Department of Real Estate 320 West 4th Street, Ste. 350 Los Angeles, California 90013-1105 Telephone: (213) 576-6982 (office)

FILED

APR 1 6 2009

BEFORE THE DEPARTMENT OF REAL ESTATE

STATE OF CALIFORNIA

In the Matter of the Accusation of

No. H-35236 LA

PALM-LAN REAL ESTATE AGENTS COMPANY, a corporate real estate broker, doing business as Rate-One Finance, and RE/Max All Pro; and PETER J. TERRACCIANO, individually and as designated officer of Palm-Lan Real Estate Agents Company,

STIPULATION
AND
AGREEMENT

Respondents.

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It is hereby stipulated by and between Respondents

PALM-LAN REAL ESTATE AGENTS COMPANY and PETER J. TERRACCIANO,

individually and as designated officer of Palm-Lan Real Estate

Agents Company, (sometimes collectively referred to as

"Respondents"), represented by Robert J. Carlson, Esq., and the

Complainant, acting by and through Elliott Mac Lennan, Counsel

for the Department of Real Estate, as follows for the purpose of

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settling and disposing of the Accusation ("Accusation") filed on

August 21, 2008, in this matter:

1. All issues which were to be contested and all evidence which was to be presented by Complainant and Respondents at a formal hearing on the Accusation, which hearing was to be held in accordance with the provisions of the Administrative Procedure Act ("APA"), shall instead and in place thereof be submitted solely on the basis of the provisions of this Stipulation and Agreement ("Stipulation").

- 2. Respondents have received, read and understand the Statement to Respondent, the Discovery Provisions of the APA and the Accusation filed by the Department of Real Estate in this proceeding.
- Section 11506 of the Government Code for the purpose of requesting a hearing on the allegations in the Accusation.

 Respondents hereby freely and voluntarily withdraw said Notice of Defense. Respondents acknowledge that they understand that by withdrawing said Notice of Defense they thereby waive their right to require the Commissioner to prove the allegations in the Accusation at a contested hearing held in accordance with the provisions of the APA and that they will waive other rights afforded to them in connection with the hearing such as the right to present evidence in their defense and the right to cross-examine witnesses.

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4. This Stipulation is based on the factual allegations contained in the Accusation. In the interest of expedience and economy, Respondents choose not to contest these allegations, but to remain silent and understand that, as a result thereof, these factual allegations, without being admitted or denied, will serve as a prima facie basis for the disciplinary action stipulated to herein. The Real Estate Commissioner shall not be required to provide further evidence to prove said factual allegations.

- 5. This Stipulation is made for the purpose of reaching an agreed disposition of this proceeding and is expressly limited to this proceeding and any other proceeding or case in which the Department of Real Estate ("Department"), the state or federal government, or any agency of this state, another state or federal government is involved.
- Estate Commissioner may adopt this Stipulation as his Decision in this matter thereby imposing the penalty and sanctions on Respondents' real estate licenses and license rights as set forth in the "Order" herein below. In the event that the Commissioner in his discretion does not adopt the Stipulation, it shall be void and of no effect and Respondents shall retain the right to a hearing and proceeding on the Accusation under the provisions of the APA and shall not be bound by any stipulation or waiver made herein.

The Order or any subsequent Order of the Real 1 Estate Commissioner made pursuant to this Stipulation shall not 2 constitute an estoppel, merger or bar to any further 3 administrative or civil proceedings by the Department of Real Estate with respect to any matters which were not specifically alleged to be causes for Accusation in this proceeding but do constitute a bar, estoppel and merger as to any allegations actually contained in the Accusations against Respondent herein. .9 Respondents understand that by agreeing to this 8. 10 Stipulation, Respondents agree to pay, pursuant to Business and 11 Professions Code Section 10148, the cost of the audit. 12 amount of said cost for the audit is \$9,047.28. 13 Respondents have received, read, and understand the 9. 14 "Notice Concerning Costs of Subsequent Audit". Respondents 15 further understand that by agreeing to this Stipulation, the 16 findings set forth below in the Determination of Issues become 17 final, and the Commissioner may charge Respondents for the cost 1 Ω of any subsequent audit conducted pursuant to Business and 19 Professions Code Section 10148 to determine if the violations 20 have been corrected. The maximum cost of the subsequent audit 21 will not exceed \$9,047.28. 22 23 111 24 111 25 1:11 26 111 27

DETERMINATION OF ISSUES

By reason of the foregoing, it is stipulated and agreed that the following determination of issues shall be made:

I.

