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DEPARTMENT OF REAL ESTATE

No. H-35261 LA

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BEFORE THE DEPARTMENT OF REAL ESTATE

STATE OF CALIFORNIA

In the Matter of the Accusation of)

BETTER MORTGAGE BROKERS, INC.

doing business as Compass Realty and JOHN THOMAS MARCELL, individually and as designated officer of Better Mortgage Brokers Inc.

Respondents.

ORDER SUSPENDING REAL ESTATE LICENSE

BETTER MORTGAGE BROKERS, INC. P. O. 1087

Upland, CA. 91785-1087

99 N. San Antonio Ave. Suite 120

Upland, CA 91786-4578

On January 28, 2009, Respondent entered into a Stipulation and Agreement with the Department. The terms of the Agreement required Respondent to pay for the audit as set forth in the Real Estate Commissioner's Decision in Case No. H-35261 LA, effective April 2, 2009. The Commissioner has determined that Respondent has failed to satisfy this condition by not

paying for the total cost of the audit in the amount of \$6,556.30.

NOW, THEREFORE, IT IS ORDERED under that the real estate broker license heretofore issued to Respondent and the exercise of any privileges thereunder are hereby suspended until such time as Respondent provides proof satisfactory to the Department of having paid for the audit referred to above or pending final determination made after hearing (see "Hearing Rights" set forth below).

IT IS FURTHER ORDERED that all license certificates and identification cards issued by the Department of Real Estate which are in the possession of Respondent be immediately surrendered by personal delivery or by mailing in the enclosed self-addressed envelope to:

DEPARTMENT OF REAL ESTATE Attention: Flag Section Post Office Box 187000 Sacramento, CA 95818-7000

HEARING RIGHTS: you have the right to a hearing to contest the Commissioner's determination that you are in violation of the condition that you pay for the audit. If you desire a hearing, you must submit a written request. The request may be in any form as long as it is in writing and indicates that you want a hearing. Unless a written request for a hearing, signed by or on behalf of you, is delivered or mailed to the Department at 320 West Fourth Street, Suite 350, Los Angeles, California 90013, within 20 days after the date that this Order

was mailed to or served on you, the Department will not be obligated or required to provide you with a hearing.

This Order shall be effective immediately.

DATED: //9/12

BARBARA J. BIGBY Acting Real Estate Commissioner

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FEB 0 7 2012

DEPARTMENT OF REAL ESTATE

No. H-35261 LA

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BEFORE THE DEPARTMENT OF REAL ESTATE

STATE OF CALIFORNIA

In the Matter of the Accusation of)

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individually and as designated officer of Better Mortgage Brokers Inc.

Respondents.

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This Order shall be effective immediately.

DATED: //9/12

BARBARA J. BIGBY Acting Real Estate Commissioner

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Department of Real Estate 320 West 4th Street, Ste. 350 Los Angeles, California 90013-1105

Telephone: (213) 576-6982 (office)

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DEPARTMENT OF REAL ESTATE

BEFORE THE DEPARTMENT OF REAL ESTATE

STATE OF CALIFORNIA

In the Matter of the Accusation of

if the matter of the Accubation of

BETTER MORTGAGE BROKERS INC.; doing business as Compass Realty; and JOHN THOMAS MARCELL, individually and as designated officer of Better Mortgage Brokers Inc.,

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No. H-35261 LA

STIPULATION
AND
AGREEMENT

Respondents.

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It is hereby stipulated by and between Respondents

BETTER MORTGAGE BROKERS INC. and JOHN THOMAS MARCELL,

individually and as designated officer of Better Mortgage Brokers

Inc. (sometimes collectively referred to as "Respondents"),

represented by the Law Offices of Herman Thordsen, Esq. and the

Complainant, acting by and through Elliott Mac Lennan, Counsel

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

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

September 2, 2008, in this matter:

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.
- 3. Respondents timely filed a Notice of Defense pursuant to 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 crossexamine witnesses.

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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.

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7. The Order or any subsequent Order of the Real Estate Commissioner made pursuant to this Stipulation shall not constitute an estoppel, merger or bar to any further 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 Respondents herein.

