

STATE OF MARYLAND
OFFICE OF THE COMMISSIONER OF FINANCIAL
REGULATION

DEPARTMENT OF LABOR, LICENSING AND REGULATION
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BALTIMORE, MARYLAND 21202



ANNUAL REPORT
FOR FISCAL YEAR ENDING
JUNE 30, 2014

Presented to:

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DEPUTY COMMISSIONER

OFFICE OF STATE BANK COMMISSIONER established 1910
OFFICE OF COMMISSIONER OF CONSUMER CREDIT established 1942
Reorganized in 1996 as the OFFICE OF THE COMMISSIONER OF FINANCIAL REGULATION

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HIGHLIGHTS OF THE OFFICE – FISCAL YEAR 2014

During FY 2014, DLLR's Office of the Commissioner of Financial Regulation ("the Office" or "OCFR") continued to promote a safe and healthy financial services system, to protect Maryland consumers and to play a central role in Maryland's effort to combat the financial and foreclosure crises on multiple fronts.

Promote a safe and successful state chartered bank and credit union industry. Both banks and credit unions increased their capital levels during the year. In addition to its ongoing supervisory efforts, OCFR continued to receive applications for a wide variety of transactions, including the conversion of Fairmount Bank from a federal savings bank to a state chartered commercial bank and the conversion of HAR-CO Federal Credit Union to state credit union charter.

Leadership in Mortgage Servicing Reform – OCFR served on the negotiation team with Attorneys General from around the nation that led a review of "robo-signing" and related issues in foreclosure that culminated in a nationwide \$25 billion settlement. Following approval of the settlement, OCFR has served on the multistate Monitoring Committee, representing Maryland and all state bank regulators, in conjunction with Attorneys General from around the nation to ensure compliance with the terms of the settlement. The settlement has generated over \$1.3 billion in relief for Maryland borrowers (equal to the amount in Virginia and Pennsylvania combined) and a fine of approximately \$60 million, 90% of which was devoted to foreclosure relief.

Online Payday Lending Initiative – OCFR has aggressively targeted illegal online payday lending. Despite longstanding licensing requirements and interest rate limits for consumer lending that are intended to protect Marylanders, online, mostly unlicensed, lenders continue to evade state law with loans at interest rates that are well above 100% per year. These loans are marketed as short term cash advances, but the average online payday loan ends up being a five month loan in which the consumer pays \$520 in interest and fees on a \$375 loan. OCFR launched an initiative in FY 2013, continuing into FY 2014, to identify banks that process the funding and payment on behalf of lenders who make these illegal loans and refer these banking institutions to their relevant state or federal regulator. The effort has gained national attention and has been joined by other state banking offices. The Department of Justice recently announced an investigation and settlement with one institution identified as a processor of payments related to these illegal loans.

Fighting Foreclosure, Protecting Consumers: In partnership with the Department of Housing and Community Development, OCFR led the state's response to the foreclosure crisis including, among other things, implementing foreclosure reforms and delivering outreach to over 100,000 borrowers in Maryland facing mortgage difficulty in FY 2014. OCFR also implemented a foreclosed property registry which went "live" in November 2012. This registry tracks the owners of foreclosed properties between the date of the foreclosure and recordation of the deed transferring the property to the new owner in order to assist local government code enforcement activities to maintain these properties and avoid neighborhood decay. Thru June 2014, almost 22,000 properties have been registered. OCFR enforcement has also taken a lead role in combatting mortgage rescue scams, undertaking numerous enforcement actions against those charging illegal up-front fees to consumers in exchange for promises of help getting a loan modification.

LEGISLATIVE HIGHLIGHTS SUMMARY

Amy K. Mataban, Assistant Attorney General, Counsel to the Commissioner
Sandy Small, Assistant Attorney General, Counsel to the Commissioner

Courts and Judicial Proceedings §§ 5-101 and 5-102, Real Property §§ 7-105.13 – Residential Property – Statute of Limitations for Certain Specialties and Motion for Certain Deficiency Judgments – Reduces the time period allowed for the filing of a civil action, from 12 years to 3 years, for the specialties of a deed of trust, mortgage or promissory note that has been signed under seal and secures or is secured by owner-occupied residential property. The bill authorizes a secured party to file a motion for a deficiency judgment within 3 years of final ratification of the auditor’s report following a foreclosure sale, and specifies that the filing of a motion for deficiency judgment as specified in the bill constitutes the sole post-ratification remedy available to a secured party to obtain a deficiency judgment. The law is effective July 1, 2014.

Real Property §§ 7-105.1 and 7-302, Tax Property 12-108 and 13-207 – Real Property – Foreclosure of Residential Property – Certified Community Development Financial Institutions (“CDFI”) – Exempts a certified CDFI that purchases owner-occupied residential property from the applicability of the Protecting Homeowners in Foreclosure Act. Prohibits a person from requiring, as a condition of sale of owner-occupied residential property to a CDFI, an affidavit that limits ownership of the property by the immediately preceding mortgagor. Exempts CDFIs from recordation and transfer tax for instrument of writing relating to a transfer from CDFI to immediately preceding mortgagor. This was an emergency bill and took effect on April 14, 2014.

Tax Property §§ 14-833 and 14-834 (HB336) – Tax Sales – Reimbursement for Attorney’s Fees – Specifies that a plaintiff or holder of a certificate of sale in a foreclosure action may be reimbursed up to \$1,200 for reasonable attorney’s fees and up to \$1,200 for expenses and costs incurred for opening an estate for purpose of service of process and notice. The law is effective July 1, 2014.

Tax General §§ 10-207 (HB923/SB596) – Income Tax Subtraction Modification – Mortgage Forgiveness Debt Relief – Extension - Ensures that homeowners that have had debt forgiven during the foreclosure process are not penalized by having that debt considered income on their Maryland tax return. This legislation recognizes the imprudence of compounding the effects of the housing crisis by saddling homeowners with tax obligations in addition to their mortgage debt. The law is effective July 1, 2014.

Financial Institutions §§ 11-601 and 11-612.3 (SB1091) – Mortgage Loan Originator Licensing – Expedited Licensing – Provides for expedited licensing for an individual who within 45 days of application for a mortgage loan originator license, was employed by a financial institution as a registered mortgage loan originator. The law requires the Commissioner of Financial Regulation to waive, as applicable, the State criminal history records check for the applicant. All other requirements for licensing must still be satisfied. This law is effective October 1, 2014.

Financial Institutions § 12-1009 and Chapters 280 and 281 of the Acts of the General Assembly of 2011(HB704/SB160) – Debt Settlement Services – Extends the termination date of the Maryland Debt Settlement Services Act by one year to June 30, 2016. The law also extends (1) the reporting period for registered debt settlement services providers for on additional year, (2) the due date for the Commissioner’s report until December 1, 2015, and (3) the expiration date of a registration or renewal of a registration for a debt settlement services provider until June 1, 2016. This law is effective October 1, 2014.

Corporations and Association §§ 8-101 and 8-102 (SB713/HB916) – Corporations and Real Estate Investment Trusts – Among a number of other provisions, this law clarifies that a real estate investment trust is: (1) a permitted form of unincorporated business trust or association; (2) is a separate legal entity; and (3) may conduct business in the State in accordance with this title. Specifies that a real estate investment trust (1) is formed by filing a declaration of trust for record with the Department [of Assessments and Taxation]; and (2) may not do business in the State until it complies with this title. This law is effective October 1, 2014.

Financial Institutions §12-413.1 (HB723) – Protections from Financial Abuse, Exploitation and Fraud - This law requires money transmitter licensees to provide training materials annually to authorized delegates, or within 1-month of appointment to new authorized delegates concerning how to recognize and respond appropriately to suspected financial abuse and exploitation of an elder adult. The law further requires licensees to include a fraud warning on all transmittal forms used to send money from one individual to another, and to allow individuals to voluntarily disqualify themselves from sending or receiving money transmissions in the State. This law does not apply to money transmitter licensees who engage in money transmission solely through the internet, or selling or issuing stored value devices, traveler’s checks, or money orders, or providing bill payer services. §12-425. This amendment requires licensees to maintain a list of the dates that they provided the training materials to authorized delegates. This law is effective October 1, 2014.

Commercial Law Article §4A-108 (SB522/HB564) – Maryland Uniform Commercial Code – Title 4A Funds Transfers – This amendment clarifies that Title 4 governs the rights and obligations of funds transfers between commercial parties initiated by a financial institution, except to the extent Title 4 is inconsistent with the federal Electronic Funds Transfers Act. This law is effective October 1, 2014.

Financial Institutions §12-109 and §12-1026 (SB583/HB735) – Interest payable on Escrow Accounts and Specific Purpose Accounts – These amendments replaced the source for the base rate paid on escrow and special purpose accounts from the 6-month average dealer bid rate on nationally traded certificates of deposit (no longer tracked and published by the Federal Reserve Board) to the weekly average yield on U.S. Treasury securities adjusted to a constant maturity of one year (published by the Federal Reserve Board). This change applies retroactively to escrow accounts and special purpose savings accounts in existence on or after January 1, 2014. This law became effective June 1, 2014.

DEPOSITORY SUPERVISION

Banks, Credit Unions and Trust Companies Annual Overview

Teresa M. Louro, Assistant Commissioner - Bank Supervision

The OCFR supervises 59 institutions, including 45 Maryland state chartered banks, eight credit unions, and four non-depository trust companies, as well as Anne Arundel Economic Development Corporation and American Share Insurance Corporation (“ASI”) of Dublin, Ohio, a private provider of deposit insurance to credit unions.

Banks

Maryland’s banking industry continues on an improving and stabilizing trend. Maryland state chartered banks in aggregate have grown in assets, capital, and deposits over Fiscal Year (“FY”) 2013 and remain profitable, while managing through and still adapting to an evolving economic, competitive and regulatory climate. New challenges face some of our banks, as well as some ongoing challenges well known to our bankers. Maryland banks continue to play a vital role in the economy, particularly in terms of lending to small businesses and community banking.

Maryland state chartered banks have improved their asset quality significantly. The banks have identified and continue to work through problem credits, with nonperforming assets to total assets improving significantly to 1.71% from 2.09% in FY 2013; yet real estate challenges persist. Successful workout strategies have lessened the burden on resources and related expenses have declined.

