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1 Department of Real Estate  
2 320 West 4th Street, Suite 350  
3 Los Angeles, California 90013-1105

DEC 15 2011

4 Telephone: (213) 576-6982

DEPARTMENT OF REAL ESTATE  
BY: *Guadalupe Valencia*

8 BEFORE THE DEPARTMENT OF REAL ESTATE

9 STATE OF CALIFORNIA

10 \* \* \* \*

11 To:	)	No. H-37737 LA
	)	
12 SANTA BARBARA MANAGEMENT,	)	<u>ORDER TO DESIST</u>
13 GLOBAL AMERICA, GLOBAL TEAM	)	<u>AND REFRAIN</u>
14 CONSULTING, USA HOME RECOVERY	)	
15 SERVICE, MIKE AGUILAR, FELIPE	)	
16 CARLOS SEGOVIA, DHELMY FLORES,	)	(B&P Code Section 10086)
VICKY SANTOS and FRANCISCO	)	
17 SANTANA.	)	

18 The Commissioner ("Commissioner") of the California Department of Real Estate  
19 ("Department") caused an investigation to be made of the activities of SANTA BARBARA  
20 MANAGEMENT, GLOBAL AMERICA, GLOBAL TEAM CONSULTING, USA HOME  
21 RECOVERY SERVICE, MIKE AGUILAR, FELIPE CARLOS SEGOVIA, DHELMY  
22 FLORES, VICKY SANTOS and FRANCISCO SANTANA. Based on that investigation the  
23 Commissioner has determined that SANTA BARBARA MANAGEMENT, GLOBAL  
24 AMERICA, GLOBAL TEAM CONSULTING, USA HOME RECOVERY SERVICE, MIKE  
25 AGUILAR, FELIPE CARLOS SEGOVIA, DHELMY FLORES, VICKY SANTOS and  
26 FRANCISCO SANTANA have engaged in, or are engaging in, acts, or are attempting to engage  
27 in the business of, acting in the capacity of, and/or advertising or assuming to act as real estate

1 brokers in the State of California within the meaning of Business and Professions Code Sections  
2 10131(d) (soliciting or negotiating loans or collecting payments or performing services for  
3 borrowers in connection with loans secured by real property) and 10131.2 (advance fee  
4 handling).

5 In addition, based on that investigation, the Commissioner has determined that  
6 SANTA BARBARA MANAGEMENT, GLOBAL AMERICA, GLOBAL TEAM  
7 CONSULTING, USA HOME RECOVERY SERVICE, MIKE AGUILAR, FELIPE CARLOS  
8 SEGOVIA, DHELMY FLORES, VICKY SANTOS and FRANCISCO SANTANA have  
9 engaged in, or are engaging in, acts, or are attempting to engage in practices constituting  
10 violations of the California Business and Professions Code (“Code”) and/or Title 10, California  
11 Code of Regulations (“Regulations”). Based on the findings of that investigation, set forth  
12 below, the Commissioner hereby issues the following Findings of Fact, Conclusions of Law, and  
13 Desist and Refrain Order under the authority of Section 10086 of the Code.

14 FINDINGS OF FACT

15 1. SANTA BARBARA MANAGEMENT, GLOBAL AMERICA,  
16 GLOBAL TEAM CONSULTING, USA HOME RECOVERY SERVICE, MIKE AGUILAR,  
17 FELIPE CARLOS SEGOVIA, DHELMY FLORES, VICKY SANTOS and FRANCISCO  
18 SANTANA are not now, nor have they ever been, licensed by the Department in any capacity.

19 2. At the times set forth below SANTA BARBARA MANAGEMENT,  
20 GLOBAL AMERICA, GLOBAL TEAM CONSULTING, USA HOME RECOVERY  
21 SERVICE, MIKE AGUILAR, FELIPE CARLOS SEGOVIA, DHELMY FLORES, VICKY  
22 SANTOS and FRANCISCO SANTANA negotiated to do one or more of the following acts for  
23 another or others, for or in expectation of compensation: engaged in the business of, acted in the  
24 capacity of, or advertised a loan modification and negotiation service and advance fee brokerage  
25 with respect to loans which were secured by liens on real property for compensation or in  
26 expectation of compensation and for fees collected in advance of the transactions:  
27

