STATE OF OREGON
DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
DIVISION OF FINANCIAL REGULATION

In the Matter of: FRANCISCO A. MARTINEZ NAVEO, and DALBA E. NAVEO, dba Ego Solutions, Respondents.	Case No. DM-15-0109 FINAL ORDER TO CEASE AND DESIST, FINAL ORDER ASSESSING CIVIL PENALTY, AND FINAL ORDER ASSESSING INVESTIGATION COSTS ENTERED BY CONSENT

WHEREAS the Director of the Department of Consumer and Business Services for the State of Oregon (hereinafter "the Director"), acting pursuant to the Oregon statutes regulating debt management service providers, ORS 697.602 to 697.842, has conducted an investigation of Francisco A. Martinez Naveo ("Martinez") and Dalba E. Naveo ("Naveo") (hereinafter referred to collectively as "Respondents"); and

WHEREAS Respondents have cooperated with the Director's investigation and do not wish to expend additional time or incur additional costs in connection with litigating this matter; and

WHEREAS Respondents neither admit nor deny the findings and conclusions herein, but wish to resolve this matter with the Director;

NOW THEREFORE, as evidenced by the signature(s) subscribed on this Order, Respondents hereby CONSENT to entry of this Order.

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FINDINGS OF FACT

The Director FINDS that:

1. Francisco A. Martinez Naveo and Dalba E. Naveo are residents of Methuen, Massachusetts. Respondents are principals of, and doing business as, Ego Solutions ("Ego"). Ego purportedly has offices in Miami, Florida, although there is no evidence

that Martinez or Naveo ever worked from there.

2. At all times relevant to this matter, "SVP" was a resident of Roseburg, Oregon.

3. In July 2014, SVP received a telephone solicitation from an employee or agent of Martinez named Michael De Leon ("De Leon"). De Leon contacted SVP on behalf of Respondents.

4. SVP did not request to be contacted by Ego. In the phone call, De Leon solicited SVP to obtain a modification of his residential mortgage loan. De Leon told SVP that Respondents could lower the interest rate on his residential mortgage loan to two percent. De Leon also told SVP that his monthly payment for his residential mortgage loan would be reduced.

5. At Respondents' direction, SVP stopped paying his monthly mortgage payments. As a result, SVP's loan payments were in arrears, and his lender threatened legal action against him.

6. Beginning in September 2014, SVP was directed to deposit funds into two separate accounts at Bank of America for the benefit of Respondents to receive his home loan modification. On or about September 19, 2014, SVP deposited $1,000 into a Bank of America account ending in 2440 ("the 2440 account"). He understood this was an initial fee to establish his account with Respondents. On September 24, 2014, SVP was directed to deposit $495 into the 2440 account. On September 30, 2014, SVP was directed to deposit $495 into a Bank of America account ending with 3018 ("the 3018 account") for the benefit of Naveo. On October 3, 2014, SVP was directed to deposit $1,000 into the 3018 account. On October 29, 2014, SVP was directed to deposit $500 into the 3018 account. On November 14, 2014, SVP was directed to deposit $500 into the 3018 account. In total, SVP provided approximately $3,990 to Respondents in payment of what he believed were fees for modification of his residential mortgage loan.

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7. The signatory for the 2440 account was Martinez dba Ego Solutions. That account was opened on March 6, 2013 and closed on September 26, 2014. The signatory for the 3018 account was Naveo. That account opened on September 14, 2010 and was still open as of the date of this Order. Both accounts were registered with the address of 96 Boston Street #1, Methuen, Massachusetts 01844-5359.

8. Respondents did not modify SVP's mortgage loan or reduce his mortgage debt.

9. At no time material to this Order were Respondents registered in Oregon with the Director as a debt management service provider.

10. At no time material to this Order was the business name Ego Solutions registered with the Oregon Secretary of State.

11. At no time material to this Order did Respondents file proof of a surety bond with the Director as required by Oregon law.

CONCLUSIONS OF LAW

The Director CONCLUDES that:

12. Respondents performed debt management services as defined by ORS 697.602(2)(b) when they received money for improving or offering to improve or preserve the credit record, credit history or credit rating of an Oregon consumer.

13. Respondents performed debt management services as defined by ORS 697.602(2)(d) when they received money in return for obtaining or attempting to obtain as an intermediary on behalf of an Oregon consumer, concessions from creditors including, but not limited to, reduction in the principal, interest, penalties or fees associated with a debt.

14. Respondents violated ORS 697.612(1) by engaging in the business of debt management service provider without being registered with the Director.

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15. Respondents violated ORS 697.642(1) when they performed debt management services without first filing a bond issued by one or more corporate sureties authorized to do business in Oregon.

16. Respondents violated ORS 697.692(1)(a) by charging an Oregon consumer an initial fee of more than $50.

ORDERS

Now, therefore, the Director issues the following FINAL ORDERS:

Final Order to Cease and Desist

17. Under the authority of ORS 697.825(1)(a), the Director hereby ORDERS Respondents, and all entities owned or controlled by Respondents, their successors and assignees, to CEASE AND DESIST from offering services to Oregon residents in violation of any provision of the Oregon statutes regulating debt management service providers, ORS chapter 697, and any rule, order, or policy issued by the Director under ORS chapter 697.