Overall, Maryland state chartered banks continued to grow in assets and capital, while operating conservatively and profitably. During FY 2014, total assets grew by approximately \$443 million to \$25.5 billion, even with the loss of Baltimore County Savings Bank, which was acquired by an out-of-state bank. Return on assets (“ROA”) decreased from FY 2013 of 0.76% to 0.69% in FY 2014. The ROA still remains below historical norms as banks continue to devote focus and resources to enhancing risk management practices and loan workout capabilities. Non-current loans as a percentage of total loans continued on an improving trend from FY 2013 of 2.15% to 1.64% in FY 2014. Capital also continued on an improving trend in all indices with tier 1 leverage at 10.05%, tier 1 risk-based at 12.79%, and total risk-based at 14.07%, providing for a greater cushion against risk and for future growth.

Safety and soundness examinations continue to be full scope, focusing heavily on asset quality, including investment portfolios, capital, earnings, liquidity and risk management practices. The OCFR has terminated a formal enforcement action to address weaknesses and regulatory concerns, with similar termination actions expected in the next fiscal year. Enhanced regulatory supervision and oversight include: weekly, bi-weekly, or monthly teleconference calls held with institutions; visitations and targeted examinations conducted between scheduled examinations to evaluate and assess compliance with enforcement actions and/or concerns detected during off-site monitoring practices. Examination cycles have been reduced to 12 months versus 18 months when warranted or more frequent if deemed necessary.

Looking ahead, the state chartered banks will continue to face a challenging environment. Trust

preferred securities deferral periods will expire for some institutions, and/or are looking to repay Troubled Asset Relief Program – Capital Purchase Program funds. Compliance requirements continue to change and increase as the Dodd Frank Act, the Qualified Mortgage Rule, and revised Basel III capital requirements impose changes. Monitoring and adapting to the new requirements continue to increase costs and still demand managements' attention. The OCFR is committed to assisting banks in this transition. The Commissioner and Assistant Commissioner for Bank Supervision maintain in active dialogue with bank management teams throughout the state and seek outreach opportunities to facilitate communication.

Credit Unions

The OCFR supervises eight Maryland state-chartered credit unions, as well as ASI, a private provider of deposit insurance. Of the eight credit unions, six are federally insured through the National Credit Union Share Insurance Fund, and the remaining two are insured by ASI. Each credit union receives an annual on-site examination, supplemented by a quarterly monitoring program. Targeted visitations are also performed, as deemed necessary.

The credit union industry remains sound. As in the case of state chartered banks, the current economic environment continues to have an impact on credit union trends. Delinquency decreased slightly to a weighted average ratio of 1.47% as of June 30, 2014. During the same period, average charge-offs increased slightly from 0.30% to 0.57% as the credit unions removed non-earning loans from their books. The credit quality of loans will continue to be closely monitored.

Overall, loan growth increased by 5.49%, while assets under supervision increased by approximately \$244 million to \$5.1 billion, or by 5.03%. Net worth represents 10.46% of total assets. While the net interest margins remain low, credit unions, as a group, continue to operate profitably, as reflected in an annualized ROA of 0.28%, an improvement from 0.09% in FY 2013.

Non-Depository Trust Companies

The number of Maryland state-chartered non-depository trust companies was reduced by one since FY 2013 for a total of four, with Securities Finance Trust Company (“SFTC”) having been acquired by an out-of-state organization in August 2013.

Safety and soundness examinations continue to be full scope focusing on asset management, earnings, capital, management, operations, internal controls and audit, and compliance. Overall, Maryland state chartered non-depository trust companies had a good year with the recovery in the public stock, bond and real estate markets, combined with additional increases in assets resulted in a significant rebound in performance in FY 2014. Total assets-under-management (“AUM”) increased from \$242 billion in 2013 to \$265 billion in FY 2014; even with SFTC being acquired, overall AUM grew by \$23 billion dollars. Our trust companies continue to monitor volatility and economic conditions in the United States and global stock markets, and manage accordingly.

Consolidated Statement of Financial Condition State Chartered Banks
As of June 30, 2014 & 2013 (in thousands)

ASSETS	FY 2014	FY 2013	% Change
Cash & Balances Due From Depository Institutions:			
Non-Interest Bearing & Currency/Coin	\$437,250	\$385,813	13.3%
Interest Bearing Balances	\$935,485	\$1,345,655	-30.5%
Securities	\$3,985,378	\$4,261,162	-6.5%
Federal Funds Sold and Securities Purchased Under Agreements to Sell	\$111,368	\$121,364	-8.2%
Loans and Leases, Net of Unearned Income	\$18,649,820	\$17,541,355	6.3%
Allowance for Loan and Lease Losses (“ALLL”)	(\$246,097)	(\$256,885)	-4.2%
Trading Account Assets	\$966	\$0	
Premises and Fixed Assets (including capitalized leases)	\$341,296	\$356,440	-4.2%
Other Real Estate Owned	\$131,180	\$151,685	-13.5%
Intangible Assets	\$306,455	\$282,562	8.5%
Other Assets	\$875,298	\$896,143	-2.3%
Total Assets	\$25,528,399	\$25,085,294	1.8%
LIABILITIES			
Deposits:			
In Domestic Offices	\$20,778,710	\$20,630,717	0.7%
Federal Funds Purchased & Securities Sold Under Repurchase Agreements	\$335,914	\$349,397	-3.9%
Subordinated Debt	\$966		
Subordinated Debt	\$35,000	\$35,000	0.0%
Other Borrowed Money	\$1,411,406	\$1,287,065	9.7%
Other Liabilities	\$170,828	\$175,197	-2.5%
Total Liabilities	\$22,732,824	\$22,477,376	1.1%
EQUITY CAPITAL			
Perpetual Preferred Stock	\$45,783	\$13,126	248.8%
Common Stock	\$245,074	\$202,049	21.3%
Surplus	\$1,487,160	\$1,529,491	-2.8%
Undivided Profits and Capital Reserves	\$1,017,561	\$863,252	17.9%
Total Equity Capital	\$2,795,578	\$2,607,918	7.2%
Total Liabilities and Equity	\$25,528,402	\$25,085,294	1.8%

**Ratios from Consolidated Statements of Financial Condition of
All State-Chartered Banks
Fiscal Years 2012-2014**

Period Ending June 30th	FY 2014	FY 2013	FY 2012
Return on Assets	0.69%	0.77%	0.61%
Net Interest Margin	3.64%	3.63%	3.73%
Total Loans to Total Deposits	88.57%	83.78%	83.92%
Total Loans to Core Deposits	98.80%	92.77%	92.82%
Total Loans to Total Assets	72.09%	68.90%	68.80%
ALLL to Total Loans	1.32%	1.49%	1.65%
Noncurrent Loans to Total Loans	1.64%	2.18%	3.01%
Tier 1 Leverage Capital	10.05%	9.67%	9.45%
Tier 1 Risk-Based Capital	12.79%	12.70%	12.32%
Total Risk-Based Capital	14.07%	14.05%	13.69%

**Prior Period End Totals
For Fiscal Years Ending June 30th
(in thousands)**

Year	Total Assets	Total Loans	Securities	Total Deposits	Total Capital
2014	\$25,528,399	\$18,403,723	\$3,985,378	\$20,778,710	\$2,795,578
2013	\$25,085,295	\$17,541,355	\$4,261,162	\$20,630,717	\$2,607,918
2012	\$24,878,161	\$17,398,087	\$4,128,600	\$20,394,192	\$2,560,059
2011	\$23,190,053	\$16,269,862	\$3,662,011	\$18,840,036	\$2,309,382
2010	\$23,223,680	\$16,501,297	\$3,372,087	\$18,710,253	\$2,257,096
2009	\$21,792,126	\$16,058,691	\$3,200,633	\$17,135,262	\$2,113,103
2008	\$29,381,521	\$21,881,597	\$4,415,664	\$21,813,397	\$2,728,926

Trust Assets Reported by State-Chartered Trust Companies
Fiscal Year Ended June 30, 2014
(in thousands)

Full Service Trust Companies	Managed	Non-Managed	Custodial	Total
First United Bank & Trust	\$631,766	\$45,650	\$2,338	\$679,754
Sandy Spring Bank	\$970,747	\$133,580	\$51,570	\$1,155,897
Total Assets - Full Service	\$1,602,513	\$179,230	\$53,908	\$1,835,651

Non-Depository Trust Companies	Managed	Non-Managed	Custodial	Total
Brown Investment Advisory and Trust Co.	\$6,129,346	\$621,263	\$0	\$6,750,609
Chevy Chase Trust Company	\$4,573,529	\$15,690,703	\$2,939,520	\$23,203,752
NewTower Trust Company	\$6,925,512	\$0	\$0	\$6,925,512
T. Rowe Price Trust Company	\$50,013,057	\$178,483,915	\$0	\$228,496,972
Total Assets - Non-Depository	\$67,641,444	\$194,795,881	\$2,939,520	\$265,376,845

Grand Total - Full Service & Non-Dep.	\$69,243,957	\$194,975,111	\$2,993,428	\$267,212,496
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Consolidated Statement of Financial Condition – State-Chartered Credit Unions
Comparative Figures for Fiscal Year Ending June 30th
(in thousands)

ASSETS	FY 2014	FY 2013	% Change
Cash & Balances Due From Depository Institutions	\$469,006	\$146,891	219.3%
Investments & Securities	\$1,271,713	\$1,537,601	-17.3%
Total Loans	\$3,151,477	\$2,987,326	5.5%
Allowance for Loan and Lease Losses	(\$33,889)	(\$36,043)	-6.0%
Premises and Fixed Assets	\$65,952	\$61,625	7.0%
Other Assets	\$165,505	\$148,575	11.4%
Total Assets	\$5,089,764	\$4,845,975	5.0%
LIABILITIES			
Members' Shares and Deposits	\$4,466,369	\$4,241,898	5.3%
Borrowed Money	\$45,405	\$68,786	-34.0%
Other Liabilities	\$45,438	\$49,853	-8.9%
Total Liabilities	\$4,557,212	\$4,360,537	4.5%
Total Equity/Net Worth	\$532,551	\$485,439	9.7%
Total Liabilities and Equity	\$5,089,764	\$4,845,976	5.0%
Additional Information as of June 30th	FY 2014	FY 2013	
Net Worth to Total Assets	10.46%	10.02%	
Net Worth to Members' Shares & Deposits	11.92%	11.44%	
Total Loans to Total Assets	61.92%	61.65%	
Total Loans to Members' Shares & Deposits	70.56%	70.42%	
ALLL to Total Loans	1.08%	1.21%	
Return on Assets (annualized)	0.28%	0.09%	

