

ORDER NO. 2015-029

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| IN THE MATTER OF: | § | BEFORE THE BANKING |
| | § | |
| EMPIRE CSR, L.P. d/b/a | § | |
| CHILD SUPPORT RESOURCES | § | |
| (PRIVATE CHILD SUPPORT | § | COMMISSIONER OF TEXAS |
| ENFORCEMENT AGENCY | § | |
| REGISTRATION NO. 22); | § | |
| | § | |
| SAN ANTONIO, TEXAS | § | AUSTIN, TRAVIS COUNTY, TEXAS |

ORDER TO REVOKE REGISTRATION

On this day, the matter of Empire CSR, L.P. d/b/a Child Support Resources, San Antonio, Texas (Respondent or Empire) was submitted to me, Charles G. Cooper, Banking Commissioner (Commissioner) of the State of Texas, for consideration and action.

FINDINGS OF FACT

1. Empire holds Registration No. 22 issued by the Texas Department of Banking (Department) pursuant to Texas Finance Code (Finance Code) Chapter 396 and operates a private child support enforcement agency (PCSEA) business with headquarters in San Antonio, Texas.

2. On September 18, 2015, the Department received a cancellation notice for the surety bond required for Empire to obtain to hold a PCSEA registration.

3. After it received the cancellation notice, the Department attempted to get in touch with the listed contact for Empire, Karen L. Marvel. Ms. Marvel's phone had been disconnected but the Department was able to reach a receptionist or assistant at another listed number. The woman informed the Department that Ms. Marvel had left the firm and is no longer involved with Empire. When the Department asked to speak with Arthur G. Augustine, the owner of 99% of Empire, the woman stated that Mr. Augustine died. The Department subsequently confirmed that Mr. Augustine died on June 1, 2015.

4. The woman then provided the contact information for another individual who handled some of Mr. Augustine's business after his passing. The Department has attempted to contact that individual several times but has received no response.

5. The Department also tried to contact Ms. Marvel at a third number found on the

internet but again received no response.

CONCLUSIONS OF LAW

1. Finance Code Chapter 396 requires a PCSEA to register with the Department and maintain a surety bond, among other things, to engage in child support enforcement in Texas. In its administration of these requirements, the Department may revoke a current PCSEA's registration.

2. Because Empire's required surety bond has lapsed and its owner has died, it has effectively ceased to operate as a proper PCSEA. Additionally, the repeated attempts by the Department to contact someone associated with Empire have been met with non-responsiveness.

3. Based on the above, the Commissioner has determined that there is sufficient cause to issue an order to revoke Empire's private child support enforcement agency registration.

ORDER

Based on the foregoing findings and conclusions in accordance with Finance Code Chapter 396, it is ORDERED that Empire's Private Child Support Enforcement Agency Registration No. 22 is hereby REVOKED and Empire is ORDERED to immediately surrender said registration to the Department and cease all activities in the State of Texas which require a private child support enforcement agency registration pursuant to Finance Code Chapter 396.

Any violation by Empire of this Order to Revoke Registration may result in additional regulatory or enforcement actions authorized by the Finance Code. Nothing in this Order to Revoke Registration shall be deemed to diminish or restrict the regulatory or enforcement power of the Department, the Commissioner, the Finance Commission of Texas, or any other state or federal agency to take further action in this matter.

EFFECTIVE DATE AND RIGHT TO HEARING

This Order to Revoke Registration will take effect against Empire on January 8, 2016 (which is the 31st day after the date this proposed Order was mailed to Empire), unless on or before January 7, 2016 (which is the 30th day after the date this Order was mailed), Empire requests a hearing in writing.

SERVICE

This Order to Revoke Registration will be served on Empire by first class mail and certified mail, return receipt requested sent on 8th day of December, 2015 to:

Empire CSR, L.P. d/b/a Child Support Resources
3107 Broadway
San Antonio, Texas 78209
Empire CSR, L.P. d/b/a Child Support Resources
500 Lexington
San Antonio, Texas 78215

Karen L. Marvel
Karen Marvel Law Office
310 S. St. Mary's St.
Suite 920
San Antonio, Texas 78205

Signed on this 8th day of December, 2015.

/s/ Stephanie Newberg
Stephanie Newberg
Deputy Commissioner, Texas Department of Banking