Final Order Assessing Civil Penalty

18. In accordance with ORS 697.832, the Director hereby ORDERS Respondents, jointly and severally, to pay a CIVIL PENALTY in the amount of $15,000 (fifteen thousand dollars) as follows:

A. A CIVIL PENALTY of $5,000 (five thousand dollars) for violation of ORS 697.612(1) by engaging in the business of performing debt management services without being registered with the Director;

B. A CIVIL PENALTY of $5,000 (five thousand dollars) for violation of ORS 697.642(1) by performing debt management services without first filing proof of a surety bond; and

C. A CIVIL PENALTY of $5,000 (five thousand dollars) for violating ORS

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697.692(1)(a) by charging an Oregon consumer an initial fee of more than $50.

Suspension of Civil Penalty

19. The Director agrees to SUSPEND the collection of the CIVIL PENALTY assessed herein in recognition that Respondents have refunded to SVP the monies he provided to Respondents, and in recognition that Respondents are no longer doing business in Oregon. Respondents agree to comply with the terms and conditions of this Order and commit no violations of the Oregon statutes regulating debt management service providers, ORS 697.602 to 697.842, the rules adopted pursuant to ORS 697.632, or any order issued under ORS 697.825.

20. If Respondents comply with all of the terms and conditions set out in this Order and the Director has not initiated an enforcement action for violations of the Oregon statutes regulating debt management service providers during the three-year period from the effective date of this Order, the Director WAIVES the collection of the suspended CIVIL PENALTY assessed herein.

21. The Director reserves the right to immediately take enforcement action, pursuant to the procedures set forth in ORS 183.745, to impose the suspended CIVIL PENALTY if Respondents violate any term of this Order. Respondents acknowledge and understand that if they do not comply with the terms of the Order, the Director may immediately refer the suspended amount of CIVIL PENALTY due to its collection agent without further notice to Respondents.

22. The entry of this Order in no way limits further remedies which may be available to the Director under Oregon law.

Final Order Assessing Investigation Costs

23. In accordance with the authority to ORS 697.732(1)(e), the Director hereby ORDERS Respondents, jointly and severally, to pay $1,000 (one thousand dollars) for the cost of investigating the debt management services being offered by Respondents to

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at least one Oregon consumer.

Designation of Division File

24. The Director designates the Division's file on this matter, which includes all materials submitted by the party, as the record in this case. In accordance with OAR 137-003-0075(3), that record contains sufficient evidence of the existence of facts necessary to support a final order by default should the Director issue such an order.

SO ORDERED this 24th day of February, 2016 at Salem, Oregon.

PATRICK M. ALLEN, Director
Department of Consumer and Business Services

/s/ Laura Cali
Laura N. Cali, Administrator
Division of Financial Regulation

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FRANCISCO A. MARTINEZ NAVEO CONSENT TO ENTRY OF ORDER

I, Francisco A. Martinez Naveo, state that I have read the foregoing Order and that I know and fully understand the contents hereof; that I have been advised of the right to a hearing and of the right to be represented by counsel in this matter; that I voluntarily and without any force or duress, consent to the entry of this Order, expressly waiving any right to a hearing in this matter; that I, neither admitting nor denying the findings and conclusions herein, execute this Order as a settlement of the matters referred to in the foregoing Order; that I understand that the Director reserves the right to take further actions to enforce this Order or to take appropriate action upon discovery of future violations of the Oregon statutes regulating debt management service providers, ORS 697.602 to 697.842, the rules adopted pursuant to ORS 697.632, or any order issued under ORS 697.825, and that I will fully comply with the terms and conditions stated herein.

I understand that this Order is a public document.

By: /s/ Francisco A. Martinez Naveo
Francisco A. Martinez Naveo

State of New York

County of Bronx

Signed or attested before me on January 26, 2016 by Francisco A. Martinez Naveo.

/s/ Peter Castillo
Notary Public

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DALBA E. NAVEO CONSENT TO ENTRY OF ORDER

I, Dalba E. Naveo, state that I have read the foregoing Order and that I know and fully understand the contents hereof; that I have been advised of the right to a hearing and of the right to be represented by counsel in this matter; that I voluntarily and without any force or duress, consent to the entry of this Order, expressly waiving any right to a hearing in this matter; that I, neither admitting nor denying the findings and conclusions herein, execute this Order as a settlement of the matters referred to in the foregoing Order; that I understand that the Director reserves the right to take further actions to enforce this Order or to take appropriate action upon discovery of future violations of the Oregon statutes regulating debt management service providers, ORS 697.602 to 697.842, the rules adopted pursuant to ORS 697.632, or any order issued under ORS 697.825, and that I will fully comply with the terms and conditions stated herein.

I understand that this Order is a public document.

By: /s/ Dalba E. Naveo
Dalba E. Naveo

State of New York

County of Bronx

Signed or attested before me on January 27, 2016 by Dalba E. Naveo.

/s/ Peter Castillo
Notary Public

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