The conduct, acts or omissions of PALM-LAN REAL ESTATE

AGENTS COMPANY and PETER J. TERRACCIANO, as described in

Paragraph 4, above, are in violation of Sections 10145 and

10159.5 of the Business and Professions Code ("Code") and

Sections 2831, 2832, 2835 and 2950 of Title 10, Chapter 6 of the

California Code of Regulations ("Regulations") and is a basis for discipline of Respondents' license and license rights as violation of the Real Estate Law pursuant to Code Sections

10177(d) and 10177(g).

ORDER

WHEREFORE, THE FOLLOWING ORDER is hereby made:

I.

The license and licensing rights of Respondents PALMLAN REAL ESTATE AGENTS COMPANY and PETER J. TERRACCIANO, under
the Real Estate Law, are suspended for a period of ninety (90)
days from the effective date of this Decision; provided, however,
that forty-five (45) days of said suspension shall be stayed for
two (2) years upon the following terms and conditions:

A. <u>Provided, however, that if Respondents request, the</u>
initial forty-five (45) days of said suspension (or a portion
thereof) shall be stayed for two (2) years upon condition that:

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Each Respondent pays a monetary penalty pursuant to 1 Section 10175.2 of the Business and Professions Code at the rate 2 of \$56.00 per day for each day of the suspension for a monetary penalty of \$2,520, or \$5,040 total. Said payment shall be in the form of a cashier's check or certified check made payable to the Recovery Account of the Real Estate Fund. Said check must be received by the Department prior to the effective date of the Decision in this matter. 10 No further cause for disciplinary action against 11 the real estate license of Respondents occur within two (2) years 12 from the effective date of the Decision in this matter. 13 If Respondents fail to pay the monetary penalty in 14 accordance with the terms of the Decision, the Commissioner may, 15 without a hearing, order the immediate execution of all or any 16 part of the stayed suspension, in which event the Respondent 17 shall not be entitled to any repayment nor credit, prorated or 18 otherwise, for money paid to the Department under the terms of 19 this Decision. 20 5. If Respondents pay the monetary penalty and if no 21 further cause for disciplinary action against the real estate 22 license of Respondent occurs within two (2) years from the 23 24 effective date of the Decision, the stay hereby granted shall 25 become permanent. 26 The remaining forty-five (45) days of the ninety 27

(90) day suspension shall be stayed for two (2) years upon the following terms and conditions:

(a) Respondents shall obey all laws, rules and regulations governing the rights, duties and responsibilities of a real estate licensee in the State of California; and

after hearing or upon stipulation, that cause for disciplinary action occurred within two (2) years from the effective date of this Decision. Should such a determination be made, the Commissioner may, in his discretion, vacate and set aside the stay order and reimpose all or a portion of the stayed suspension. Should no such determination be made, the stay imposed herein shall become permanent.

II.

Pursuant to Section 10148 of the Business and

Professions Code, Respondents PALM-LAN REAL ESTATE AGENTS COMPANY and PETER J. TERRACCIANO shall pay the Commissioner's reasonable cost for (a) the audit which led to this disciplinary action (b)

cost for (a) the audit which led to this disciplinary action (b) a subsequent audit to determine if Respondents are now in compliance with the Real Estate Law. The cost of the audit which led to this disciplinary action is \$9,047.28. In calculating the amount of the Commissioner's reasonable cost, the Commissioner may use the estimated average hourly salary for all persons performing audits of real estate brokers, and shall include an

allocation for travel time to and from the auditor's place of

work. Said amount for the prior and subsequent audits shall not exceed \$18,094.56.

Respondents shall pay such cost within 60 days of receiving an invoice from the Commissioner detailing the activities performed during the audit and the amount of time spent performing those activities.