Selected Balance Sheet Items – State-Chartered Credit Unions
As of June 30, 2013
(in thousands)

	Total Assets	Total Loans	Shares & Deposits	Total Capital
ASI Private Share Insurance				
Fort Meade Community Credit Union	\$35,059	\$10,423	\$32,569	\$2,443
Post Office Credit Union of MD, Inc.	\$32,761	\$3,347	\$24,277	\$8,464
National Credit Union Share Insurance				
Central Credit Union of MD, Inc.	\$21,563	\$10,242	\$18,646	\$2,890
Destinations Credit Union	\$57,807	\$28,291	\$49,931	\$7,569
HAR-CO Credit Union	\$189,657	\$118,734	\$171,725	\$16,650
Municipal Employees Credit Union	\$1,220,294	\$716,889	\$1,033,459	\$127,797
Point Breeze Credit Union	\$737,035	\$299,665	\$638,805	\$92,119
State Employees Credit Union of MD	\$2,795,588	\$1,963,886	\$2,496,956	\$274,619
Total All State Chartered Credit Unions	\$5,089,764	\$3,151,477	\$4,466,368	\$532,551

Prior Period End Totals
For Fiscal Years Ending June 30th
(in thousands)

Year	Total Assets	Total Loans	Shares & Deposits	Total Capital
2014	\$5,089,764	\$3,151,477	\$4,466,368	\$532,551
2013	\$4,845,974	\$2,987,325	\$4,241,898	\$485,439
2012	\$4,602,641	\$2,773,682	\$4,001,697	\$471,070
2011	\$4,261,030	\$2,522,571	\$3,655,934	\$438,800
2010	\$4,107,886	\$2,452,504	\$3,551,370	\$424,494
2009	\$3,867,974	\$2,420,744	\$3,356,352	\$415,266
2008	\$3,512,890	\$2,362,006	\$3,043,152	\$419,221
2007	\$3,302,841	\$2,245,600	\$2,837,274	\$403,824
2006	\$3,112,221	\$2,063,541	\$2,659,307	\$371,057
2005	\$2,996,701	\$1,813,530	\$2,639,925	\$338,253

DEPOSITORY CORPORATE ACTIVITIES

Annual Overview

Marcia A. Ryan, Assistant Commissioner

Applications were received throughout the year from banks, trust companies, and credit unions seeking approval to implement various corporate changes to their organizations or to expand their business activities. The overall number of corporate applications submitted this year was consistent with the number from the prior fiscal year. Applications handled by the Corporate Activities group included: three federal-to-state charter conversions (two banks and one credit union); three bank mergers; one bank holding company merger; one non-depository trust company merger; one credit union purchase and assumption of a federal thrift; four affiliates; one credit union service organization; five wild card proposals; and six new bank branches. OCFR also approved six representative office permits for out-of-state banks; three out-of-state banks to act as escrow depositories for the benefit the Maryland Affordable Housing Trust; and acted on a wide range of other corporate applications.

OCFR continues to see significant interest in the Maryland bank and credit union charters:

- Fairmount Bank - OCFR was pleased to welcome Fairmount Bank into Maryland's state banking system in 2013. As of 6/30/14, the Bank operates one branch in the Rosedale area, and has assets of more than \$76 million. Impressively, Fairmount Bank has been operating continuously in the Baltimore area since 1879, making it one of the oldest banks in Maryland.
- HAR-CO Credit Union – OCFR was also pleased to welcome HAR-CO as Maryland's newest State-chartered credit union after successful completion of its charter conversion. The Credit Union, which was originally established in 1955 to provide financial services to Harford County public school teachers, operates three branches and, as of 6/30/14, has assets of approximately \$190 million.
- National Bank of Cambridge - OCFR is working with the National Bank of Cambridge to convert the institution from a national bank to a Maryland state-chartered commercial bank. As of 6/30/14, the bank, which was originally established in 1880, operates three branches and has assets of almost \$200 million. We anticipating approving this application later this year.

Looking ahead to FY 2015, we will continue to work with a number of other federal banks that have begun the process of exploring conversions to Maryland charters. These conversions reflect, at least in part, recognition of OCFR's commitment to maintaining a vibrant and healthy state banking and credit union system.

BANKS, CREDIT UNIONS and TRUST COMPANIES
Activity on Selected Applications
Fiscal Year Ended June 30, 2014

CHARTER CONVERSIONS

Institution Name	Main Office	Former Name	Approval
FAIRMOUNT BANK To convert from a federal stock savings bank to a State-chartered commercial bank	Baltimore, MD	Fairmount Bank, FSB	08/26/13
HAR-CO CREDIT UNION To convert from a federal credit union to a State-chartered credit union	Bel Air, MD	HAR-CO Maryland Federal Credit Union	08/28/13
MEMBERS FIRST CREDIT UNION To convert from a State-chartered credit union to a federal credit union	Dundalk, MD	Members First Credit Union	12/04/13
1880 BANK To convert from a national bank to a State-chartered commercial bank	Cambridge, MD	National Bank of Cambridge	Pending

CREDIT UNION SERVICE ORGANIZATIONS (“CUSO”) FORMATION

Institution Name	CUSO	Approval
STATE EMPLOYEES CREDIT UNION (“SECU”) Baltimore, MD	SECU Title Services, LLC	10/04/13

MERGERS AND ACQUISITIONS / PURCHASE AND ASSUMPTIONS

Surviving Institution Main Location	Merged/Acquired Institution Main Location	Approval
INTERIM SECURITIES FINANCE TRUST COMPANY Burlington, VT	Securities Finance Trust Company Boston, MA	08/09/13
MUNICIPAL EMPLOYEES CREDIT UNION (MECU) Baltimore, MD	Advance Bank Baltimore, MD	10/25/13

Surviving Institution Main Location	Merged/Acquired Institution Main Location	Approval
FNB CORPORATION Hermitage, PA	BCSB Corp, Inc. Baltimore, MD	11/15/13
FNB NATIONAL BANK OF PENNSYLVANIA Hermitage, PA	Baltimore County Savings Bank Baltimore, MD	11/15/13
FIRST MARINER BANK Baltimore, MD	RKJS Bank Cockeysville, MD	06/06/14
EAGLEBANK Bethesda, MD	Virginia Heritage Bank Fairfax, VA	Pending

NAME CHANGES

Institution Name Main Location	Former Name	Approval
COMMUNITY BANK of the CHESAPEAKE Waldorf, MD	Community Bank of Tri-County	10/18/13

MISCELLANEOUS

Institution Name	Application	Approval
COUNTY FIRST BANK La Plata, MD	To lower par value of Bank's common stock	08/21/13
CERTUSBANK, N.A. Charlotte, NC	To act as escrow depository for certain real estate transactions for the benefit of the Maryland affordable Housing Trust	08/28/13
FARMERS and MERCHANTS BANK Upperco, MD	To repurchase a portion of the Bank's capital stock	03/26/14
MIDDLETOWN VALLEY BANK Middletown, MD	To lower par value	05/16/14
BANK of OCEAN CITY Ocean City, MD	To repurchase a portion of the Bank's capital stock	06/20/14
FARMERS BANK of WILLARDS Willards, MD	To repurchase a portion of the Bank's capital stock	06/25/14

STATE BANKS - BRANCH OPENINGS & CLOSINGS

Institution Name	Main Office	Opened	Closed
Columbia Bank, The	Columbia, MD		5
Community Bank of the Chesapeake	Waldorf, MD	1	
First Mariner Bank	Baltimore, MD		2
Howard Bank	Ellicott City, MD	2	1
Middletown Valley Bank	Middletown, MD	1	
Monument Bank	Bethesda, MD	1	
Revere Bank	Laurel, MD	1	
Sandy Spring Bank	Olney, MD		3
	Total Branches Approved	6	
	Total Branches Closed		11

STATE-CHARTERED COMMERCIAL BANKS AND SAVINGS BANKS

**Location, Assets, and CRA Ratings
As of June 30, 2014**

Bank Name	Principal Location	Total Assets (in thousands)	No. of Branches	CRA Rating
Bank of Glen Burnie, The	Glen Burnie	\$398,334	8	Satisfactory
Bank of Ocean City	Ocean City	\$240,954	6	Satisfactory
Blue Ridge Bank	Frederick	\$180,138	2	Satisfactory
Calvin B. Taylor Banking Company	Berlin	\$450,306	10	Satisfactory
Carroll Community Bank	Sykesville	\$110,994	2	Outstanding
Cecil Bank	Elkton	\$345,241	9	Satisfactory
CFG Community Bank	Baltimore	\$532,492	3	Satisfactory
Chesapeake Bank & Trust Company	Chestertown	\$88,918	2	Satisfactory
CNB	Centreville	\$472,645	11	Satisfactory
Columbia Bank, The	Columbia	\$2,038,504	33	Satisfactory
Community Bank of The Chesapeake	Waldorf	\$1,033,146	11	Satisfactory
Congressional Bank	Bethesda	\$429,523	4	Satisfactory
County First Bank	LaPlata	\$218,152	6	Satisfactory
Damascus Community Bank	Damascus	\$279,637	5	Satisfactory
EagleBank	Bethesda	\$3,896,160	18	Satisfactory
Easton Bank & Trust Company	Easton	\$139,348	3	Satisfactory
Fairmount Bank	Baltimore	\$76,407	12	Satisfactory
Farmers and Merchants Bank	Upperco	\$312,294	7	Satisfactory
Farmers Bank of Willards, The	Willards	\$307,925	7	Satisfactory
First Mariner Bank	Baltimore	\$996,803	16	Satisfactory
First United Bank and Trust	Oakland	\$1,322,321	25	Satisfactory
Frederick County Bank	Frederick	\$330,193	5	Satisfactory
Glen Burnie Mutual Savings Bank, The	Glen Burnie	\$82,086	1	Satisfactory
Harbor Bank of Maryland, The	Baltimore	\$242,885	7	Satisfactory
Harford Bank	Aberdeen	\$306,879	8	Satisfactory
Hebron Savings Bank	Hebron	\$540,360	11	Satisfactory
Howard Bank	Ellicott City	\$553,448	7	Satisfactory
Liberty Bank of Maryland	Baltimore	\$39,208	2	Satisfactory
Maryland Financial Bank	Towson	\$58,898	1	N/A
Middletown Valley Bank	Middletown	\$169,151	5	Satisfactory
Midstate Community Bank	Baltimore	\$179,238	1	Satisfactory
Monument Bank	Bethesda	\$444,865	3	Satisfactory
NBRS Financial Bank	Rising Sun	\$191,133	6	Satisfactory
New Windsor State Bank	Taneytown	\$288,677	6	Satisfactory
Old Line Bank	Bowie	\$1,186,131	23	Satisfactory
Patapsco Bank, The	Baltimore	\$230,545	4	Satisfactory
Peoples Bank, The	Chestertown	\$236,857	7	Outstanding
Provident State Bank, Inc.	Preston	\$301,328	8	Satisfactory
Queenstown Bank of Maryland, The	Queenstown	\$449,559	8	Satisfactory
Regal Bank and Trust	Owings Mills	\$141,621	4	Satisfactory
Revere Bank	Laurel	\$558,558	4	Satisfactory