- 8. Respondents understand that by agreeing to this Stipulation, Respondents agree to pay, pursuant to Business and Professions Code Section 10148, the cost of the audit. The amount of said cost for the audit is \$6,556.30.
- 9. Respondents have received, read, and understand the "Notice Concerning Costs of Subsequent Audit". Respondents further understand that by agreeing to this Stipulation, the findings set forth below in the Determination of Issues become final, and the Commissioner may charge Respondents for the cost of any subsequent audit conducted pursuant to Business and Professions Code Section 10148 to determine if the violations have been corrected. The maximum cost of the subsequent audit will not exceed \$6,556.30.

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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 <u>BETTER MORTGAGE</u>

<u>BROKERS INC.</u> and <u>JOHN THOMAS MARCELL</u>, as described in Paragraph

4, above, are in violation of Sections <u>10145</u> and <u>10240</u> of the

Business and Professions Code ("Code") and Sections <u>2831</u>, <u>2831.1</u>

and <u>2832(a)</u> of Title 10, Chapter 6 of the California Code of

Regulations ("Regulations") and is a basis for discipline of

Respondents' licenses and license rights as violations of the

Real Estate Law pursuant to Code Section <u>10177(d)</u>.

II.

The conduct, acts or omissions of JOHN THOMAS MARCELL, as described in Paragraph 4, above, constitutes a failure to keep BETTER MORTGAGE BROKERS INC. in compliance with the Real Estate Law during the time that he was the officer designated by a corporate broker licensee in violation of Section 10159.2 of the Code. This conduct is a basis for the suspension or revocation of Respondent's license pursuant to Code Section 10177(h).

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ORDER

I.

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The restricted real estate broker license of Respondent
BETTER MORTGAGE BROKERS INC., under the Real Estate Law is
revoked; provided, however, a new restricted real estate broker
license shall be issued to said Respondent, pursuant to Section
10156.5 of the Business and Professions Code if Respondent:

- (A) Makes application thereof and pays to the

 Department of Real Estate the appropriate fee for the restricted

 license within ninety (90) days from the effective date of this

 Decision.
- (B) The restricted license issued to Respondent shall be subject to all of the provisions of Section 10156.7 of the Business and Professions Code and to the followings limitations, conditions and restrictions imposed under authority of Section 10156.6 of that Code:
- 1. The restricted license issued to Respondent may be suspended prior to hearing by Order of the Real Estate

 Commissioner in the event of a Respondent's conviction or plea of nolo contendere to a crime which is substantially related to a Respondent's fitness or capacity as a real estate licensee.
- 2. The restricted license issued to Respondent may
 be suspended prior to hearing by Order of the Real Estate
 Commissioner on evidence satisfactory to the Commissioner that
 Respondent has violated provisions of the California Real Estate

Law, the Subdivided Lands Law, Regulations of the Real Estate Commissioner or conditions attaching to the restricted license. 3. Respondent shall not be eligible to apply for the issuance of an unrestricted real estate license nor for the removal of any of the conditions, limitations or restrictions of a restricted license until two (2) years have elapsed from the effective date of this Decision. II. All licenses and licensing rights of Respondent BETTER MORTGAGE BROKERS INC. under the Real Estate Law are suspended for a period of thirty (30) days from the issuance of a new restricted license. B. All licenses and licensing rights of Respondent JOHN THOMAS MARCELL, under the Real Estate Law are suspended for a period of thirty (30) days from the effective date of this 16 Decision. 17 Provided, however, that if Respondents request, all 18 thirty (30) days of said suspension (or a portion thereof) shall 19 be stayed for two (2) years upon condition that: 20 Each Respondent pays a monetary penalty pursuant to 21 Section 10175.2 of the Business and Professions Code at the rate 22 of \$33.33 per day for each day of the suspension for a monetary 23 penalty of \$1,000, or \$2,000 total. 24 3. Said payment shall be in the form of a cashier's 25 check or certified check made payable to the Recovery Account of the Real Estate Fund. Said check must be received by the 27

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Department prior to the effective date of the Decision in this matter.

