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

\* \* \*

In re:  
Homekeepers RSVP, formerly dba  
Homekeepers, LLC, and  
Marsha Tolentino  
Respondents.

**FINAL ORDER**

The State of Nevada, Department of Business and Industry, Division of Mortgage Lending (hereinafter, the "Division"), having served Homekeepers RSVP, formerly dba Homekeepers, LLC, and Marsha Tolentino (hereinafter, "Respondents") on April 12, 2010, with its Order to Cease and Desist, Notice of Intent to Order Restitution, Notice of Intent to Impose Fine and Notice of Right to Request Hearing, attached hereto as Exhibit "1" and incorporated herein by reference, which notified Respondents that a final order would issue in this matter unless, within twenty (20) days of entry and receipt of said Order, Respondents requested a hearing to contest the charges against it, with said request to be made in writing, and;

Said Order having been sent to Respondents via certified mail and regular mail on April 12, 2010, and;

Respondents having failed to request a hearing in this matter, and good cause appearing:

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2 NOW, THEREFORE, **IT IS HEREBY ORDERED** that, pursuant to NRS 622.080 and  
3 NRS Chapter 645F and by permanent regulation R052-09 promulgated pursuant thereto,  
4 Respondents shall immediately **CEASE AND DESIST** soliciting for and conducting any and all  
5 covered service provider, foreclosure consultant and/or loan modification activity in the State of  
6 Nevada. In addition, Respondents will be subject to the administrative fines, fees and/or costs  
7 and restitution amounts as set forth in the original Order attached hereto as Exhibit "1".  
8

9 **IT IS FURTHER ORDERED** that the sum of said administrative fines, fees and/or costs  
10 and restitution amounts be paid in full within **thirty (30) days** of entry of the instant Order;  
11

12 Dated this 12<sup>th</sup> day of May, 2010.

13 State of Nevada  
14 Department of Business and Industry  
15 Division of Mortgage Lending

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17 By:   
18 Joseph L. Waltuch, Commissioner  
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# **EXHIBIT “1”**

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

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**In re:**

**Homekeepers RSVP, formerly dba  
Homekeepers, LLC, and  
Marsha Tolentino**

**Respondents.**

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**ORDER TO CEASE AND DESIST, NOTICE OF INTENT TO ORDER RESTITUTION AND  
IMPOSE FINE AND NOTICE OF RIGHT TO REQUEST HEARING**

The licensing and regulation of loan modification consultants, foreclosure consultants and other persons providing 'covered services' as defined in Nevada Revised Statutes ("NRS") 645F.310 in the State of Nevada is governed by Chapter 645F of NRS and by permanent regulation R052-09 promulgated pursuant thereto (the "Regulation"). The State of Nevada, Department of Business and Industry, Division of Mortgage Lending (the "Division") has the general duty to exercise supervision and control over covered service providers, foreclosure consultants and loan modification consultants. See, Chapter 645F of NRS and see the Regulation. Pursuant to that authority, the Division makes the following Factual Allegations, Violations of Law, and Order, as follows:

**FACTUAL ALLEGATIONS**

1. Homekeepers, LLC was a Nevada limited liability company that conducted activities as a loan modification consultant, foreclosure consultant or covered service provider in the State of Nevada out of its office located at 101 S. Rainbow Boulevard, No. 25, Las Vegas, Nevada 89145. Currently, Homekeepers, LLC status with the Nevada Secretary of State is listed as "active."

2. Based upon information and belief, and at all relevant times herein mentioned, on

1 September 14, 2009, Homekeepers, LLC was sold, and its loan modification consultant,  
2 foreclosure consultant or covered service provider files were transferred to Homekeepers  
3 RSVP.

4 3. Homekeepers RSVP is not a licensed entity with the Nevada Secretary of State.

5 4. Based upon information and belief, and at all relevant times herein mentioned,  
6 Homekeepers RSVP formerly dba Homekeepers, LLC ("Homekeepers RSVP") conducted  
7 activities as a loan modification consultant, foreclosure consultant or covered service provider  
8 in the State of Nevada out of its office located at 4616 W. Sahara Avenue, No. 297, Las  
9 Vegas, Nevada 89102.

10 5. Based upon information and belief, and at all relevant times herein mentioned,  
11 Marsha Tolentino ("Tolentino") was, and continues to be, the manager of Homekeepers  
12 RSVP and acted as an agent or person associated with, or employed by, Homekeepers  
13 RSVP and provided covered services on its behalf in the State of Nevada.

14 6. Neither Homekeepers RSVP nor Tolentino (hereinafter collectively "Respondents")  
15 has ever applied for, or been issued, a license by the Division to conduct activities as a  
16 covered service provider, foreclosure consultant or loan modification consultant, whether as  
17 an independent licensee or as an associated licensee, pursuant to Chapter 645F of NRS and  
18 the Regulation.