Bank Name	Principal Location	Total Assets (in thousands)	No. of Branches	CRA Rating
Saint Casimirs Savings Bank	Baltimore	\$97,095	4	Needs to Improve
Sandy Spring Bank	Olney	\$4,231,088	46	Satisfactory
Talbot Bank of Easton, Maryland The	Easton	\$581,237	7	Satisfactory
Woodsboro Bank	Woodsboro	\$237,117	7	Satisfactory
Total		\$25,548,402	385	

STATE-CHARTERED CREDIT UNIONS

Assets & Field of Membership Type As of June 30, 2014

Credit Union Name	Principal Location	Total Assets (in thousands)	No. of Branches	Field of Membership Type
Central Credit Union of Maryland	Towson	\$21,563	1	Multiple Common Bond
Destinations Credit Union	Parkville	\$57,807	3	Multiple Common Bond
Fort Meade Community Credit Union	Fort Meade	\$35,059	2	Community Common Bond
HAR-CO Credit Union	Bel Air	\$189,657	3	Multiple Common Bond
Municipal Employees Credit Union	Baltimore	\$1,220,294	10	Multiple Common Bond
Point Breeze Credit Union	Hunt Valley	\$737,035	3	Multiple Common Bond
Post Office Credit Union of MD	Baltimore	\$32,761	1	Single Common Bond
State Employees Credit Union of MD	Linthicum	\$2,795,588	21	Multiple Common Bond
Total		\$5,089,764	44	

STATE-CHARTERED NON-DEPOSITORY TRUST COMPANIES

Location and Business Type As of June 30, 2014

Trust Company Name	Principal Location	Trust/Fiduciary Business Purpose
Brown Investment Advisory & Trust Comp.	Baltimore	Investment Advisory Services
Chevy Chase Trust	Bethesda	Investment Management & Financial Planning
NewTower Trust Company	Bethesda	Trustee for Multi-Employer Property Trust
T. Rowe Price Trust Company	Baltimore	Investment Management

OTHER FINANCIAL INSTITUTIONS OPERATING IN MARYLAND

As of June 30, 2014

NATIONAL BANKS

National Bank Name	Principal Location	Branches in Maryland	Total Assets (in thousands)
Asia Bank, N.A.	Flushing, NY	1	\$487,519
Bank of America, N.A.	Charlotte, NC	169	\$1,454,742,000
BOFK, N.A.	Tulsa, OK	1	\$27,613,620
Capital Bank, N.A.	Rockville, MD	2	\$547,267
Capital One Bank, N.A.	McLean, VA	115	\$239,590,178
Citibank, N.A.	Sioux Falls, SD	13	\$1,367,845,000
First National Bank of Pennsylvania	Greenville, PA	25	\$14,834,363
HSBC Bank USA, N.A.	McLean, VA	3	\$174,566,273
Legg Mason Investment Counsel & Trust, N.A.	Baltimore, MD	1	\$75,583
National Penn Bank	Boyertown, PA	1	\$8,594,452
PNC Bank, N.A.	Wilmington, DE	225	\$316,651,698
Santander Bank, N.A.	Wilmington, DE	10	\$77,251,104
TD Bank, N.A.	Wilmington, DE	18	\$219,657,450
The National Bank of Cambridge	Cambridge, MD	3	\$193,533
Wells Fargo, N.A.	Sioux Falls, SD	85	\$1,436,828,000
Woodforest National Bank	Houston, TX	11	\$4,170,270
Total		683	\$5,343,648,310

FEDERAL SAVINGS BANKS

Federal Savings Banks / Thrifts	Principal Location	Branches in Maryland	Total Assets (in thousands)
American Bank	Rockville, MD	3	\$456,391
Arundel Federal Savings Bank, FSB	Glen Burnie, MD	7	\$468,783
Bay Bank, FSB	Lutherville, MD	12	\$487,561
Bay-Vanguard Federal Savings Bank	Baltimore, MD	6	\$178,464
Chesapeake Bank of Maryland	Parkville, MD	4	\$178,386
Colombo Bank	Rockville, MD	4	\$201,917

Federal Savings Banks / Thrifts	Principal Location	Branches in Maryland	Total Assets (in thousands)
Eastern Savings Bank, FSB	Hunt Valley, MD	5	\$410,242
First Shore Federal Savings & Loan Assoc.	Salisbury, MD	7	\$289,387
Fraternity Federal Savings & Loan Assoc.	Baltimore, MD	4	\$165,420
Hamilton Federal Bank	Baltimore, MD	5	\$292,868
Homewood Federal Savings Bank	Baltimore, MD	1	\$67,572
Hopkins Federal Savings Bank	Baltimore, MD	2	\$276,535
Jarrettsville Fed. Savings & Loan Assoc.	Jarrettsville, MD	1	\$117,891
Kopernik Federal Bank	Baltimore, MD	2	\$69,165
Kosciuzsko Federal Savings Bank	Baltimore, MD	1	\$12,270
Madison Bank of Maryland	Forest Hill, MD	3	\$140,873
Madison Square Federal Savings Bank	Baltimore, MD	4	\$140,806
North Arundel Savings Bank, FSB	Pasadena, MD	1	\$42,596
OBA Bank	Germantown, MD	7	\$401,520
Presidential Bank, FSB	Bethesda, MD	2	\$537,038
Rosedale Federal Savings & Loan Assoc.	Nottingham, MD	9	\$803,497
Severn Savings Bank, FSB	Annapolis, MD	4	\$784,575
Total		94	\$6,523,757

OTHER-STATE-CHARTERED BANKS

Banks Chartered by Other States	Principal Location	Branches in Maryland	Total Assets (in thousands)
Bank of Charles Town	Charles Town, WV	1	\$304,729
Bank of Georgetown	Washington, DC	2	\$1,070,288
BB&T	Winston-Salem, NC	125	\$183,627,331
BealBank, SSB	Plano, TX	1	\$2,350,913
Beal Bank, USA	Las Vegas, NV	1	\$5,821,332
Cardinal Bank	McLean, VA	2	\$3,242,363
Clear Mountain Bank	Bruceton Mills, WV	1	\$496,260
CNB Bank, Inc.	Berkeley Springs, WV	1	\$286,150
Essex Bank	Tappahannock, VA	7	\$1,114,589
First-Citizens Bank & Trust Company	Raleigh, NC	1	\$21,730,143

Banks Chartered by Other States	Principal Location	Branches in Maryland	Total Assets (in thousands)
Industrial Bank	Washington, DC	2	\$354,702
Jefferson Security Bank	Shepherdstown, WV	1	\$283,133
John Marshall Bank	Reston, VA	1	\$721,403
M&T Bank	Buffalo, NY	176	\$90,061,980
Miners & Merchants Bank	Thomas, WV	1	\$51,360
Northwest Savings Bank	Warren, PA	4	\$7,942,286
Orrstown Bank	Shippensburg, PA	1	\$1,166,896
PeoplesBank, A Cordus Valley Company	York, PA	3	\$1,197,485
Premier Bank, Inc.	Huntington, WV	2	\$896,717
Shore Bank	Onley, VA	3	\$330,176
Somerset Trust Company	Somerset, PA	1	\$873,645
SonaBank	McLean, VA	9	\$774,355
Standard Bank, PaSB	Murrysville, PA	2	\$436,664
SunTrust Bank	Atlanta, GA	227	\$178,360,920
Susquehanna Bank	Lititz, PA	38	\$18,317,709
The Bank of Delmarva	Seaford, DE	6	\$428,080
United Bank	Fairfax, VA	5	\$7,229,122
United Bank	Parkersburg, WV	2	\$5,193,861
WashingtonFirst Bank	Reston, VA	4	\$1,388,086
Woori America Bank	New York, NY	1	\$1,209,205
Total		631	\$537,261,883

FORECLOSURE PREVENTION AND OUTREACH

Annual Overview

Jedd Bellman, Assistant Commissioner

Since the inception of the position in 2011, the Director of Foreclosure Outreach has represented the Office at federal, state, local and other foreclosure events, and served on interagency teams on topics related to foreclosure, including loss mitigation and mediation. The Director works closely with foreclosure prevention housing counselors across the State and with the Department of Housing and Community Development.

The Director oversees the Office's Notice of Intent to Foreclose ("NOI") Project. Secured parties pursuing foreclosure must send an NOI to the borrower at least 45 days prior to docketing a foreclosure. The secured party must also furnish a copy of the document to the Commissioner. The Office processes the NOI data and responds with targeted outreach to borrowers, including information about obtaining free assistance and avoiding scams. The Office has implemented an electronic portal which is accessible by all entities to process NOI submissions electronically and eliminated all paper submissions. This system is more efficient for all parties, captures significantly more data, and allows for faster dissemination of outreach materials. During fiscal year 2014, the Office received approximately 100,500 NOIs and responded with outreach packets for the homeowners.

Fiscal Year	# of NOIs Received by the Office
2008*	10,987
2009	140,531
2010	161,632
2011	154,867
2012	178,518
2013	124,575
2014	100,574

* Data collected May 2008 through June 2008 only

The Office also administers the Foreclosed Property Registry (FPR). The online registry is intended to allow local government officials to better locate parties responsible for the condition of foreclosed properties during the period between a foreclosure auction and the ultimate recordation of the property deed transferring title to the new owner. The FPR provides a common platform by which state and local governments can access contact information for purchasers of foreclosed properties after a property auction. The FPR gathers data regarding foreclosed properties as soon as they are sold at auction or acquired by the lender. The Office continues to develop and implement this legislation, and the Director is actively trying to expand its use throughout the State.