- 4. No further cause for disciplinary action against the real estate license of Respondents occur within two (2) years from the effective date of the Decision in this matter.
- 5. If Respondents fail to pay the monetary penalty in accordance with the terms of the Decision, the Commissioner may, without a hearing, order the immediate execution of all or any part of the stayed suspension, in which event Respondents shall not be entitled to any repayment nor credit, prorated or otherwise, for money paid to the Department under the terms of this Decision.
- 6. If Respondents pay the monetary penalty and if no further cause for disciplinary action against the real estate licenses of Respondents occur within two (2) years from the effective date of the Decision, the stay hereby granted shall become permanent.

III.

Pursuant to Section 10148 of the Business and

Professions Code, Respondents BETTER MORTGAGE BROKERS INC. and

JOHN THOMAS MARCELL shall pay the Commissioner's reasonable cost

for (a) the audit which led to this disciplinary action (b) a

subsequent audit to determine if Respondent is now in compliance

with the Real Estate Law. The cost of the audit is \$6,556.30.

In calculating the amount of the Commissioner's reasonable cost,

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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 \$13,112.60.

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 Respondents 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.

IV.

All licenses and licensing rights of Respondent JOHN
THOMAS MARCELL 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

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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 within 120 days prior to, or by the effective date of the Decision in this matter.

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DATED:

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mitigation of the charges.

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ELLIOTT MAC LENNAN, Counsel for the Department of Real Estate

EXECUTION OF THE STIPULATION

I have read the Stipulation and Agreement and discussed it with my counsel. Its terms are understood by me and are agreeable and acceptable to me. I understand that I am waiving rights given to me by the California Administrative Procedure Act (including but not limited to Sections 11506, 11508, 11509 and 11513 of the Government Code), and I 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 I would have the right to cross-examine witnesses against me and to present evidence in defense and

MAILING AND FACSIMILE

Respondent(s) (1) shall <u>mail</u> the original signed signature page of the stipulation herein to Elliott Mac Lennan:

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Legal Section, Department of Real Estate, 320 W. Fourth St., Suite 350, Los Angeles, California 90013-1105. Additionally, Respondent(s) shall also (2) facsimile a copy of 3 signed signature page, to the Department at the following telephone/fax number: (213) 576-6917, Attention: Elliott Mac Lennan. 6

A facsimile constitutes acceptance and approval of the terms and conditions of this stipulation. Respondent(s) agrees, acknowledges and understands that by electronically sending to the Department a facsimile copy of Respondent's actual signature as it appears on the stipulation, which receipt of the facsimile copy by the Department shall be as binding on Respondent(s) as if the Department had received the original signed stipulation.

DATED:

MORTGAGE BROKERS INC. BY: JOHN THOMAS MARCELL, Respondent

DATED: Q

σφην THOMAS MARCELL, individually and as designated officer of Better Mortgage Brokers Inc., Respondent

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HERMAN THORDSEN.

Attorney for Respondent Approved as to form

The foregoing Stipulation and Agreement is hereby adopted as my Decision as to Respondents BETTER MORTGAGE BROKERS INC. and JOHN THOMAS MARCELL and shall become effective at 12 o'clock noon _, 2009. April б January 28 2009. IT IS SO ORDERED JEFF DAVI Real Ratate Commissioner

Department of Real Estate 320 West 4th Street, Ste. 350 FILED Los Angeles, California 90013-1105 3 (213) 576-6911 (direct) Telephone: SEP - 2 2008 -or-(213) 576-6982 (office) 4 DEPARTMENT OF REAL ESTATE 5 6 7 8 BEFORE THE DEPARTMENT OF REAL ESTATE 9 STATE OF CALIFORNIA 10 11 No. H-35261 LA In the Matter of the Accusation of 12 13 ACCUSATION BETTER MORTGAGE BROKERS INC. doing business as Compass Realty; 14 and JOHN THOMAS MARCELL, individually and as designated 15 officer of Better Mortgage Brokers Inc. 16 17 Respondents. 18 19 The Complainant, Robin Truillo, a Deputy Real Estate 20 Commissioner of the State of California, for cause of Accusation 21 against BETTER MORTGAGE BROKERS INC. dba Compass Realty; and JOHN 22 THOMAS MARCELL aka John T. Marcell, individually and as 23 designated officer of Better Mortgage Brokers Inc., alleges as 24 25 follows:

ELLIOTT MAC LENNAN, SBN 66674

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The Complainant, Robin Trujillo, acting in her official capacity as a Deputy Real Estate Commissioner of the State of California, makes this Accusation against BETTER MORTGAGE BROKERS INC. and JOHN THOMAS MARCELL.