The Commissioner may suspend the license of Respondents pending a hearing held in accordance with Section 11500, et seq., of the Government Code, if payment is not timely made as provided for herein, or as provided for in a subsequent agreement between the Respondent and the Commissioner. The suspension shall remain in effect until payment is made in full or until Respondents enter into an agreement satisfactory to the Commissioner to provide for payment, or until a decision providing otherwise is adopted following a hearing held pursuant to this condition.

III.

All licenses and licensing rights of Respondent PETER

J. TERRACCIANO are indefinitely suspended unless or until

Respondent provides proof satisfactory to the Commissioner, of

having taken and successfully completed the continuing education

course on trust fund accounting and handling specified in

paragraph (3) of subdivision (a) of Section 10170.5 of the

Business and Professions Code. Proof of satisfaction of this

requirement includes evidence that Respondent has successfully

completed the trust fund account and handling continuing

education course by the effective date of the Decision or within 120 days prior to the effective date of the Decision.

IV.

months from the effective date of this Decision, present evidence satisfactory to the Real Estate Commissioner that Respondent has, since the most recent issuance of an original or renewal real estate license, taken and successfully completed the continuing education requirements of Article 2.5 of Chapter 3 of the Real Estate Law for renewal of a real estate license. If Respondent fails to satisfy this condition, the Commissioner may order the suspension of the license until Respondent presents such evidence. The Commissioner shall afford Respondent the opportunity for a hearing pursuant to the Administrative Procedure Act to present such evidence.

18	DATED:	3-19-09	E4 (
19			ELLIOTT MAC LENNAN, Counsel for the Department of Real Estate	r
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EXECUTION OF THE STIPULATION

We have read the Stipulation and discussed it with our counsel. Its terms are understood by us and are agreeable and acceptable to us. We understand that we are waiving rights given to us by the California Administrative Procedure Act (including but not limited to Sections 11506, 11508, 11509 and 11513 of the Government Code), and we willingly, intelligently and voluntarily waive those rights, including the right of requiring the Commissioner to prove the allegations in the Accusation at a hearing at which we would have the right to cross-examine witnesses against us and to present evidence in defense and mitigation of the charges.

MAILING AND FACSIMILE

Respondents (1) shall <u>mail</u> the original signed signature page of the stipulation herein to Elliott Mac Lennan: Attention: Legal Section, Department of Real Estate, 320 W. Fourth St., Suite 350, Los Angeles, California 90013-1105. Respondents shall also (2) <u>facsimile</u> a copy of signed signature page, to the Department at the following telephone/fax number: (213) 576-6917, Attention: Elliott Mac Lennan.

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A facsimile constitutes acceptance and approval of the terms and conditions of this stipulation. Respondents agree, acknowledge and understand that by electronically sending to the Department a facsimile copy of Respondents' actual signature as it appears on the stipulation that receipt of the facsimile copy by the Department shall be as binding on Respondents as if the Department had received the original signed stipulation.

LAN REAL ESTATE AGUNTS COMPANY, a corporato real estate

broker.

BY: PETER J. TERRACCIANO D.O.,

Respondent

PETER J. TERRACCIANO, Individually and as designated officer of Palm-Lan Real Estate Agents Company,

Respondent

DATED:

ROBERT J. CARLSON, ESQ. Attorney for Respondents Approved as to form and content

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The foregoing Stipulation and Agreement is hereby adopted as my Decision as to Respondents PALM-LAN REAL ESTATE AGENTS COMPANY and PETER J. TERRACCIANO, individually and as designated officer of Palm-Lan Real Estate Agents Company and shall become effective at 12 o'clock noon on May 15 2009. 2009. IT IS SO ORDERED JEFF DAVI Real Estate Commissioner

facto

ELLIOTT MAC LENNAN, SBN 66674 Department of Real Estate 320 West 4th Street, Ste. 350 Los Angeles, California 90013-1105

FILED

Telephone:

(213) 576-6911 (direct) (213) 576-6982 (office)

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DEPARTMENT OF REAL ESTATE

BY:

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BEFORE THE DEPARTMENT OF REAL ESTATE

STATE OF CALIFORNIA

In the Matter of the Accusation of

PALM-LAN REAL ESTATE AGENTS COMPANY,)
a corporate real estate broker,)
doing business as Rate-One

Finance, and Re/Max All Pro; and, PETER J. TERRACCIANO, individually and as designated officer of Palm-Lan Real Estate Agents Company,

Respondents.