Other foreclosure prevention and outreach activities conducted by staff include investigating foreclosure-related complaints, networking with housing counseling agencies and legal service providers, presenting at statewide outreach events, participating in multi-state mortgage settlement negotiation and administration, communicating directly with mortgage servicers regarding loan-level complaints and company policies and procedures, and supporting legislative responses to mitigate the effects of foreclosure.

CONSUMER SERVICES

Annual Overview

Raphael Simmons, Director

The Office investigates and responds to consumer complaints/inquiries involving both licensed and unlicensed financial services providers conducting business in Maryland. In investigating complaints, OCFR considers issues of harm or potential harm to Maryland consumers generally, either from the conduct of or services provided by, the party identified in the complaint. If the Office finds that violations have occurred, the regulatory action that it takes may or may not include relief that is personal to the complainant.

Examples of the work of the OCFR's Consumer Services Unit include:

Example 1 - A consumer contacted the OCFR Consumer Services Unit in regards to obtaining a refund for an account that was paid twice. The consumer's title company issued a check to pay off the loan in the amount of \$224,302.77. After reviewing his payment history online the consumer questioned the reason the account was not paid off, but the consumer was advised that the payoff was insufficient. The consumer's title company again wired the requested amount of \$224,451.89 to the mortgage company. Later, the consumer received a call advising that an additional \$1,327.27 was needed to pay off the loan. Following that conversation, \$1,327.27 was also wired to the mortgage company. Realizing that duplicate payments had now been made to the mortgage company, the consumer requested a refund of the duplicate payments. After waiting and not receiving a refund of the first payment of \$224,302.77, the consumer filed a complaint with OCFR. The OCFR examiner contacted the mortgage company on the consumer's behalf and after investigating, the mortgage company returned \$224,302.77 to the consumer's title company and \$1,327.27 directly to the consumer. This resulted in a recovery of \$225,630.04.

Example 2 - A consumer contacted the OCFR Consumer Services Unit questioning the outstanding balance on the consumer's account. The Consumer Service's Unit contacted the licensee, requested account documentation and a response to the consumer's concerns. Once the response and account documentation were received and reviewed, the examiner determined that the interest calculation on the account was incorrect. Due to this examiner's diligence, not only were this consumer's concerns resolved, but the findings documented by this examiner highlighted a systemic issue in the licensee's business practice and the findings were the basis for a multi-state action by additional state regulators against the company. These findings resulted in a refund of over \$381,000.00 to Maryland consumers and additional refunds to consumers of other states.

During FY 2014 complaints typically involved the mortgage industry, collection agencies, credit bureaus, and pay day lenders as well as a number of other financial services businesses.

**Consolidated Written Consumer Complaint Analysis
Fiscal Years Ending June 30th**

Complaint Category	2014	2013	2012	2011	2010
Collection Agency	504	615	754	530	563
Non-Maryland Institutions *	204	203	481	582	748
Mortgage	683	687	442	598	563
Credit Reporting Company	219	278	239	277	321
General Consumer	180	195	211	233	302
PayDay Loans	194	337	168	N/A	N/A
Maryland Bank & Credit Union	67	65	44	39	47
Miscellaneous	79	38	39	13	29
TOTAL ANNUAL COMPLAINTS	2,130	2,418	2,378	2,272	2,573

*Complaints received against institutions not regulated by the Office, including national banks, federal savings banks, savings and loan associations, federal credit unions and out-of-state banks.

In FY 2014 the OCFR's Consumer Services Unit responded to 2,130 written complaints, a 12% decrease from FY 2013. Both the number of mortgage complaints and the number of complaints involving Maryland banks and credit unions generally remained steady without any significant fluctuations. However, there was a 42.5% decrease in payday loan complaints for FY 2014.

The Consumer Services Unit takes pride in providing one-on-one customer service to consumers filing complaints. The Consumer Services Unit continually identifies trends and works to close gaps in the law in the industries that are adversely impacting Maryland consumers.

ENFORCEMENT

Annual Overview

Jedd Bellman, Assistant Commissioner

During the 2000 legislative session, the Maryland General Assembly expanded the Commissioner's investigative and enforcement powers over both licensed and unlicensed financial services activity in the State. In order to fulfill the mandate of the legislation, the Commissioner established a dedicated Enforcement Unit. The Enforcement Unit is the investigatory examination and enforcement arm of the Commissioner. The Enforcement Unit generally examines Maryland chartered banks, credit unions, and trust companies, licensed financial institutions, individuals, and unlicensed business entities, with the goal of uncovering improper business practices and/or violations of law subject to the jurisdiction of the Commissioner. The Enforcement Unit is also tasked with coordinating enforcement activities brought by the Commissioner.

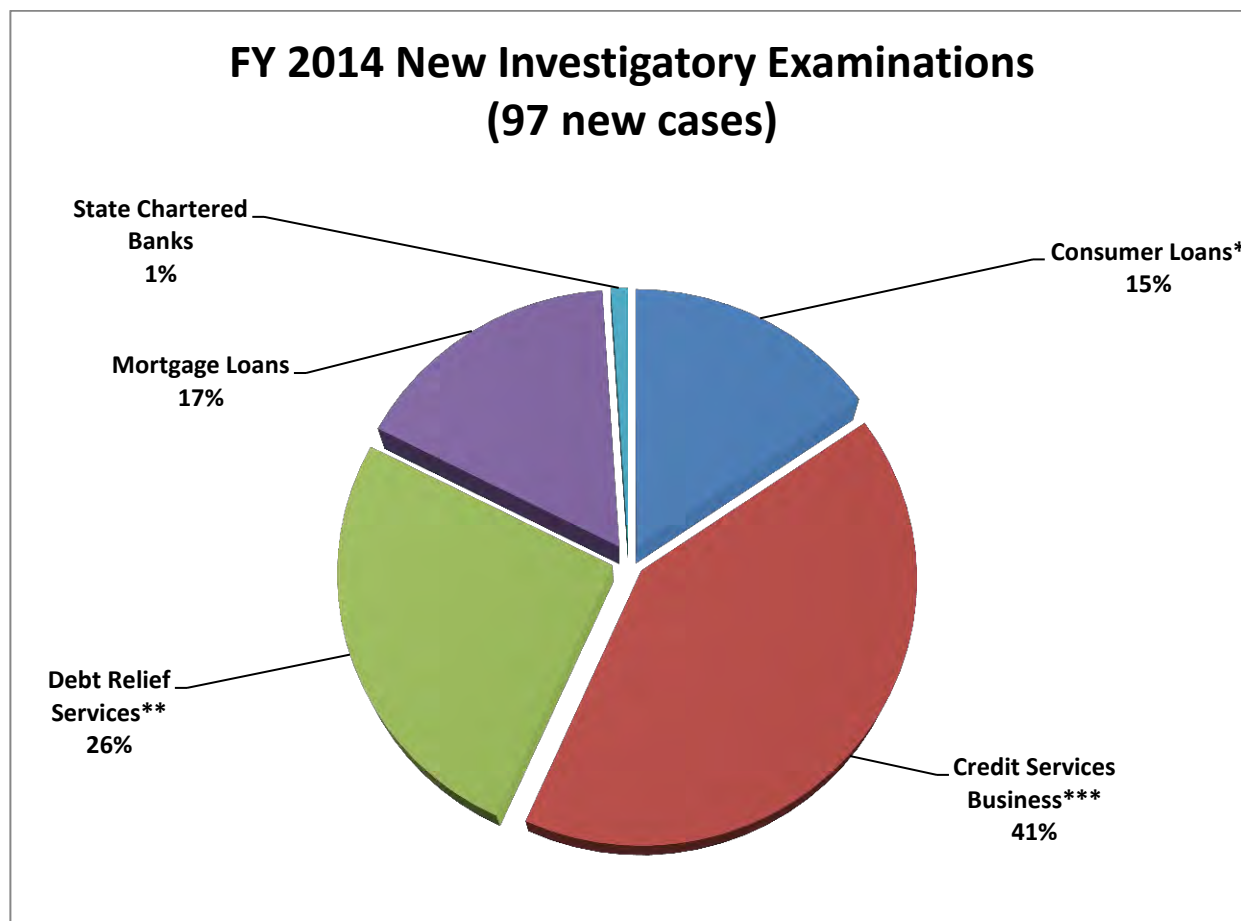
The complexity of the task facing the Commissioner and the Enforcement Unit has become increasingly evident following the recent financial crisis. The variety of illicit and deceptive activity in the financial sectors has become more multifaceted driven by (1) intense consumer vulnerability due to the economic downturn, (2) significant technological changes which impact the delivery of financial services and enable fraudsters to operate remotely, (3) growing complexity in financial services with traditional relationship-based lending functions giving way to compartmentalized structures involving loan brokers, originating lenders, loan purchasers, loan servicers, etc., all operating on a specialized basis, (4) rapid adoption of new payment systems ranging from ACH/remotely created checks to stored value cards and, ultimately, "virtual currencies". All of these changes have created an environment where financial transactions are more complex, more rapid, and more remote – all of which make it ever-easier for financial predators to prey on Maryland residents from anywhere in the country or abroad.

For several years, foreclosure related matters dominated the work of the Enforcement Unit. During the housing run-up, the Enforcement Unit was deeply involved in investigating equity stripping cases including providing the investigative work that led to the US Attorney's indictment related to the Metropolitan Money Store multi-million dollar fraud case. This case, which resulted in more than \$37 million in fraudulent loans, remains the largest of its kind in Maryland. Although mortgage fraud cases have decreased since the recent economic downturn, in FY 2014, the Enforcement Unit continued to receive mortgage fraud related complaints (*see* FY2014 New Investigatory Examination charts below).

Following the economic downturn, the Enforcement Unit was heavily focused on pursuing so-called "loss mitigation scams" in which struggling homeowners were duped into paying thousands of dollars in up-front fees to fraudsters claiming they could help get the consumer a loan modification to avoid foreclosure. The Enforcement Unit's work has led to over 100 enforcement actions, hundreds of thousands of dollars in consumer recoveries and millions of dollars in restitution orders. In FY 2014, the Enforcement Unit saw an increase in the number of loss mitigation scam related investigations, which could be attributed to the heightened level of foreclosure actions in the State (*see* FY2014 New Investigatory Examination charts below).