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All references to the "Code" are to the California
Business and Professions Code and all references to "Regulations"
are to Title 10, Chapter 6, California Code of Regulations.

LICENSE HISTORY

3.

A. At all times mentioned, BETTER MORTGAGE BROKERS INC. ("BMBI") was licensed or had license rights issued by the Department of Real Estate ("Department") as a restricted real estate broker. On December 13, 1985, BMBI was originally licensed as a corporate real estate broker.

On November 29, 1989, in case number H-23497 LA, BMBI's broker license was revoked with right to a restricted broker license, as more fully set forth below in Paragraph 11.

On November 30, 1988, in case number H-23499 LA, an Order To Desist And Refrain was filed against Respondents BMBI and JOHN THOMAS MARCELL, as more fully set forth below in Paragraph 12.

B. At all times mentioned, JOHN THOMAS MARCELL ("MARCELL") was licensed or had license rights issued by the Department as a real estate broker. On July 13, 1999, MARCELL was originally licensed as a real estate salesperson. On March

9, 1993, MARCELL was originally licensed as a real estate broker. On May 13, 1994, MARCELL was originally licensed as the designated officer or BMBI; and C. At all times material herein, BMBI was licensed by the Department as a corporate restricted real estate broker by and through MARCELL, as the designated officer and broker responsible, pursuant to Code Section 10159.2 of the Business and Professions Code for supervising the activities requiring a real estate license conducted on behalf BMBI of by BMBI's officers, agents and employees, including MARCELL. BROKERAGE BETTER MORTGAGE BROKERS INC. 4. At all times mentioned, in the City of Upland, County of Los Angeles, BMBI acted as a real estate broker and conducted licensed activities within the meaning of: A. Code Section 10131(d). BMBI operated a mortgage and loan brokerage dba Compass Realty; and In addition, BMBI conducted broker-controlled escrows through its 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. 111

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AUDIT EXAMINATION

BETTER MORTGAGE BROKERS INC.

5.

On August 15, 2008, the Department completed an audit examination of the books and records of BMBI pertaining to the mortgage and loan and broker-escrow activities described in Paragraph 4 that require a real estate license. The audit examination covered a period of time beginning on September 1, 2005 to February 29, 2008. 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 070289 and LA 070338 and the exhibits and work papers attached to said audit report.

TRUST ACCOUNT

6.

At all times mentioned, in connection with the activities described in Paragraph 4, above, BMBI accepted or received funds including funds in trust (hereinafter "trust funds") from or on behalf of actual or prospective parties, including lenders, borrowers, homeowners and escrow holders, to mortgage loan transactions handled by BMBI 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 BMBI in the bank account as follows:

deposited and/or maintained by BMBI in the bank account as follows:

"Better Mortgage Brokers Inc. dba Escrow Division Trust Account Account No. 233130362"
Citizens Business Bank
Ontario, CA 91762 (escrow trust account)

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 BMBI and MARCELL, acted in violation of the Code and the Regulations in that they:

(a)(1) Failed to a record trust deed or an assignment naming the lender Jon Savich and Linda Gin as beneficiaries for buyer-borrower Mark Nourse for the vacant land (APN-0183-121-03-000) located in Barstow, California, secured by a trust deed on the aforesaid real property, thus releasing the invested funds to borrower Mark Nourse without ever recording a trust deed securing such loan or without ever recording the full amount of a trust deed securing such loan within ten (10) working days after receipt of funds from lenders Savich and Gin, in violation of Code Sections 10234 and 10177(g).

(a)(2) Failed to deliver conformed copies of the Mark

Nourse deed of trust to the lender, Jon Savich and Linda Gin, and
the borrower, Mark Nourse, within a reasonable amount of time

from the date of recording, in violation of Code Section 10234.5.

