



COMMONWEALTH OF KENTUCKY  
PUBLIC PROTECTION CABINET  
DEPARTMENT OF FINANCIAL INSTITUTIONS  
AGENCY CASE NO. 2016-AH-00118

DEPARTMENT OF FINANCIAL INSTITUTIONS

COMPLAINANT

vs.

AGREED ORDER

CASH EXPRESS, LLC (Lic # 212-1)

RESPONDENT

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1. The Department of Financial Institutions ("DFI") is responsible for regulating and licensing entities engaged in the business of cashing checks and accepting deferred deposit transactions in accordance with the provisions set forth in KRS Chapter 286.9.

2. Cash Express, LLC ("Respondent") is authorized to do business in Kentucky as a deferred deposit and check cashing licensee pursuant to KRS Chapter 286.9, with an office located at 401 Old Gallatin Road, Scottsville, KY 42164 with Deferred Deposit License # 212-1. (ICIE# 370313)

3. DFI conducted an investigation of Respondent after Respondent self-reported statutory violations, due to an internal software issue, to DFI on August 12, 2016. During the investigation, the DFI discovered that the Respondent did not properly place account transactions in an "open" status for collection on customer loans. This software issue closed Respondent's customer loans in the Veritec database when the customers still owed on the loan and thereafter created a conflict for two customers who opened loans with other licensees. In addition, due to Respondent's failure to properly input information in the database system, Respondent collected on closed loans in

violation of 808 KAR 9:010 Section 2(4). Respondent's actions were in violation of KRS 286.9-140(1), 808 KAR 9:010 Section 2(4) and KRS 286.9-100(9).

4. DFI possesses a range of administrative authority in addressing violations of the Act, including license revocation or denial, as well as the imposition of civil penalties in an amount up to \$5,000 per violation. See KRS 286.9-110; 286.9-991.

5. In this case, the DFI assessed a civil penalty against Respondent in the amount of two thousand dollars (\$2,000) for the above-described violations of KRS 286.9-100(9) and 286.9-140(1).

6. In the interest of economically and efficiently resolving the violation(s) described herein, and without Respondent admitting or denying the statements of fact and legal conclusions herein, DFI and Respondent agree as follows:

a. Respondent agrees to a civil penalty assessment in the amount of two thousand dollars (\$2,000.00) for the violation(s) described herein;

b. Respondent agrees to and shall pay the total civil penalty assessed herein of two thousand dollars (\$2,000), which shall be due upon entry of the Agreed Order. The payment shall be in the form of a certified check or money order made payable to "Kentucky State Treasurer" and mailed to the Department of Financial Institutions, Attn: Non-Depository Division - Order, 1025 Capital Center Drive, Suite 200, Frankfort, Kentucky 40601;

c. Respondent agrees to make restitution, by check drawn on the Respondent's account, to the two specifically affected customers by refunding the service fees on the transactions that created the database violation, to waive collection of all transactions that were closed in the

Vertitec database as a result of the database input error and to maintain records – consistent with KRS 286.9-074 – that such refund checks were issued to the customers and were processed for payment by the customer; and

d. Respondent shall devote the time and resources necessary to ensure continual and full compliance with all statutory requirements set forth in KRS Chapter 286.9.

7. Respondent waives its right to demand a hearing at which it would be entitled to legal representation, to confront and cross examine witnesses, and to present evidence on its own behalf, or to otherwise appeal or set aside this Order.


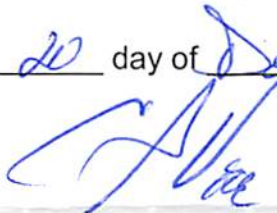
8. Respondent consents to and acknowledges the jurisdiction of DFI over this matter and that this Agreed Order is a matter of public record and may be disseminated as such.

9. In consideration of execution of this Agreed Order, Respondent for itself, and for its successors and assigns, hereby releases and forever discharges the Commonwealth of Kentucky, DFI, Office of Legal Services, and each of their members, agents, and employees in their individual capacities, from any and all manner of actions, causes of action, suits, debts, judgments, executions, claims and demands whatsoever, known and unknown, in law or equity, that Respondent ever had, now has, may have or claim to have against any or all of the persons or entities named in this paragraph arising out of or by reason of this investigation, this disciplinary action, this settlement or its administration.

10. By signing below, the parties acknowledge they have read the foregoing Agreed Order, know and fully understand its contents, and that they are authorized to enter into and execute this Agreed Order and legally bind their respective parties.

11. This Agreed Order shall constitute the Final Order in this matter.

IT IS SO ORDERED on this the 20 day of December, 2016.



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CHARLES A. VICE  
COMMISSIONER



**CERTIFICATE OF SERVICE**

21 I hereby certify that a copy of the foregoing **Agreed Order** was sent on this the day of December, 2016, by certified mail, return receipt requested, to:

Cash Express, LLC  
c/o Jeff Olson  
345 South Jefferson Ave., Suite 300  
Cookeville, TN 38501

And by Hand-Delivery to:

Ms. Catherine Falconer  
1025 Capital Center Drive, Suite 200  
Frankfort, KY 40601  
Counsel for Department of Financial Institutions

  
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Kentucky Department of Financial Institutions