



COMMONWEALTH OF KENTUCKY  
PUBLIC PROTECTION CABINET  
DEPARTMENT OF FINANCIAL INSTITUTIONS  
AGENCY CASE NO. 2015-AH-00145

DEPARTMENT OF FINANCIAL INSTITUTIONS

COMPLAINANT

vs.

AGREED ORDER

ADVANCE AMERICA,  
CASH ADVANCE CENTERS OF KENTUCKY, INC.  
d/b/a Advance America (Lic # 7964)

RESPONDENT

\* \* \* \* \*

1. The Department of Financial Institutions (“DFI”) is responsible for regulating and licensing entities engaged in the business of cashing checks and accepting deferred deposit transactions in accordance with the provisions set forth in KRS Chapter 286.9.

2. Advance America, Cash Advance Centers of Kentucky, Inc. (“Respondent”) is authorized to do business in Kentucky as a deferred deposit and check cashing licensee pursuant to KRS Chapter 286.9, with an office located at 14949 North US Hwy 25 East, Suite 2, Corbin, KY 40701 with Deferred Deposit License # 7964. (ICIE# 327813)

3. DFI conducted a routine examination of Respondent on May 26, 2015. During the examination, the DFI discovered that Respondent entered the wrong social security number for a customer in the Veritec database prior to entering into an agreement with the customer in violation of KRS 286.9-100(9) and KRS 286.9-140(1). The customer opened another transaction at a different licensee with the correct social

security number causing the customer to exceed the statutory limits in violation of KRS 286.9-100(9).

4. DFI possesses a range of administrative authority in addressing violations of the Act, including license revocation or denial, as well as the imposition of civil penalties in an amount up to \$5,000 per violation. See KRS 286.9-110; 286.9-991.

5. In this case, the DFI assessed a civil penalty against Respondent in the amount of one thousand dollars (\$1,000) for the above-described violations of KRS 286.9-100(9) and 286.9-140(1) plus the refund of nine hundred seventy three dollars and eighty one cents (\$973.81) which represents all fees incurred by the customer as a result of this transaction.

6. In the interest of economically and efficiently resolving the violation(s) described herein, and without Respondent admitting or denying the statements of fact and legal conclusions herein, DFI and Respondent agree as follows:

- a. Respondent agrees to a civil penalty assessment in the amount of one thousand dollars (\$1,000.00) for the violation(s) described herein;
- b. Respondent agrees to and shall pay the total civil penalty assessed herein of one thousand dollars (\$1,000), which shall be due upon entry of the Agreed Order plus refund all fees to the customer. The payment made to DFI shall be in the form of a certified check or money order made payable to "Kentucky State Treasurer" and mailed to the Department of Financial Institutions, Attn: Non-Depository Division - Order, 1025 Capital Center Drive, Suite 200, Frankfort, Kentucky 40601;

c. Respondent agrees to make restitution, by check drawn on the Respondent's account, to all affected customers by refunding the service fees on the transactions that created the database violation and to maintain records – consistent with KRS 286.9-074 – that such refund checks were issued to the customers and were processed for payment by the customer; and

d. Respondent shall devote the time and resources necessary to ensure continual and full compliance with all statutory requirements set forth in KRS Chapter 286.9.

7. Respondent waives its right to demand a hearing at which it would be entitled to legal representation, to confront and cross examine witnesses, and to present evidence on its own behalf, or to otherwise appeal or set aside this Order.

8. Respondent consents to and acknowledges the jurisdiction of DFI over this matter and that this Agreed Order is a matter of public record and may be disseminated as such.

9. In consideration of execution of this Agreed Order, Respondent for itself, and for its successors and assigns, hereby releases and forever discharges the Commonwealth of Kentucky, DFI, Office of Legal Services, and each of their members, agents, and employees in their individual capacities, from any and all manner of actions, causes of action, suits, debts, judgments, executions, claims and demands whatsoever, known and unknown, in law or equity, that Respondent ever had, now has, may have or claim to have against any or all of the persons or entities named in this paragraph

arising out of or by reason of this investigation, this disciplinary action, this settlement or its administration.

10. By signing below, the parties acknowledge they have read the foregoing Agreed Order, know and fully understand its contents, and that they are authorized to enter into and execute this Agreed Order and legally bind their respective parties.

11. This Agreed Order shall constitute the Final Order in this matter.

IT IS SO ORDERED on this the 27<sup>th</sup> day of October, 2015.

  
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CHARLES A. VICE  
COMMISSIONER

*on behalf of*  
*Charles Vice*

**Consented to:**

This 26<sup>th</sup> day of October, 2015.

This 15<sup>th</sup> day of October, 2015.

Tammy R. Scruggs  
Tammy Scruggs, Director  
Division of Non-Depository Institutions  
Department of Financial Institutions

[Signature]  
Authorized Representative  
Advance America,  
Cash Advance Centers of KY, Inc.  
Deferred Deposit License # 7964

**ACKNOWLEDGEMENT**

STATE OF South Carolina )  
 )  
COUNTY OF Greenville )

On this the 15<sup>th</sup> day of October, 2015, before me Jeremy Wheelock the undersigned, Christian Rudolph, did personally appear and acknowledge himself/herself to be the authorized representative of Advance America, Cash Advance Centers of KY, Inc., Lic# 7964 and that he/she, being authorized to do so, entered into and executed the foregoing instrument for the purposes therein contained.

My Commission Expires: June 5, 2020

[Signature]  
Notary Public

**CERTIFICATE OF SERVICE**

29<sup>th</sup> I hereby certify that a copy of the foregoing **Agreed Order** was sent on this the October day of October, 2015, by certified mail, return receipt requested, to:

Mr. Jeremy Wheelcok  
Advance America, Cash Advance Centers of Kentucky, Inc.  
d/b/a Cash Advance  
135 N. Church Street  
Spartanburg, SC 29306

And by Hand-Delivery to:

Hon. Catherine Falconer  
1025 Capital Center Drive, Suite 200  
Frankfort, KY 40601  
Counsel for Department of Financial Institutions



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Kentucky Department of Financial Institutions