19 7. Based upon information and belief, and at all relevant times herein mentioned:

20 a. Complainants AGM and MSM were the owners of certain real property  
21 located at 4652 Deer Forest Avenue, Las Vegas, Nevada 89139;

22 b. Complainant RAS was the owner of certain real property located at 8408  
23 White Shore Circle, Las Vegas, Nevada 89128;

24 c. Complainant MSO was the owner of certain real property located at 9737 Lost  
25 Colt Circle, Las Vegas, Nevada 89117;

1 d. Complainant RGH was the owner of certain real property located at 2769  
2 Auchmull Street, Henderson, Nevada 89044; and

3 e. Complainant JM was the owner of certain real property located at 3002  
4 Atwater Drive, North Las Vegas, Nevada 89032.

5 8. In and around October through December 2009, the Division received written  
6 complaints from Complainants AGM and MSM (dated December 7, 2009), RAS (dated  
7 November 16, 2009), MSO (dated October 29, 2009), RGH (dated November 24, 2009) and  
8 JM (dated October 5 and 20, 2009) (individually, "Complainant" and collectively,  
9 "Complainants) alleging, among other things, that Respondents offered to provide, or  
10 provided, for compensation, services to obtain a mortgage loan modification for Complainant  
11 and/or prevent Complainant's respective real property from going to foreclosure or to provide  
12 other covered services for Complainant.  
13

14 9. Pursuant to the Regulation, "[w]hether or not a complaint has been filed, the  
15 Commissioner may investigate a licensee or other person if, for any reason, it appears  
16 that...[t]he licensee or other person is offering or providing any of the services of a covered  
17 services provider, foreclosure consultant or loan modification consultant or otherwise  
18 engaging in, carrying on or holding himself out as engaging in or carrying on the business of a  
19 covered services provider, foreclosure consultant or loan modification consultant without  
20 being appropriately licensed or exempt from licensing pursuant to the provisions of this  
21 chapter or chapter 645F of NRS..." See, Section 105(1)(b) of the Regulation.  
22

23 10. Pursuant to the Regulation, "[a] person shall not advertise services as, provide any  
24 of the services of, act as or conduct business as a covered service provider, foreclosure  
25 consultant or loan modification consultant or otherwise engage in, carry on or hold himself out  
26 as engaging in or carrying on the activities of a covered service provider, foreclosure  
27 consultant or loan modification consultant unless the person has a license as a covered  
28

1 service provider, foreclosure consultant or loan modification consultant, as applicable, issued  
2 pursuant to this chapter and chapter 645F of NRS." See, Section 17 of the Regulation.

3 11. Pursuant to the Regulation, "[i]t is unlawful for any person to provide or offer to  
4 provide any of the services of a covered service provider, foreclosure consultant or loan  
5 modification consultant or otherwise to engage in, carry on or hold himself out as engaging in  
6 or carrying on the business of a covered service provider, foreclosure consultant or loan  
7 modification consultant without first obtaining the applicable license issued pursuant to this  
8 chapter and chapter 645F of NRS, unless the person...[i]s exempt from the provisions of this  
9 chapter and chapter 645F of NRS; and [c]omplies with the requirements for that exemption.  
10 See, Sec. 102 of the Regulation.  
11

12 12. After receiving the above-referenced complaints regarding Respondents, the  
13 Division conducted an investigation which revealed, among other things, that:

14 a. On September 16, 2009, Complainant MSO paid Nine Hundred Dollars and  
15 No Cents (\$900.00) to Respondents to obtain a mortgage loan modification and/or prevent  
16 her real property from going to foreclosure and/or to provide other covered services, as  
17 evidenced by a receipt issued by Tolentino, a true and correct copy of which (except  
18 Complainant MSO's redacted name) is attached hereto as **Exhibit "A"** and incorporated  
19 herein by reference as though set forth in full;  
20

21 b. On September 18, 2009, Respondents provided Complainant RAS the status  
22 of his loan modification request and a copy of Respondents' client handbook;

23 c. Complainant RGH received a letter dated September 14, 2009, advising of  
24 the sale of Homekeepers, LLC, and transfer of files, to Respondents, and also received a  
25 copy of Respondents' client handbook;

26 d. Respondents asked Complainants AGM and MSM, RAS, RGH and JM to  
27 sign documents, respectively, abrogating their rights under law;  
28

1 e. Respondents have never applied for and/or been issued a license by the  
2 Division to conduct loan modification or foreclosure consultant activities or otherwise provide  
3 covered services and are not exempt from the licensing requirements of NRS 645F or the  
4 Regulation; and

5 f. Respondents failed to obtain loan modification agreements for Complainants  
6 and/or prevent Complainants' respective real property from going to foreclosure.  
7

