



Charles G. Cooper
Commissioner

TEXAS DEPARTMENT OF BANKING

2601 North Lamar Blvd., Austin, Texas 78705
512-475-1300 /877-276-5554
www.dob.texas.gov

PRESS RELEASE

Date: October 4, 2016

**Texas Department of Banking Commissioner Issues Consent Order
Relating to Regent Customer Care, LLC**

On October 3, 2016, Texas Banking Commissioner Charles G. Cooper issued a Consent Order relating to Regent Customer Care, LLC of Ruston, Louisiana. Regent Customer Care transmits funds for Texas consumers into inmate trust accounts at correctional facilities.

The Consent Order was based on the Commissioner's finding that Regent Customer Care violated Texas Finance Code Chapter 151 by conducting money transmission without a license to do so. On July 7, 2016, the Texas Department of Banking (Department) received an application from Regent Customer Care for a license. While Regent Customer Care's application is being reviewed by the Department, Regent Customer Care has agreed not to accept any new Texas customers. Regent Customer Care is allowed to continue providing services to its existing customers during the license application review period.

The Order requires Regent Customer Care to pay the Department a penalty of \$26,998.

The Consent Order is effective October 3, 2016. It is final and non-appealable as of that date. Regent Customer Care agreed to the issuance of the Consent Order without admitting or denying any violations of the Texas Money Services Act. The full text of the [Order](#) can be viewed on the Department's website.

Inquiries regarding this matter should be directed to:

Russell Reese
Director, Special Audits Division
Texas Department of Banking
2601 N. Lamar Blvd.
Austin, Texas 78705-4294
Toll-free (877) 276-5554 or directly to (512) 475-1324