The Enforcement Unit continues to confront complaints involving financial services businesses that offer high rate, short-term loans ("payday lenders") at interest rates that can exceed 200% annually

in violation of the state’s longstanding usury cap. Included in these complaints are the unlicensed and illegal collection practices employed to collect on these illegal loans. This continued trend can be attributable to several factors, most notably the rise of internet lending. Because almost all payday lending transactions occur online and involve out-of-state companies, these types of investigatory examinations are challenging as the offending companies are difficult to locate and frequently fail to respond to subpoenas. Additionally, the Enforcement Unit is confronted with enforcement limitations involving entities that hide behind “sovereign immunity” defenses, while blatantly violating State law. To address these challenges, OCFR collaborates with other state and federal agencies when possible relying on the most well positioned regulator to address issues.



*Consumer Loans data includes consumer, installment, and payday loans.

**Debt Relief Services data includes debt management, debt settlement and collection agency activities

***Credit Services Business data includes loan modification, credit repair and extension of credit activities.

During FY 2014, through the efforts of the investigatory examination staff, the Enforcement Unit completed approximately 64 investigatory examinations, which were referred to litigation counsel in the Attorney General’s office for administrative action. Based on the Enforcement Unit referrals, the Commissioner issued 27 charging documents, which included charge letters, summary orders to cease and desist, and/or summary suspension of a license. Additionally, the Commissioner issued 35 final orders and consent orders directing respondents in total to provide consumer refunds of approximately \$1,055,279 million and civil penalties of approximately \$1,272,700 million.

NON-DEPOSITORY LICENSING

Annual Overview

Juan M. Sempertegui, Director

The Office licenses close to 14,000 non-depository businesses and individuals engaging in financial services businesses. The licensees provide consumer credit such as mortgage loans, consumer loans, and retail sales financing in addition to serving as check cashers, collection agencies, debt management companies, mortgage loan originators and money transmitters.

The Office experienced a third consecutive annual increase in licensees in FY 2014. Compared to FY 2013, the Office saw increases in the number of mortgage licensees, collection agency licensees, and sales finance companies. The increase in collection agency licensees and sales finance licensees is likely attributable to an economic climate that is still recovering. The increase in mortgage loan originator applications is also likely attributed to the Office's adoption of the Uniform State Test, which served the dual purpose of ensuring licensees are knowledgeable of Maryland law and allowed individuals a more efficient and cost effective means of applying for licensure in multiple states at the same time.

New Business Licensees and Total Current Business Licensees by Category Fiscal Years 2014 & 2013

License Type	New Licensees FY 2014	New Licensees FY 2013	Total Licensees FY 2014	Total Licensees FY 2013
Affiliated Insurance Producer- Mortgage Loan Originator	13	19	55	51
Check Casher	30	43	476	464
Collection Agency	254	257	1,665	1,612
Consumer Loan	28	20	123	121
Credit Service Business	4	8	11	12
Debt Management	1	2	40	44
Debt Settlement Services	4	3	21	21
Installment Loan	18	32	161	155
Money Transmitter	45	9	129	92
Mortgage Lender	637	658	1,965	1,907
Mortgage Loan Originator	3,068	1,992	8,519	7,068
Registered Exempt Mortgage Lender	4	9	14	14
Sales Finance	238	104	737	558
TOTAL	4,344	3,156	13,916	12,119

The Nationwide Multistate Licensing System (“NMLS”) provides a common platform for all state regulators, mortgage and other select market participants nationwide and is a secure web-based

licensing system that allows companies to apply for, update, and renew their license authorities in one or more states conveniently and safely online. The Office's full integration of NMLS capabilities allows companies and individuals to upload documents directly to their respective record, electronically provide advanced notice of certain events, and actively manage their applications, licenses and/or registrations. The NMLS allows for maintenance of the record in a single location and facilitates a more efficient processing of the application. In fiscal year 2014, the Office completed the transition of all money transmitters into NMLS. In addition, by fully utilizing the system, the Office was able to process the vast majority of mortgage and money transmitter renewal applications in record time.

NON-DEPOSITORY COMPLIANCE

Annual Overview

Jedd Bellman, Assistant Commissioner

The Non-Depository Compliance Unit supervises all non-depository licensees, including approximately 14,000 licensees that range from mortgage lenders and brokers to check cashers, money transmitters and debt management firms. During FY 2014, the Unit's examination activity resulted in restitution to consumers of money and the collection of fines and civil penalties of approximately \$634,500.

Mortgage Compliance Unit

The Mortgage Compliance Unit supervises the business activities of licensed mortgage lenders, brokers, servicers, and loan originators in the State. Companies that maintain a Maryland Mortgage Lender License are authorized to conduct mortgage lending, brokering, and servicing activity with regard to Maryland residential mortgage loans. Individuals that maintain a Maryland Mortgage Loan Originator License are employees of a mortgage lender licensee, and are licensed to originate mortgage loans in the State. The Mortgage Compliance Unit is responsible for conducting compliance examinations of licensed mortgage lenders, whose range of services, coupled with the multitude of laws and regulations governing the extension of credit and the servicing of debt obligations thereafter, provide for complex review and analysis. In addition to Maryland law, examiners evaluate compliance with federal laws, including the Real Estate Settlement Procedures Act, the Truth in Lending Act, the Secure and Fair Enforcement for Mortgage Licensing Act of 2008, and state foreclosure laws.

Pursuant to Maryland law, the Commissioner is required to examine new licensees within 18 month of licensure and at least once during any 36- month period thereafter. In FY 2012, the Mortgage Compliance Unit implemented a risk based examinations schedule in addition to this statutory requirement. The risk based examination has enabled the compliance unit to place greater emphasis on those licensees who pose greater risk to the general public, while appropriately reducing the regulatory burden on those institutions that pose less risk. The Unit continues to improve on this process, and expects to roll-out updated exam policies and procedures fully integrating the risk based model into the general operations of the Unit in FY 2015.

Additionally, the Mortgage Compliance Unit continues to better understand industry practices, including, but not limited to, the areas of loss mitigation, transfers of servicing rights, foreclosure practices, document preparation, and third-party oversight. The Mortgage Compliance Unit continues to enhance its examination procedures and guidelines for the examination of mortgage servicers. Mortgage servicers pose unique risks given how mortgage servicing rights are bundled and transferred in conjunction with mortgage-backed security pools. Mortgage servicing specific examinations continue to benefit Maryland borrowers. As a direct result of the work of the Unit, many mortgage servicers have provided consumer refunds during the past year and paid fines for related violations.

The Mortgage Compliance Unit continues to play a key role in multi-state examinations of mortgage lenders, brokers, and/or servicers. In FY 2014, the Mortgage Compliance Unit participated in several joint examinations with other states under the auspices of the American Association of Residential Mortgage Regulators and the Conference of State Bank Supervisors' Multi-State Mortgage Committee.

During FY 2014, through the efforts of the examination staff, the Mortgage Compliance Unit completed approximately 628 examinations of Maryland Mortgage Lender Licenses, resulting in consumer refunds of \$273,582.

Employees of the Mortgage Compliance Unit continue to maintain their professional competence through training and awareness of legislative updates. Unit Examiners continue to maintain certifications issued by the Conference of State Bank Supervisors as Certified Mortgage Examiners or Certified Senior Mortgage Examiners.

Non-Mortgage Compliance Unit

The Office oversees non-depository financial service businesses that provide credit and other financial services to Maryland consumers. These institutions include money transmitters, debt management services providers, debt settlement services providers, check cashers, sales finance companies, credit service businesses, and installment loan companies. Many of the non-depository service businesses regulated by the Commissioner offer consumers diverse products and services that are constantly evolving in the face of technological advances. The Commissioner has statutory examination authority over money transmitters, debt management services providers, and check cashers. During FY 2014, the Unit's examination activity resulted in consumer refunds of \$78,655.

Money Transmitters

Money transmitter licensees transmit funds electronically and provide money orders, travelers' checks, bill payer services, bi-weekly mortgage payment services and prepaid stored value cards. As technology improves, money transmitters continue to find new and innovative ways to participate in the marketplace. These innovations include prepaid cards and online transmissions. As the prepaid card industry continues to expand and evolve beyond general gift cards, the Non-Mortgage Compliance Unit continues to see the emergence of a diverse set of products that range from tax return prepaid cards to mobile payments. Prepaid cards have become the fastest growing payment method in the US. This growth has been sustainable because of the diversity of the prepaid market. Prepaid cards are designed to sell into government disbursements, reloadable incentives, bank turnaround solutions, family budgeting tools, payroll, ATM usage, bill payment. The Internet has also supported an increase in the number of companies that offer online funds transfers, bill payments and deposits or reloadable payments onto prepaid cards.

In an effort to stay up to date with the changing industry through examination, oversight, and leveraging of resources through partnerships, examiners continue to participate in the Money Transmitter Regulators Association (“MTRA”) joint examination committee where national licensees are strategically examined by a team of examiners from two to eight states. Money transmitters are considered money service businesses under federal law and are required to adhere to the federal Bank Secrecy Act (“BSA”) and Anti-Money Laundering (“AML”) regulations. As a result, Unit examiners continue to participate in programs with the U.S. Internal Revenue Service and U.S. Treasury Department’s Financial Crimes Enforcement Network, which are aimed at consistency with the BSA requirements in order to deter money laundering.

During FY 2014, through the efforts of the examination staff, the Unit completed approximately 10 examinations of Maryland Money Transmission Licenses.

Debt Management

Debt management companies are licensed in Maryland and provide consumers access to structured payment plans that permit these consumers to repay debt over time with some accommodation from their creditors. More specifically, with the assistance of a trained or certified credit counselor an agreement is reached with the consumer’s creditor(s) that provides full repayment over a thirty-six month to sixty month time frame in exchange for concessions by the creditors. Concessions typically reduce payments and interest rates. Debt management companies not only assist Maryland consumers in managing their debt through a debt management plan tailored to meet their financial needs but also provide financial education and additional resources to promote healthier financial decisions in the future.

During FY 2014, through the efforts of the examination staff, the Unit completed approximately 8 examinations of Maryland Debt Management Licenses.