8 13. As part of its investigation, the Division provided copies of the above-referenced  
9 written complaints to Respondents and requested a written response from Tolentino. Instead  
10 of responding to the complaints, Tolentino retained Rena E. Starks ("Starks"), past managing  
11 member of Homekeepers, LLC, to respond to the complaints. The Division held a meeting  
12 with Starks on November 20, 2009, wherein Starks confirmed to the Division that:

13 a. On approximately September 14, 2009, she transferred her former  
14 Homekeepers, LLC client files to Respondents;

15 b. Respondents engaged in loan modification activities on behalf of  
16 Complainants;

17 c. Respondents never applied to the Division for a license as a loan  
18 modification consultant, foreclosure consultant or covered service provider. Rather, Starks  
19 asserted that Respondents were operating under a tax-exempt umbrella, although, to date,  
20 the Division has not received proof of same; and  
21

22 d. Respondents failed to adequately respond to the written complaints of  
23 Complainants RAS, MSO, RGH and JM, and Respondents altogether failed to respond to the  
24 written complaint of Complainants AGM and MSM.  
25

26 14. Pursuant to the Regulation, "[f]or each violation committed by a person who  
27 engages in an activity for which licensure as a covered service provider, foreclosure  
28 consultant or loan modification consultant is required under this chapter and chapter 645F of



1 NRS, without regard to whether the person is licensed under this chapter and chapter 645F o  
2 NRS, the Commissioner may impose upon the person an administrative fine of not more than  
3 \$10,000....if the person, whether or not acting as such...[d]oes not conduct business in  
4 accordance with law or has violated any provision of this chapter or chapter 645F of NRS or  
5 any order of the Commissioner...[or] [h]as refused to permit an examination by the  
6 Commissioner of his books and affairs or has refused or failed, within a reasonable time, to  
7 furnish any information or make any report that may be required by the Commissioner  
8 pursuant to the provisions of this chapter or chapter 645F of NRS...[or] [h]as engaged in any  
9 other conduct constituting a deceitful, fraudulent or dishonest business practice." See,  
10 Section 103(3(c), (i), and (o) of the Regulation.  
11

12 15. Pursuant to the Regulation, "[a] person who engages in an activity for which  
13 licensure as a covered service provider, foreclosure consultant or loan modification consultant  
14 is required under this chapter and chapter 645F of NRS, without regard to whether the person  
15 is licensed under this chapter and chapter 645F of NRS, may be required by the  
16 Commissioner to pay restitution to any person who has suffered an economic loss as a result  
17 of a violation of the provisions of this chapter or chapter 645F of NRS...." See, Section 103(2)  
18 of the Regulation.  
19

20 16. Pursuant to the Regulation, "[i]f a person engages in an activity in violation of the  
21 provisions of this chapter or chapter 645F of NRS or an order of the Commissioner, the  
22 Commissioner may issue an order directing the person to cease and desist from engaging in  
23 the activity." See, Section 108(1) of the Regulation.  
24

### 25 VIOLATIONS OF LAW

26 After investigating this matter, the Division determined that, at all relevant times herein  
27 mentioned, Respondents:

28 a. Offered or provided services of a covered services provider, foreclosure consultant

1 or loan modification consultant or otherwise engaged in, carried on or held itself out as  
2 engaging in or carrying on the business of a covered services provider, foreclosure consultant  
3 or loan modification consultant without having applied for and/or been issued a license by the  
4 Division and without being exempt from licensing pursuant to the provisions of Chapter 645F  
5 of NRS or the Regulation, in violation of Chapter 645F of NRS, and Sections 17, 102 and  
6 103(3)(c) and (w) of the Regulation;

7  
8 b. Failed to adequately respond to the written complaints of Complainants RAS, MSO,  
9 RGH and JM, and altogether failed to respond to the written complaint of Complainants AGM  
10 and MSM, in violation of Section 103(3)(i) of the Regulation; and

11 c. Engaged in deceitful, fraudulent or dishonest business practices by (i) asking  
12 Complainants AGM and MSM, RAS, RGH, and JM to each sign a document abrogating their  
13 rights under law and (ii) engaging in activities as a loan modification consultant, foreclosure  
14 consultant or covered service provider without proper licensure, in violation of Section  
15 103(3)(o) of the Regulation.

