducted activity as a mortgage company in violation of the Act by engaging in various unfair and misleading business practices in its handling of a mortgage transfer transaction with Nelson as set forth in the NOI (as defined below); and

RESPONDENT having been served on or about October 23, 2023, with a Notice of Intent to Issue Final Order Imposing Administrative Fine and Investigative Costs ("NOI") and Notice of Opportunity for

1 Hearing, providing RESPONDENT with (1) notice of facts or conduct which warrant disciplinary action  
2 against RESPONDENT, (2) a notice of opportunity for administrative hearing; and (3) a notice of an  
3 opportunity for an informal conference, prior to the commencement of formal disciplinary action, to show  
4 compliance with all lawful requirements; and

5 RESPONDENT having exercised its right to an informal conference, and that conference having  
6 been held in-person on January 24, 2024, attended by Division staff and Division counsel as well as  
7 RESPONDENT. At the conference RESPONDENT explained that RESPONDENT had no intention of  
8 violating the Act and any violation that may have occurred was due to a misunderstanding on its part.

9 RESPONDENT now, having conferred with the Division's counsel to resolve this matter without  
10 the time and expense of a protracted evidentiary hearing, without admitting to or denying any violations  
11 brought forth in the NOI, desires to resolve this matter in full pursuant to the following terms:

- 12 1. RESPONDENT agrees to pay the Division's administrative and other costs in the amount of  
13 Three Thousand Eight Hundred Twenty-Two and No/100 Dollars (\$3,822.00), which will be  
14 paid in full within 60 days of the entry of this Order.
- 15 2. RESPONDENT agrees to pay the Division an administrative fine of Ten Thousand and  
16 No/100 Dollars (\$10,000.00) which will be paid in full within 60 days of the entry of this  
17 Order.
- 18 3. RESPONDENT agrees to follow its compliance plan, approved by the Division, and  
19 developed by RESPONDENT to prevent the future mishandling by its staff of transactions  
20 similar to the Nelson transaction.

21 RESPONDENT, having knowingly and voluntarily affixed its signature to the attached  
22 VOLUNTARY CONSENT TO ENTRY OF COMMISSIONER'S CONSENT ORDER (the "Voluntary  
23 Consent"), incorporated herein by this reference, have consented to the issuance of this Consent Order ("the  
24 Order") with the intent to be legally bound hereby, and having waived and relinquished any and all rights  
25 that RESPONDENT may now or hereafter have to attend an administrative hearing in this matter or to  
26 judicial review thereof, or otherwise challenge or contest, the entry of this Order; and

27 The Commissioner having determined that the terms of this Order are a reasonable resolution of this  
28 matter and in the public interest.

NOW, THEREFORE, IT IS HEREBY ORDERED that:

1. RESPONDENT shall pay the Division's administrative and other costs in the amount of Three Thousand Eight Hundred Twenty-Two and No/100 Dollars (\$3,822.00), which will be paid in full within 60 days of the entry of this Order.
2. RESPONDENT shall pay an administrative fine of Ten Thousand and No/100 Dollars (\$10,000.00) which will be paid in full within 60 days of the entry of this Order.
3. RESPONDENT shall follow its compliance plan, approved by the Division, and developed by RESPONDENT to prevent the future mishandling by its staff of transactions similar to the Nelson transaction.
4. This Order shall be and is effective and enforceable on the date that it is issued, as shown in the caption hereof.
5. This Order shall remain effective and enforceable until terminated, modified, set aside, or suspended in writing by the Commission.
6. The Commissioner specifically retains jurisdiction over the matters contained herein and has the authority to issue such further orders as she shall deem just, necessary, and appropriate to enforce this Consent Order. Notwithstanding the foregoing, nothing herein shall be construed to limit the Commissioner's authority to bring any other action against RESPONDENT not related to the Investigation (defined in the Voluntary Consent), Notice of Intent, or this action, as necessary to enforce the provisions of the Act and to protect the public.

IT IS SO ORDERED.

DIVISION OF MORTGAGE LENDING

By: 

Cathy Sheehy, Commissioner