(b) Failed to disclose in writing to all parties of 1 BMBI's financial interest and ownership of its escrow division, 2 as required by Code Section 10176(g) and Regulation 2950(h). (c)(1) Failed to retain a true and correct copy of a 4 Department of Real Estate approved Mortgage Loan Disclosure 5 Statement signed by the broker for borrower Mark Nourse, in violation of Code Section 10240; and 7 Failed to disclose yield spread premiums from 8 (c)(2) lenders on the approved Mortgage Loan Disclosure Statement for 9 the borrowers Dan Markey and Frederick Gallegos, in violation of 10 11 Code Section 10240, 10241 and Regulation 2840.1. 12 (d) Failed to maintain an adequate control record in 13 the form of a columnar record in chronological order of all trust 14 funds received, deposited and disbursed by the escrow trust fund, 15 in the form of credit report or appraisal fees collected along 16 with commissions by BMBI, as required by Code Section 10145 and 17 Regulations 2831, 2950(d) and 2951. 18 (e) Failed to maintain a separate record for each 19 beneficiary or transaction, thereby failing to account for all 20 trust funds received, deposited and disbursed for the escrow 21 trust account, including appraisal fees collected along with 22 commissions, as required by Code Section 10145 and Regulations 23 2831.1, 2950(d) and 2951. 24 (f) Failed to place credit report fees collected from 25 borrowers at close of escrow into BMBI's escrow trust account in 26 the name of the broker as trustee at a bank or other financial 27 6

institution, in violation of Code Section 10145 of the Code and Regulations 2832(a), 2950(d) and 2951. BMBI did not pay credit 2 report companies prior to the close of escrow for escrow fees collected along with commissions. DISCIPLINARY STATUES AND REGULATIONS 5 8. 6 The conduct of Respondents BMBI and MARCELL described 7 in Paragraph 7, above, violated the Code and the Regulations as 8 set forth below: 10 PROVISIONS VIOLATED PARAGRAPH 11 12 Code Sections 10234, 10234.5 and 7(a) 13 10177 (g) 14 15 Code Section 10176(g) and 16 7(b) 17 Regulation 2950(h) 18 19 Code Sections 10240 and 10241 and 7(c) 20 Regulation 2840.1 21 22 23 Code Section 10145 and Regulations 7 (d) 24 2831, 2950(d) and 2951 25 26

7(f)

Code Section 10145 and Regulations 2832(a), 2950(d) and 2951

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The foregoing violations constitute cause for the suspension or revocation of the real estate license and license rights of BMBI and MARCELL, under the provisions of Code Sections 10176(g), 10177(d) and/or 10177(g).

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The overall conduct of Respondents BMBI and MARCELL constitutes negligence or incompetence. This conduct and violation are cause for the suspension or revocation of the real estate license and license rights of Respondents BMBI and MARCELL

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pursuant to Code Section 10177(g).

The overall conduct of Respondent MARCELL constitutes a failure on his part, as officer designated by a corporate broker licensee, to exercise the reasonable supervision and control over the licensed activities of BMBI as required by Code Section 10159.2, and to keep BMBI in compliance with the Real Estate Law, and is cause for the suspension or revocation of the real estate license and license rights of MARCELL pursuant to the provisions of Code Section 10177(h).

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PRIOR DEPARTMENT ACTION

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On November 15, 1988, in Case No. H-23497 LA, an Accusation was filed against Respondents BETTER MORTGAGE BROKERS INC. and JOHN THOMAS MARCELL, that resulted in discipline by revocation with right to a restricted license for violations of Code Sections 10137 and 10177(g), effective June 13, 1991. date, BETTER MORTGAGE BROKERS INC. remains restricted.

12.

On November 30, 1988, in Case No. H-23499 LA, an ORDER TO DESIST AND REFRAIN was filed against Respondents BETTER MORTGAGE BROKERS INC. and JOHN THOMAS MARCELL, inter alia, under Section 10086 of the Code (Engaging in Prohibited Activity, Order to Desist and Refrain) for violations of Code Section 10130, 10137, 10159.2, 10177(h) and 10240 and Sections 2731,2830, 2834 and 2950(h) of Title 10, Chapter 6, California Code of Regulations.

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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 BETTER MORTGAGE BROKERS INC. dba Compass Realty, and JOHN THOMAS MARCELL, 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 this 28 day Thomas Marcelles, California Deputy Real Estate Commissioner

cc: Better Mortgage Brokers Inc. c/o John Thomas Marcell D.O. Robin Trujillo Sacto Audits - Darryl M. Thomas