16  
17 **ORDER**

18 **NOW, THEREFORE, THE COMMISSIONER OF THE DIVISION HEREBY ORDERS,**  
19 pursuant to Chapter 645F of NRS and Section 108(1) of the Regulation, after having  
20 determined that Respondents, and each of them, offered or provided services of a covered  
21 services provider, foreclosure consultant or loan modification consultant or otherwise  
22 engaged in, carried on or held itself out as engaging in or carrying on the business of a  
23 covered services provider, foreclosure consultant or loan modification consultant without  
24 having applied for and/or been issued a license by the Division and without being exempt  
25 from licensing, in violation of Chapter 645F of NRS and the Regulation, that **RESPONDENTS**  
26 **IMMEDIATELY CEASE AND DESIST** from the following activities:  
27  
28

1           1. Advertising for and/or soliciting covered services, foreclosure consultant and/or loan  
2 modification consultant business in the State of Nevada without having first received a license  
3 from the Division to conduct such activities; and

4           2. Offering or providing any of the services of a covered service provider, foreclosure  
5 consultant and/or loan modification consultant, or otherwise engaging in, carrying on or  
6 holding itself out as engaging in or carrying on the business of a covered service provider,  
7 foreclosure consultant and/or loan modification consultant in the State of Nevada for which it  
8 has not received a license from the Division to conduct such activities.  
9

10           **IT IS FURTHER ORDERED**, pursuant to Chapter 645F of NRS and Section 108(4) of  
11 the Regulation, that upon filing a verified petition with the Division within **twenty (20) days** of  
12 receipt of this Order to Cease and Desist, Respondents, and each of them, shall be entitled to  
13 a hearing with regard to the contents of this Order to Cease and Desist. Each Respondent is  
14 advised, however, that the provisions of this Order to Cease and Desist are effective  
15 immediately upon such Respondent being served therewith, whether or not such Respondent  
16 requests a hearing.  
17

18           **NOTICE TO EACH RESPONDENT:** If you request a hearing, you are specifically  
19 informed that you have the right to appear and be heard in your defense, either personally or  
20 through your counsel of choice at your own expense. At the hearing, if one is timely  
21 requested, the Division will call witnesses and present evidence against you. You have the  
22 right to respond and to present relevant evidence and argument on all issues involved. You  
23 have the right to call and examine witnesses, introduce exhibits and cross-examine opposing  
24 witnesses on any matter relevant to the issues involved.  
25

26           **IT IS FURTHER ORDERED**, pursuant to Chapter 645F of NRS and Section 113(2) of  
27 the Regulation, that upon written application to the Division within **twenty (20) days** of the  
28 date of this Order, Respondents, and each of them, shall be entitled to a hearing with regards

1 to the contents of this Order referenced hereafter. At that hearing the Division will seek to  
2 impose an administrative fine against Respondents, jointly and severally, in the amount of  
3 Twenty Thousand Dollars and No Cents (\$20,000.00), payable to the Division on account of  
4 Respondents' violations of Chapter 645F of NRS and the Regulation, the Division's  
5 investigative costs in the amount of Four Hundred Twenty Dollars and No Cents (\$420.00) as  
6 well as the Division's attorney's fees, if any, incurred herein, to be proven at the hearing.  
7

8 **IT IS FURTHER ORDERED**, pursuant to Chapter 645F of NRS and Section 103(2) of  
9 the Regulation, that Respondents immediately cancel all contracts, if any, with homeowners  
10 and refund to homeowners all moneys collected by Respondents from such homeowners  
11 ("Restitution Amounts"), including, but not limited to, payment of Nine Hundred Dollars and No  
12 Cents (\$900.00) to Complainant MSO.

13 Should either Respondent not timely request a hearing within **twenty (20) days** of the  
14 date of this Order, the Division will enter a Final Order in this matter against such  
15 Respondent, as required by Section 113(2) of the Regulation. The Division's Final Order will  
16 require payment by such Respondent of the administrative fines, the Division's investigative  
17 costs and the Division's attorney's fees within **thirty (30) days** of the entry of the Final Order  
18 and payment by such Respondent of the Restitution Amounts immediately upon entry of the  
19 Final Order.  
20

21 Dated this 12<sup>th</sup> day of April, 2010.

22 State of Nevada  
23 Department of Business and Industry  
24 Division of Mortgage Lending

25  
26 By:



27 Joseph L. Waltuch, Commissioner  
28

# **EXHIBIT “A”**

# RECEIPT

DATE 1/3/09 RECEIVED FROM [REDACTED] No. 4227778 \$ 1,000

FOR RENT 12 month One thousand dollars DOLLARS

ACCOUNT	1000 (0)	CASH	FROM	CASH	TO	RENO
PAYMENT	1000 00	MONEY ORDER				
BAL DUE		CHECK				

BY Alison Turner

# RECEIPT

DATE 9/16/09 No. 496334 \$ 900

FROM [REDACTED] Nine hundred dollars DOLLARS

FOR RENT Final of l.c.

ACCT	995	CASH	FROM	CASH	TO	RSVP
PAID	900	MONEY ORDER				
DUE	95	CHECK				

BY Misha Turner