

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:

NATIONSTAR MORTGAGE LLC d/b/a
MR. COOPER,
Supplemental Mortgage Servicer License No. 4439,
NMLS ID No. 2119,

Respondent.

Case No. 2019-013

CONSENT ORDER REQUIRING COMPLIANCE,
IMPOSING AN ADMINISTRATIVE FINE,
AND ASSESSING INVESTIGATIVE COSTS

Issued and Entered,
This 15th day of April, 2020,
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, NRS 645F.500 *et. seq.* (“NRS 645F” or “the Statute”), and Chapter 645F of the Nevada Administrative Code, NAC 645F.930 *et seq.* (“NAC 645F” or “the Nevada Mortgage Servicer Regulations”) (collectively, “the Act”), governing the licensing and conduct of mortgage servicers and supplemental mortgage servicers in the state of Nevada; and,

The Commissioner having been granted general supervisory power and control and administrative enforcement authority over all mortgage servicers and supplemental mortgage servicers doing business in the state of Nevada pursuant to the Act; and,

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

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1 The Division of Mortgage Lending (“the Division”) having received information indicating that
2 NATIONSTAR MORTGAGE LLC d/b/a MR. COOPER (hereinafter “MR. COOPER” or
3 “RESPONDENT”) may have violated provisions of the Act; and,

4 RESPONDENT having been served on or about July 24, 2019, in accordance with
5 NRS 233B.127(3), with the NOTICE OF INTENT TO ISSUE AND ENTER FINAL ORDER IMPOSING
6 ADMINISTRATIVE FINES AND REQUIRING PAYMENT OF INVESTIGATIVE COSTS AND NOTICE
7 OF OPPORTUNITY FOR HEARING (“NOTICE OF INTENT”) providing RESPONDENT with: (1)
8 notice of facts or conduct which warrant disciplinary action against RESPONDENT, and (2) notice of
9 opportunity for administrative hearing; and,

10 RESPONDENT, having expressed its intent to comply with the Act and its desire to cooperate
11 with the Division, and to avoid the time and expense involved in a formal administrative enforcement
12 hearing; and,

13 The Division and RESPONDENT having conferred concerning this matter and determined to
14 resolve this matter pursuant to the following terms:

15 1. RESPONDENT agrees to henceforth comply with all provisions of the Act, including as
16 such pertains to the unlicensed practices and activities prohibited by the Act; and,

17 2. RESPONDENT agrees to pay to the Division an ADMINISTRATIVE FINE in the
18 amount of \$5,000.00 to resolve claims of violations identified in the NOTICE OF INTENT; and,

19 3. RESPONDENT agrees to pay to the Division its INVESTIGATIVE COSTS in the
20 amount of \$3,195.00 in accordance with NRS 622.400 to reimburse the Division for such costs
21 associated with the NOTICE OF INTENT; and,

22 4. RESPONDENT understands and agrees that failure to strictly comply with each and
23 every provision of this Consent Order is a violation of the Act and is grounds for any further discipline
24 authorized under the Act; and,

25 5. RESPONDENT, having knowingly and voluntarily affixed its signature to the attached
26 VOLUNTARY CONSENT TO ENTRY OF COMMISSIONER’S CONSENT ORDER REQUIRING
27 COMPLIANCE, IMPOSING AN ADMINISTRATIVE FINE, AND ASSESSING INVESTIGATIVE
28 COSTS (“VOLUNTARY CONSENT”), incorporated herein by this reference, has consented to the

1 issuance of this Consent Order with the intent to be legally bound hereby, and having waived and
2 relinquished any and all rights that RESPONDENT may now or hereafter have to be served with a
3 notice of charges and an administrative hearing in this matter or to judicial review of, or otherwise
4 challenge or contest, the entry of this Consent Order; and,

5 6. RESPONDENT having had opportunity to consult with legal counsel of its choosing
6 concerning this matter; and,

7 7. The Commissioner having made the following FINDINGS and CONCLUSIONS based
8 upon the foregoing and the books and records of the Division:

9 A. The Commissioner has jurisdiction and authority to issue this Consent Order in this
10 matter, pursuant to the Nevada Administrative Procedures Act ("NAPA"), NRS
11 233B.010 *et seq.*, and the Mortgage Brokers and Mortgage Agents Act, NRS 645B.010,
12 *et seq.*

13 B. All required notices have been issued in this matter, and the notices and service thereof
14 were appropriate and lawful in all respects.

15 C. The terms of this Consent Order are a reasonable resolution of this matter and in the
16 public interest.

17 D. All applicable provisions of NAPA and NRS 622 have been met.

18 E. RESPONDENT violated NRS 645B.980(1) and NAC 645F.976(1), (2)(b) and (2)(c), and
19 NAC 645F.980(1) and (11).

20 NOW, THEREFORE, IT IS HEREBY ORDERED that:

21 1. RESPONDENT shall henceforth fully comply with the provisions of the Act and shall
22 CEASE AND DESIST from any and all violations of the Act.

23 2. RESPONDENT shall pay to the Division an ADMINISTRATIVE FINE in the amount
24 of \$5,000.00. The administrative fine shall be and is due to the Division no later than April 1, 2020 (as
25 reflected in the attached invoice) and shall be accompanied by the signed and notarized VOLUNTARY
26 CONSENT as attached.

27 3. RESPONDENT shall pay to the Division its INVESTIGATIVE COSTS in the amount
28 of \$3,195.00. The investigative costs shall be and are due to the Division no later than April 1, 2020

1 (as reflected in the attached invoice) and shall be accompanied by the signed and notarized
2 VOLUNTARY CONSENT as attached.

3 4. Failure by RESPONDENT to abide by the foregoing terms as set forth in this Consent
4 Order shall render the terms of this Consent Order voidable at the discretion of the Commissioner,
5 thereby subjecting RESPONDENTS to all disciplinary measures authorized under the Act, including
6 those described in the NOTICE of which RESPONDENTS were previously notified in this matter.

7 5. This Consent Order shall be and is effective and enforceable on the date that it is issued,
8 as shown in the caption hereof.

9 6. This Consent Order shall remain effective and enforceable until terminated, modified,
10 set aside, or suspended in writing by the Commissioner.

11 7. The Commissioner specifically retains jurisdiction over the matters contained herein and
12 has the authority to issue such further order(s) as the Commissioner shall deem just, necessary, and
13 appropriate to enforce the Act and protect the public.

14 IT IS SO ORDERED.

15 DIVISION OF MORTGAGE LENDING

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17 By: 

18 CATHY SHEEHY, COMMISSIONER /
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