No. H-35236 LA

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The Complainant, Robin Trujillo, a Deputy Real Estate
Commissioner of the State of California, for cause of Accusation
against PALM-LAN REAL ESTATE AGENTS COMPANY dba Rate-One Finance
and Re/Max All Pro; and PETER J. TERRACCIANO, individually and as
designated officer of Palm-Lan Real Estate Agents Company,
alleges as follows:

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1. 1 The Complainant, Robin Trujillo, acting in her official 2 capacity as a Deputy Real Estate Commissioner of the State of 3 California, makes this Accusation against PALM-LAN REAL ESTATE AGENTS COMPANY and PETER J. TERRACCIANO. 5 2. 6 All references to the "Code" are to the California 7 Business and Professions Code and all references to "Regulations" 8 are to Title 10, Chapter 6, California Code of Regulations. 9 LICENSE HISTORY 10 3. 11 PALM-LAN REAL ESTATE AGENTS COMPANY ("PALM-LAN") 12 and PETER J. TERRACCIANO ("TERRACCIANO"), individually and as 13 designated officer of said corporation (hereinafter sometimes referred to as "Respondents") are presently licensed and/or have . 15 license rights under the Real Estate Law (Part 1 of Division 4 of 16 the Business and Professions Code) (hereinafter Code). 17 PALM-LAN was licensed as a real estate broker В. 18 effective January 2, 1992, with TERRACCIANO as its designated 19 broker-officer. 20 TERRACCIANO was licensed as a real estate broker 21 effective November 2, 1990; and 22 At all times material herein, PALM-LAN was licensed D. 23 by the Department as a corporate real estate broker by and through TERRACCIANO, as the designated officer and broker responsible, pursuant to Code Section 10159.2 of the Business and 26 27 2 -

Professions Code for supervising the activities requiring a real estate license conducted on behalf PALM-LAN of by PALM-LAN's officers, agents and employees, including TERRACCIANO.

BROKERAGE

PALM-LAN REAL ESTATE AGENTS COMPANY

4.

At all times mentioned, in the City of Lancaster,

County of Los Angeles, PALM-LAN and TRERRACCIANO acted as a real
estate broker and conducted licensed activities within the
meaning of:

- A. Code Section 10131(a). Respondents engaged in the business of, acted in the capacity of, advertised or assumed to act as a real estate broker, including the solicitation for listings of and the negotiation of the sale of real property as the agent of others; and
- B. In addition, PALM-LAN conducted broker-controlled escrows through its escrow division, Re/Max All Pro Escrow Division, under the exemption set forth in California Financial Code Section 17006(a)(4) for real estate brokers performing escrows incidental to a real estate transaction where the broker is a party and where the broker is performing acts for which a real estate license is required.

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AUDIT EXAMINATION

PALM-LAN REAL ESTATE AGENTS COMPANY

5.

On July 23, 2008, the Department completed an audit examination of the books and records of PALM-LAN pertaining to the broker-escrow activities described in Paragraph 4 that require a real estate license. The audit examination covered a period of time beginning on January 1, 2006 to December 31, 2007. The audit examination revealed violations of the Code and the Regulations as set forth in the following paragraphs, and more fully discussed in Audit Report LA 070232 and LA 070244 and the exhibits and work papers attached to said audit report.

TRUST ACCOUNTS

6.

The audit examination described in Paragraph 5 above, determined that, in connection with the activities described in Paragraph 4 above, PALM-LAN accepted or received funds including funds in trust (hereinafter "trust funds") from or on behalf of actual or prospective parties and principals, including lenders, homeowners and escrow holders, for real estate transactions handled by PALM-LAN and thereafter made deposits and or disbursements of such funds. From time to time herein mentioned during the audit period, said trust funds were deposited and/or maintained-by PALM-LAN in the bank accounts as follows:

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"PALM-LAN REAL ESTATE AGENTS CO. dba Re/Max All Pro, Escrow Trust 1 | Account Account No. 1891971283" 2 Comerica Bank (T/A #1 escrow trust account) El Segundo, California 3 4 5 "PALM-LAN REAL ESTATE AGENTS CO. dba Re/Max All Pro, Escrow Trust 6 Account 7 Account No. 3011072114" Antelope Valley Bank (T/A #2 escrow trust account) 8 Lancaster, California 10 11 "PALM-LAN REAL ESTATE AGENTS CO. dba Re/Max All Pro, Escrow Trust Account 12 Account No. 1891971291" Comerica Bank 13 (T/A #3 escrow trust account) El Segundo, California 14 15 16 "PALM-LAN REAL ESTATE AGENTS CO. dba Re/Max All Pro, Escrow Trust 17 Account Account No. 3010046721" 18 Antelope Valley Bank (T/A #4 escrow trust account) Lancaster, California 19 20 21 "PALM-LAN REAL ESTATE AGENTS CO. dba Re/Max All Pro, Escrow Trust 22 Account Account No. 3011043545" 23 Antelope Valley Bank (T/A #5 escrow trust account) Lancaster, California 25 111 26 111 27

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PALM-LAN REAL ESTATE AGENTS COMPANY VIOLATIONS OF THE REAL ESTATE LAW

7.

In the course of activities described in Paragraphs 4 and 6, above, and during the examination period described in Paragraph 5, Respondents PALM-LAN and TERRACCIANO, acted in violation of the Code and the Regulations in that they:

(a)(1) Permitted, allowed or caused the disbursement of trust funds from T/A #1 where the disbursement of funds reduced the total of aggregate funds in T/A #1, to an amount which, on December 31, 2007, was \$35,116.42, less than the existing aggregate trust fund liability of PALM-LAN to every principal who was an owner of said funds, without first obtaining the prior written consent of the owners of said funds, as required by Code Section 10145 and Regulations 2832.1, 2950(d), 2950(g) and 2951. On February 25, 2008, the shortage was restored.

(a)(2) Permitted, allowed or caused the disbursement of trust funds from T/A #3 where the disbursement of funds reduced the total of aggregate funds in T/A #3, to an amount which, on December 31, 2007, was \$1,466.04, less than the existing aggregate trust fund liability of PALM-LAN to every principal who was an owner of said funds, without first obtaining the prior written consent of the owners of said funds, as required by Code Section 10145 and Regulations 2832.1, 2950(d), 2950(g) and 2951. On February 25, 2008, the shortage was restored.

(b) Failed to maintain a control record in the form of a columnar record in chronological order of all "Trust Funds Received, Not Placed Broker's Trust Account", in violation of Code Section 10145 and Regulation 2831.

- (c) Failed to place trust funds, including earnest money deposits, accepted on behalf of another into the hands of the owner of the funds, a neutral escrow depository or into a trust fund account in the name of the trustee at a bank or other financial institution not later than three business days following receipt of the funds by the broker or by the broker's salesperson for borrowers Stewart and Salazar, as required by Code Section 10145 and Regulation 2832(d).
- (d) Failed to perform a monthly reconciliation of the balance of all separate beneficiary or transaction records maintained pursuant to Regulation 2831.1 with the record of all trust funds received and disbursed by the escrow trust accounts, as required by Code Section 10145 and Regulations 2831.2, 2950(d) and 2951.
- (e) Permitted Cindy Beebe, Donna Magoch, Michelle Schreiber, Vicki White, Patty Stevens and Maria Vargas, unlicensed and unbonded persons, to be authorized signatories on the trust accounts, in violation of Code Section 10145 and Regulations 2834, 2950(d) and 2951. This violation was corrected on July 7, 2008.

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(f) Failed to advise all parties, including

Phoung/Hammon Wilbur/Ranes, Ventura/Ventura and

Lauterio/Fontenot, of its ownership of and financial interest in

its escrow company, as required by Code Sections 10145 and

10176(g) and Regulation 2950(h). This violation was corrected on

July 7, 2008.

