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3 **STATE OF OREGON**
4 **DEPARTMENT OF CONSUMER AND BUSINESS SERVICES**
5 **DIVISION OF FINANCIAL REGULATION**

6 In the Matter of:

Case No. DM-24-0019

7 Fed Help, LLC

**FINAL ORDER TO CEASE AND
DESIST AND ASSESSING CIVIL
PENALTY, ENTERED BY
DEFAULT**

8 Respondent.

9 On May 23, 2024, the Division of Financial Regulation (“Division”), acting on
10 behalf of the Director of the Department of Consumer and Business Services for the State
11 of Oregon (“Director”), served an Order to Cease and Desist, Proposed Order Assessing
12 Civil Penalties, and Notice of Right to an Administrative Hearing (“Notice”) on Fed
13 Help, LLC (“Respondent”) via regular and certified United States mail at its business
14 addresses.

15 The Notice offered Respondent an opportunity for a hearing if requested within
16 20 days of the Notice. The Notice further informed Respondent that if a hearing were not
17 conducted because Respondent did not timely request a hearing or otherwise defaulted,
18 then the designated portion of the Division’s file and all materials submitted by
19 Respondent in this case would automatically become part of the contested case record for
20 the purpose of proving a prima facie case.

21 The Director did not receive from Respondent a request for a hearing and did not
22 conduct a hearing.

23 The Director finds that the record of this proceeding proves a prima facie case.

24 Now, therefore, after considering the relevant portions of the Division’s file relating
25 to this matter, the Director finds and orders as follows.
26

Division of Financial Regulation
Labor and Industries Building
350 Winter Street NE, Suite 410
Salem, OR 97301-3881
Telephone: (503) 378-4387



1 **FINDINGS OF FACT**

2 The Director FINDS that:

3 1. At all times material, Fed Help, LLC (“Fed Help”) was a California limited
4 liability company with a business address of 9171 Wilshire Blvd, Beverly Hills, CA
5 90210. Fed Help operated the website fed-pro.org.

6 2. At all times material, Fed Help’s sole owner was Alex Neal.

7 3. For a fee, Fed Help offered to prepare borrowers’ applications to the student
8 loan repayment, consolidation, and forgiveness programs of the U.S. Department of
9 Education (“DOE”). Borrowers, however, may apply directly to the DOE’s programs for
10 free.

11 4. Fed Help has never been registered with the Oregon Secretary of State to
12 conduct business in Oregon and has never been registered with the Director as a debt
13 management service provider (“DMSP”).

14 5. Fed Help has not obtained a surety bond that is required for licensed debt
15 management service providers in Oregon.

16 6. On or about August 22, 2023, Oregon consumer RA filed a complaint with the
17 State of California, Department of Financial Protection and Innovation (“DFPI”)
18 concerning Fed Help.¹ On or about September 11, 2023, the Division of Financial
19 Regulation (“Division”) received a copy of RA’s complaint from DFPI.

20 7. As described in the complaint, RA entered into a Service Agreement with Fed
21 Help for assistance with consolidation of RA’s student loans. The Service Agreement
22 stated that Fed Help was “in the business of improving client’s Federal Student Loan
23 repayment terms, by arranging Federal Student Loan Consolidation Services and

24 _____
25 ¹ A few months before, on June 29, 2023, the DFPI issued a Desist and Refrain Order, Order
26 Assessing Penalties, and Claim for Ancillary Relief against Fed Help for violations of
California’s Student Loan Servicing Act.



1 Processing, provided by programs offered through the Department of Education (DOE)
2 for clients with Federal Student Loans.”

3 8. Fed Help’s Service Agreement did not include all of the disclosures required
4 by ORS 697.707(2) and, by charging the amounts to RA described in paragraph 9, Fed
5 Help charged an initial fee greater than \$50.00

6 9. Per Fed Help’s instructions, RA made three payments of \$333 to Fed Help in
7 order to obtain a lower monthly payment on RA’s student loans. After making the
8 payments to Fed Help, RA did not receive the loan consolidation that Fed Help had
9 represented that RA would receive.

10 10. Fed Help did not respond to the Division’s request for information and its
11 website is no longer active.

12 CONCLUSIONS OF LAW

13 The Director CONCLUDES that:

14 11. By offering or providing an Oregon consumer the services described in
15 paragraphs 7 through 9 of this Order, Fed Help modified or offered to modify the terms
16 and conditions of an existing loan from, or obligation to, a third party. In doing so, Fed
17 Help performed a debt management service as defined in ORS 697.602(2)(c).

18 12. By offering to perform a debt management service to one Oregon consumer
19 without being registered with the Division, Fed Help committed one violation of ORS
20 697.612(1)(a) .

21 13. By offering to perform a debt management service to one Oregon consumer
22 before providing all necessary disclosures, Fed Help committed one violation of ORS
23 697.707(2).

24 14. By charging fees to one Oregon consumer before providing all of the
25 disclosures required by ORS 697.707(2), Fed Help committed one violation of ORS
26

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1 697.707(1) and by charging an initial fee greater than \$50.00, Fed Help violated ORS
2 697.692(1)(a).

3 15. ORS 697.832(1) authorizes the Director to assess a civil penalty against Fed
4 Help of up to \$5,000.00 *per violation* of the Oregon Debt Management Service Provider
5 Law.

6 16. Because the Director has reason to believe that Fed Help violated ORS
7 697.612(1), ORS 697.692(1)(a), ORS 697.707(1) and ORS 697.707(2), the Director is
8 authorized under ORS 697.825(1)(a) to order the company to cease and desist from
9 violating these statutes.

10 **ORDERS**

11 Now therefore, the Director issues the following ORDERS:

12 **Order to Cease and Desist**

13 17. As authorized by ORS 697.825(1)(a), the Director ORDERS Fed Help to
14 CEASE AND DESIST from violating ORS 697.612(1), ORS 697.692(1)(a); ORS
15 697.707(1); and ORS 697.707(2).

16 **Order Assessing Civil Penalties**

17 18. As authorized by ORS 697.832(1), the Director ORDERS Fed Help to pay
18 \$10,000.00 in CIVIL PENALTIES, allocated as follows:

19 A. \$5,000.00 for violating ORS 697.612(1)(a); and

20 B. \$5,000.00 for violating ORS 697.692(1)(a).

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FINAL ORDER

19. This Order is a “Final Order” under ORS 183.310(6)(b). Subject to that provision, the entry of this Order does not limit other remedies that are available to the Director under Oregon law.

SO ORDERED this 20th day of June, 2024

ANDREW R. STOLFI, Director
Department of Consumer and Business Services

/s/ Dorothy Bean
Dorothy Bean, Chief of Enforcement
Division of Financial Regulation

NOTICE OF RIGHT TO JUDICIAL APPEAL

You may be entitled to judicial review of this Order under ORS 183.482. You may request judicial review by filing a petition with the Court of Appeals in Salem, Oregon, within 60 days from the date of this Order is served.

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