Check Cashers

Check casher licensees provide check cashing services in addition to services provided as agents of licensed money transmitters. Agent services include but are not limited to prepaid debit cards, money orders, wire transfer services, and bill payment services. Check cashers are also considered money service businesses under federal law and are required to adhere to the federal Bank Secrecy Act (BSA) and Anti-Money Laundering regulations.

During FY 2014, through the efforts of the examination staff, the Unit completed approximately 88 examinations of Maryland Check Casher Licenses.

MONETARY RECOVERIES FOR CONSUMERS, FINES AND PENALTIES

Consumer Recoveries

Monetary recoveries for consumers result from the Commissioner’s commitment to protect the public from economic harm caused by the financial services market. During FY 2014, the Commissioner conducted hearings either internally or through the Office of Administrative Hearings and collected recoveries for consumers of almost \$1.8 million. Another \$812,000 was ordered to be paid to consumers but was determined to be uncollectible due to the financial condition of the responsible party and was referred to the Central Collection Unit of the Department of Budget and Management for collection efforts.

Fines & Penalties

Additionally, during FY 2014, the Commissioner investigated companies and/or individuals that we determined had violated various State laws and/or regulations. The Commissioner conducted hearings either internally or through the Office of Administrative Hearings and collected fines and penalties of nearly \$1 million. Another \$500,000 in fines ordered to be paid to the State was determined to be uncollectible due to the financial condition of the responsible party and was referred to the Central Collection Unit of the Department of Budget and Management for collection efforts. All collected fines were paid to the state’s General Fund, and were related to the activities of unlicensed individuals and companies committing loan modification scams.

Consumer Recoveries & Fines Collected FY 2014 Fiscal Years 2014 & 2013

	Total Collected FY 2014	Total Collected FY 2013*
Consumer Recoveries	\$1,784,749	\$5,343,349
Fines and Penalties	\$973,732	\$1,865,313
TOTAL	\$2,758,481	\$7,208,662

*Note: In FY 2013, the Commissioner’s portion of the National Mortgage Settlement was \$1 million and is included in fines that were forwarded to the State’s General Fund.

OFFICE OF THE COMMISSIONER OF FINANCIAL REGULATION SUMMARY

MISSION

The Office of the Commissioner of Financial Regulation supervises the activities of the financial services industry under its regulatory authority through periodic on-site examinations and off-site monitoring programs. The mission of the Office is to ensure that the citizens of Maryland are able to conduct their financial transactions in safe, sound, and well-managed institutions, while providing a flexible, yet sound regulatory environment that promotes fair competition, encourages innovative business development, and supports the economy of Maryland.

ACCREDITATION

Since July 13, 1992, the Office has been accredited by the Conference of State Bank Supervisors (CSBS). The Office is proud of this accreditation, and was granted recertification on June 28, 2012 after demonstrating compliance with the approval standards established by CSBS. CSBS is a national organization that represents the interests of state banking departments. State banking departments must undergo a re-accreditation examination and audit every five years and submit annual assessment updates in order to retain certification. The CSBS Accreditation Program is designed to encourage the standardization of supervision and regulation of state chartered banks, identify weaknesses, and capitalize on the strengths of state banking departments. The process assists the Office to effectively carry out its responsibilities of chartering and supervising State chartered financial institutions, of ensuring industry safety and soundness, legal and regulatory compliance, and providing responsive service.

OFFICE REVENUES AND EXPENDITURES

The Office's funding is provided from several sources. License and supervision fees paid by Maryland-licensed mortgage lenders and mortgage loan originators, money transmitters, debt management companies, and banks credit unions and non-depository trust companies are deposited into statutorily created Special Funds for each of the four industries, respectively, and are utilized to cover the costs of licensing and supervision of each respective industry. Any surplus is carried over to subsequent fiscal years. Licensing and supervision fees paid by all other license categories are deposited into the State's General Fund.

As detailed in this report, the Office's focus on foreclosure prevention and mitigation, including its efforts in negotiating the Attorneys General Mortgage Servicers settlement, have resulted in the Office receiving a portion of the Mortgage Servicers Settlement funds and in a federal grant to support the Office's mortgage fraud prevention and mitigation activities.

Further, two additional Special Funds, the Mortgage Foreclosure Mediation and the Foreclosed Property Registry, provide monies to support the Office's foreclosure prevention and mitigation activities. Any and all monies received as a result of the assessment and collection of fines and penalties are deposited into the State's General Fund.

The following charts compare the Office's revenue and expenditures for fiscal years 2012, 2013, and 2014.

**Summary of All OCFR Revenues and Expenditures
Fiscal Years Ending June 30th**

REVENUES	FY 2012	FY 2013	FY 2014
<u>Special Funds</u>			
Mortgage Lender/Originator	\$3,696,716	\$4,985,920	\$5,380,634
Banking and Credit Union Regulation	\$3,402,622	\$3,566,024	\$3,476,278
Money Transmission	\$386,643	\$198,206	\$271,839
Debt Management Services	\$142,966	\$34,472	\$92,011
Subtotal	<u>\$7,628,947</u>	<u>\$8,784,622</u>	<u>\$9,220,762</u>
<u>Foreclosure Related Special Funds</u>			
Attorney General's Settlement	\$0	\$179,714	\$589,496
Mortgage Foreclosure Mediation	\$208,465	\$116,956	\$47,744
Foreclosed Property Registry	\$0	\$235,119	\$1,084,037
Federal Mortgage Fraud Grant *	\$325,029	\$253,089	\$36,832
Subtotal	<u>\$533,494</u>	<u>\$784,878</u>	<u>\$1,758,109</u>
* This grant expired in FY 2013 but expenses were allowed until all funds were expended into FY 2014			
<u>General Funds</u>			
Licensing Fees	\$807,995	\$1,529,342	\$1,012,597
Fines & Penalties	\$1,670,083	\$1,853,661	\$1,018,636
Subtotal	<u>\$2,478,078</u>	<u>\$3,383,003</u>	<u>\$2,031,233</u>
Total Revenue	\$10,640,519	\$12,952,503	\$13,010,104
<u>EXPENDITURES</u>			
Salaries and Benefits	\$6,541,271	\$6,254,783	\$6,838,687
Technical and Special Fees	\$470,442	\$400,754	\$431,336
Communication	\$162,827	\$125,026	\$120,651
Travel/Training	\$361,242	\$345,915	\$312,482
Utilities	\$245	\$0	\$0
Lease Expense, Parking Facilities	\$42,633	\$40,679	\$40,658
Contractual Services	\$498,054	\$754,900	\$487,281
Supplies and Materials	\$49,426	\$51,934	\$55,662
Equipment	\$66,572	\$85,607	\$47,161
Fixed Charges, Rent	\$315,461	\$365,491	\$295,360
Administrative Expenses	\$899,083	\$738,775	\$856,500
Total Expenditures	\$9,407,255	\$9,163,865	\$9,485,778
Net Revenue for Fiscal Year	\$1,233,264	\$3,788,638	\$3,524,326

Revenues & Expenditures - General Fund
Fiscal Years Ending June 30th

REVENUE	FY 2012	FY 2013	FY 2014
Non-Depository Licensing Fees	\$807,995	\$1,529,342	\$1,012,597
Fines & Penalties *	\$1,670,083	\$1,853,661	\$1,018,636
Total Revenue	\$2,478,078	\$3,383,003	\$2,031,233

* All Fines & Penalties from all programs are paid into the State's General Fund

EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits	\$1,717,129	\$2,028,375	\$1,513,829
Communication	\$2	\$3	\$0
Travel/Training	\$0	\$522	\$0
Contractual Services	\$108,519	\$225,000	\$0
Supplies and Materials	\$11,482	\$100	\$111
Total Expenditures	\$1,837,132	\$2,254,001	\$1,513,940
Net Revenue for Fiscal Year	\$640,946	\$1,129,002	\$517,293

**Bank & Credit Union Special Fund
Fiscal Years Ending June 30th**

REVENUE	FY 2012	FY 2013	FY 2014
Bank & Credit Union Assessments	\$3,149,526	\$3,294,781	\$3,259,809
Non-Depository Trust Company Assessments	\$231,396	\$221,087	\$168,957
Depository Amendment and Filing Fees	\$21,700	\$29,700	\$47,379
Miscellaneous Income/Other	\$0	\$20,456	\$133
Total Revenue	\$3,402,622	\$3,566,024	\$3,476,278
EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits	\$1,948,959	\$1,785,913	\$1,898,863
Technical and Special Fees	\$193,567	\$177,856	\$225,929
Communication	\$51,851	\$42,145	\$41,145
Travel/Training	\$266,751	\$260,619	\$211,257
Lease Expense, Parking Facilities	\$7,408	\$7,393	\$6,470
Contractual Services	\$190,632	\$189,739	\$197,857
Supplies and Materials	\$13,363	\$10,144	\$9,245
Equipment	\$53,601	\$3,870	\$4,034
Fixed Charges, Rent	\$159,992	\$203,267	\$163,832
Administrative Expenses	\$415,800	\$392,050	\$442,797
Total Expenditures	\$3,301,926	\$3,072,998	\$3,201,430
Net Revenue for Fiscal Year	\$100,696	\$493,026	\$274,848
Year End Adjustment			
Special Fund Balance Carried Forward	\$1,351,670	\$1,844,696	\$2,119,544

**Special Fund – Debt Management
Fiscal Years Ending June 30th**

REVENUE	FY 2012	FY 2013	FY 2014
Debt Management Licensing Fees	\$122,775	\$16,000	\$81,800
Debt Management Examination Fees	\$20,397	\$18,472	\$10,311
Miscellaneous Income/Other	(\$206)		(\$100)
Total Revenue	\$142,966	\$34,472	\$92,011
EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits	\$71,782	77,776	79,187
Communication	\$231	356	445
Travel/Training	\$23,528	11,151	11,688
Lease Expense, Parking Facilities	\$847	924	924
Contractual Services	\$9	9	8
Fixed Charges, Rent	\$36	55	127
Administrative Expenses	\$11,870	12,126	11,812
Total Expenditures	\$108,303	\$102,397	\$104,191
Net Revenue for Fiscal Year	\$34,663	(\$67,925)	(\$12,180)
Special Fund Balance Carried Forward	\$112,737	\$44,812	\$32,632