(g) Received undisclosed compensation by means of an

- earning credit agreement with Antelope Valley Bank. The earnings credit was based on and calculated by trust fund activity in the escrow trust accounts. Bank service charges were deducted from the earning credit accrued on the escrow trust accounts thus reducing PALM-LAN's cost of doing business. The earnings credit arrangement was not disclosed by PALM-LAN and TERRACCIANO to the beneficiaries of the escrow trust accounts, in violation of Code Section 10176(g).
- (h) Failed to disburse from escrow trust accounts T/A #1, T/A #3 and T/A #5, broker and commissions totaling \$68,559.77, in violation of Code Section 10145 and Regulation 2835, 2950(d) and 2951.
- (i) Used the fictitious name "Re/Max All Pro Escrow" to conduct licensed activities, without holding a license bearing the fictitious business name, in violation of Code Section 10159.5 and Regulation 2731; and
- (j) TERRACCIANO failed to exercise adequate supervision over his property management activities to ensure compliance the

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Real Estate Laws and Regulations and had no system in place for regularly monitoring PALM-LAN's compliance with the Real Estate Law especially in regard to establishing policies to review trust fund handling and unlicensed activity, in violation of Code Sections 10159.2, 10177(h) and Regulation 2725.

PALM-LAN REAL ESTATE AGENTS COMPANY DISCIPLINARY STATUES AND REGULATIONS

8.

The conduct of Respondents PALM-LAN and TERRACCIANO described in Paragraph 7, above, violated the Code and the Regulations as set forth below:

12	PARAGRAPH	PROVISIONS VIOLATED
13		
14	7 (a)	Code Section 10145 and Regulations
15	, (4)	
16		2832.1, 2950(d), 2950(g) and 2951.
17	,	
18	7 (b)	Code Section 10145 and Regulation
19		2831
20		
21	7 (c)	Code Section 10145 and Regulation
22		2832 (d)
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24	7 (d) *	Code Section 10145 and Regulations
25	·	2831.2, 2950 (d) and 2951.
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1	7(e)	Code Section 10145 and Regulations
2		2834, 2950(d) and 2951
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4		
5	7(f)	Code Sections 10145 and 10176(g)
6	·	Regulation 2950(h)
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9	7 (g)	Code Section 10176(g)
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12	7 (h)	Code Section 10145 Regulations
13	(11)	2835, 2950(d) and 2951
14		2835, 2930(d) and 2931
15		
16	·	
17	7(i)	Code Section 10159.5 Regulation
18		2731
19		
20		
21	7(i)	Code Section 10159.2 and 10177(h)
22		and Regulation 2725
23		
24 -	The foregoing violations cons	titute cause for the suspension or
25	revocation of the real estate	e license and license rights of PALM-
26	LAN and TERRACCIANO under the	e provisions of Code Sections:
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(b) 10176(g) for undisclosed compensation 2 (c) 10177(d) for violation of the real estate law; and 3 (d) 10177(g) negligence. 4 NEGLIGENCE 5 9. 6 The overall conduct of Respondents PALM-LAN and 7 8 TERRACCIANO constitutes negligence. This conduct and violation 9 are cause for the suspension or revocation of the real estate 10 license and license rights of Respondents PALM-LAN and 11 TERRACCIANO pursuant to Code Section 10177(g). 12 10. 13 The overall conduct of Respondent TERRACCIANO 14 constitutes a failure on his part, as officer designated by a 15 corporate broker licensee, to exercise the reasonable supervision 16 and control over the licensed activities of PALM-LAN as required 17 by Code Section 10159.2, and to keep PALM-LAN in compliance with 18 the Real Estate Law, and is cause for the suspension or revocation of the real estate license and license rights of 20 TERRACCIANO pursuant to the provisions of Code Section 10177(h). 21 111 111 23 24 111 25 ///

(a) 10176(a) for substantial misrepresentation

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WHEREFORE, Complainant prays that a hearing be conducted on the allegations of this Accusation and that upon proof thereof, a decision be rendered imposing disciplinary action against the license and license rights of Respondents PALM-LAN REAL ESTATE AGENTS COMPANY and PETER J. TERRACCIANO, individually and as designated officer of Palm-Lan Real Estate Agents Company, under the Real Estate Law (Part 1 of Division 4 of the Business and Professions Code) and for such other and further relief as may be proper under other applicable provisions of law. Dated at Los Angeles, California

Deputy Real Estate Commissioner

cc: Palm-Lan Real Estate Agents Company c/o Peter J. Terracciano D.O.

Robin Trujillo

Sacto

Audits - Manijeh Khazrai