**Special Fund – Money Transmitters
Fiscal Years Ending June 30th**

REVENUE	FY 2012	FY 2013	FY 2014
Money Transmitter Licensing Fees	\$349,800	\$158,800	\$260,000
Money Transmitter Examination Fees	\$36,843	\$39,755	\$12,097
Miscellaneous Income/Other		(\$349)	(\$258)
Total Revenue	\$386,643	\$198,206	\$271,839
EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits	\$270,284	\$232,231	\$183,146
Technical and Special Fees			
Communication	\$623	\$798	\$902
Travel/Training	\$34,046	\$32,650	\$18,964
Lease Expense, Parking Facilities	\$2,949	\$2,794	\$2,772
Contractual Services	\$25	\$26	\$24
Supplies and Materials	\$0		\$97
Equipment			\$536
Fixed Charges, Rent	\$2,250	\$1,609	\$959
Administrative Expenses	\$41,098	\$33,763	\$26,106
Total Expenditures	\$351,275	\$303,871	\$233,505
Net Revenue for Fiscal Year	\$35,368	(\$105,666)	\$38,334
Special Fund Balance Carried Forward	\$107,614	\$1,949	\$40,283

**Special Fund – Mortgage Lender/Originator
Fiscal Years Ending June 30th**

REVENUE	FY 2012	FY 2013	FY 2014
Mortgage Licensing Fees	\$3,399,922	\$4,485,925	\$5,132,573
Mortgage Examination Fees	\$329,736	\$255,847	\$242,849
Miscellaneous Income/Other	(\$32,942)	\$244,148	\$5,212
Total Revenue	\$3,696,716	\$4,985,920	\$5,380,634
EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits	\$2,316,320	\$1,800,995	\$2,570,533
Technical and Special Fees	\$116,091	\$88,612	\$157,237
Communication	\$35,803	\$26,509	\$28,776
Travel/Training	\$24,878	\$34,172	\$39,045
Lease Expense, Parking Facilities	\$31,367	\$25,641	\$26,103
Contractual Services	\$137,456	\$231,164	\$252,522
Supplies and Materials	\$20,340	\$40,613	\$38,565
Equipment	\$12,971	\$63,378	\$29,528
Fixed Charges, Rent	\$149,584	\$157,512	\$124,073
Administrative Expenses	\$430,315	\$300,836	\$375,785
Total Expenditures	\$3,275,125	\$2,769,433	\$3,642,168
Net Revenue for Fiscal Year	\$421,591	\$2,216,488	\$1,738,466
Special Fund Balance Carried Forward	\$1,356,215	\$3,572,703	\$5,311,169

**Attorney General's Mortgage Servicers Fraud Settlement
Special Fund
Fiscal Years Ending June 30th**

REVENUE	FY 2012	FY 2013	FY 2014
Settlement Reimbursement		\$179,714	\$589,496
Total Revenue	\$0	\$179,714	\$589,496
EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits		\$132,266	\$480,749
Technical and Special Fees		\$20,924	\$48,170
Communication		\$1,244	\$3,217
Travel/Training		\$798	\$18,268
Utilities		\$0	
Parking Facilities		\$1,386	\$2,541
Contractual Services		\$4,444	\$31,043
Supplies and Materials		\$119	\$383
Equipment		\$18,359	
Fixed Charges, Rent		\$174	\$5,126
Total Expenditures	\$0	\$179,714	\$589,496
Cumulative Expenditures	\$0	\$179,714	\$769,210

**Special Fund - Mortgage Foreclosure Mediation
Fiscal Years Ending June 30th**

REVENUE	FY 2012	FY 2013	FY 2014
Miscellaneous Income/Other (Reimbursed)	\$208,465	\$116,956	\$47,744
Total Revenue	\$208,465	\$116,956	\$47,744
EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits	\$0	\$0	\$0
Technical and Special Fees	\$74,112	\$41,991	\$0
Communication	\$72,917	\$53,502	\$44,904
Travel/Training	\$1,227	\$1,876	\$0
Contractual Services	\$59,730	\$19,480	\$2,870
Fixed Charges, Rent	\$479	\$107	\$0
Administrative Expenses			
Total Expenditures	\$208,465	\$116,956	\$47,774
Net Revenue for Fiscal Year	\$0	\$0	(\$30)
Special Fund Balance Carried Forward	\$0	\$0	(\$29)

**Special Fund – Foreclosed Property Registry
Fiscal Years Ending June 30th**

REVENUE	FY 2012	FY 2013	FY 2014
Foreclosure Registrations		\$235,100	\$1,078,200
Miscellaneous Income/Other		\$19	\$5,837
Total Revenue		\$235,119	\$1,084,037
EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits		\$49,617	\$88,200
Communication		\$218	\$1,264
Travel/Training		\$0	\$839
Lease Expense, Parking Facilities		\$0	\$1,617
Contractual Services		\$59,012	\$2,957
Supplies and Materials		\$528	\$7,260
Equipment		\$0	\$13,063
Fixed Charges, Rent		\$2,016	\$1,243
Total Expenditures		\$111,390	\$116,443
Net Revenue for Fiscal Year		\$123,729	\$967,594
Special Fund Balance Carried Forward		\$123,729	\$1,091,323

**Federal Mortgage Fraud Grant
Fiscal Years Ending June 30th***

REVENUE	FY 2012	FY 2013	FY 2014
Miscellaneous Income/Other-Grant Revenue	\$325,029	\$253,089	\$36,832
Total Revenue	\$325,029	\$253,089	\$36,832
EXPENDITURES	FY 2012	FY 2013	FY 2014
Salaries and Benefits	\$216,797	\$147,610	\$24,180
Technical and Special Fees	\$86,671	\$71,370	
Communication	\$1,400	\$252	
Travel/Training	\$10,812	\$4,125	\$12,421
Utilities	\$245	\$0	
Lease Expense, Parking Facilities	\$61	\$2,541	\$231
Contractual Services	\$1,682	\$26,009	
Supplies and Materials	\$4,241	\$431	
Equipment	\$0	\$0	
Fixed Charges, Rent	\$3,120	\$751	
Administrative Expenses			
Total Expenditures	\$325,029	\$253,089	\$36,832
Net Revenue for Fiscal Year	\$0	(\$0)	\$0
Special Fund Balance Carried Forward	\$0	\$0	\$0

*This grant expired in FY 2013, however, the Grant Administrator allowed Commissioner to expend the remaining funds left on the grant during FY 2014.

OCFR MANAGEMENT ORGANIZATION CHART

As of December 1, 2014

Gordon M. Cooley
Acting Commissioner

Keisha Whitehall Wolfe
Acting Deputy Commissioner



Jedd R. Bellman
Assistant Commissioner
Enforcement and Compliance

Teresa M. Louro
Assistant Commissioner
Bank Supervision

Joseph E. Rooney
Assistant Commissioner
Administration &
Credit Union Supervision

Marcia A. Ryan
Assistant Commissioner
Depository Corporate Activities

Keisha Whitehall Wolfe
Assistant Commissioner
Licensing & Consumer Services



Michael J. Jackson
Director
Regulatory Policy

Meredith Mishaga
Director
Foreclosure Outreach

Juan M. Sempertegui
Director
Licensing (Non-Depository)



Christine A. Brooks
Director
Mortgage Examination

Sabrina S. Brown
Director - Non-
Mortgage Compliance Unit

Clifford J. Charland
Director
Mortgage Examination Process

Raphael G. Simmons
Director
Consumer Services Unit

Charis Taylor
Director
Mortgage Servicing

Calvin Wink
Director
Enforcement Unit

STATUTORY BOARD

As of December 1, 2014

Maryland Collection Agency Licensing Board

The Maryland Collection Agency Licensing Board (“MCALB” or “the Board”) was established by the legislature in 1957 and resides within the Office. The Board has statutory responsibility for the licensing and regulation of collection agencies operating in Maryland. The Governor, with the consent of the Senate, appoints the four-member board, consisting of two consumer representatives and two industry representatives. The Commissioner of Financial Regulation serves as Chairman of the Board. The Board issues licenses, addresses written complaints, conducts hearings on alleged violations, mediates disputes, and issues orders requiring collection agencies to correct violations. The Board informs both licensees and the public about abusive debt collection practices.

Board Members

Gordon M. Cooley
Acting Chairman

Stephen Hannan
Consumer Member

Susan Hayes
Industry Member

Eric Friedman
Consumer Member

Joanne Young
Industry Member

HISTORICAL LIST OF COMMISSIONERS

As of December 31, 2014

NAME	FROM	TO
Gordon M. Cooley (Acting)	2014	Present
Mark A. Kaufman	2010	2014
Sarah Bloom Raskin	2007	2010
Charles W. Turnbaugh	2003	2007
Mary Louise Preis	1999	2003
H. Robert Hergenroeder *	1996	1999
Margie H. Muller	1983	1996
Joseph R. Crouse	1980	1983
W. H. Holden Gibbs	1978	1980
William L. Wilson	1971	1978
William A. Graham	1967	1971
Herbert R. O'Connor, Jr.	1963	1967
W. R. Milford	1960	1963
William F. Hilgenberg	1959	1960
William H. Kirkwood, Jr.	1951	1959
Joseph P. Healy	1950	1951
J. Millard Tawes	1947	1950
John W. Downing	1939	1947
Warren F. Sterling	1935	1939
John J. Ghingher	1933	1935
George W. Page	1919	1933
J. Dukes Downs	1910	1919

*In 1996, the Bank Commissioner's Office was merged by statute with the Office of Consumer Credit, resulting in the change of title from Bank Commissioner to Commissioner of Financial Regulation.

HISTORICAL LIST OF DEPUTY COMMISSIONERS

As of December 31, 2014

NAME	FROM	TO
Keisha Whitehall Wolfe (Acting)	2014	Present
Gordon M. Cooley	2013	2014
Anne Balcer Norton	2010	2013
Mark A. Kaufman	2008	2010
Joseph E. Rooney	2003	2008
Nerry L. Mitchell	1999	2003
William L. Foster **	1996	1999
David M. Porter	1993	1996
Henry L. Bryson	1987	1993
Charles R. Georgius	1979	1987
Charles A. Knott, Jr.	1977	1979
Albert E. Clark	1972	1977
H. Sadtler Nolen	1967	1972
John D. Hospelhorn	1923	1967
John J. Ghingher	1919	1923
George W. Page	1912	1919
John C. Motter	1910	1912

**In 1996, the Bank Commissioner's Office was merged by statute with the Office of Consumer Credit, resulting in the change of title from Deputy Bank Commissioner to Deputy Commissioner of Financial Regulation.