Victim	Address	Date	Company	Salesperson	Amount Paid
Vilma H.	11721 Freeman Avenue, Hawthorne, CA 90250	1/17/2009	Global America	Mike Aguilar	\$1,500
Hector and Sylvia R.	8133 Coopergrove Avenue Pico Rivera, CA 90660	03/28/09 - 04/06/09	Global America	Mike Aguilar	\$2,000
Pablo M.	11925 East 169th Street Artesia, CA 90701	7/6/09 - 6/2/10	Global America	Mike Aguilar	\$3,334.50
Tomas R.	1132 East 54th Street Los Angeles, CA 90011	3/10/09 - 6/3/09	Global America	Mike Aguilar	\$6,000
Alejandro L.	567 Millbury Avenue La Puente, CA 91746	11/13/09 - 5/4/10	Global America Group, Santa Barbara Management	Mike Aguilar	\$16,500
Italo C.	7906 Walker Avenue, Cudahy, CA 90201	6/12/2009	Global America Group, Santa Barbara Management	Mike Aguilar	\$26,720
Maria P.	424 East 91st Street, Los Angeles, CA 90003	8/3/09 - 2/1/10	Global American	Felipe Segovia	\$9,491.92
Renato F.	8859 Hayvenhurst Avenue North Hills, CA 91343	varied	Global Team, Santa Barbara Management		\$12,665
Pedro J.	1204 South Andres #A Santa Barbara, CA 93102	5/30/2009 - 1/27/10	Santa Barbara Management	Francisco Santana	\$5,943
Gladys M.	1647 West 51st Street Place Los Angeles, CA 90062	1/28/10 - 4/30/10	Santa Barbara Management	Segovia	\$7,940.00
Brian B.	37311 47th Street, Palmdale, CA 93552	3/19/09 - 5/27/10	Santa Barbara Management	Mike Aguilar	\$9281
Juan H.	12550 Jacaranda Place Chino, CA 91710	unknown	Santa Barbara Management	Francisco Santana	\$10,000
Gustavo R.	2417 West California Street, Santa Ana, CA 92704	04/09/10 - 06/14/10	Santa Barbara Management		\$6,916
Juan C.	6230 Antioch Avenue Riverside, CA 92504	04/28/10 - 6/6/10	Santa Barbara Management		\$6,204
Anselmo G.	3520 Pomeroy Avenue Los Angeles, CA 90063	2/1/2010	Santa Barbara Management		\$9,000
Antonio & Maria R.	25 Amador Avenue Goleta, CA 93117	3/2/10 - 3/18/10	Santa Barbara Management	Vicky Santos, Mike Aguilar	13,253.40
Ricardo O.	5868 Samantha Place Riverside, CA 92509	4/17/2010	Santa Barbara Management	Dhelmy Flores	\$7,000
Sergio & Patricia M.	3402 Santa Clara Avenue Oxnard, CA 93036	3/5/10 - 4/5/10	Santa Barbara Management	Vicky Santos	\$13,201.40

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Miguel P.	538 Escalante Avenue, Shafter, CA 93263	4/16/10 - 5/31/10	Santa Barbara Management		\$4,840
Miguel H.	5352 Odell Street Riverside CA 92509	4/27/10 - 6/1/10	Santa Barbara Management		\$3,541.00
Carlos C.	3870 West Hazard Avenue Apt. B, Santa Ana, CA 92703	3/1/10 - 3/31/10	Santa Barbara Management	Felipe Carlos Segovia	\$4,531.65
Luz L.	2310 Jackson Street, Oxnard, CA 93033	4/30/10 - 6/9/10	Santa Barbara Management		\$9,180.00
Guadalupe M.	362 South Rancho Avenue San Bernardino, CA 92410	4/9/10 - 6/16/10	Santa Barbara Management	Dhelmy Flores	\$5,134
Francisco R.	5720 Kansas Street Houston, TX 77007	02/10 - 03/10	Santa Barbara Management		\$6,350.25
Antonio C.	13489 Bentwood Street Oak Hills, CA 92344	4/22/2010	Santa Barbara Management		\$5,123.00
Conrado M.	4855 Acacia Avenue, San Bernardino, CA 92407	9/1/10 - 9/25/10	Santa Barbara Management		\$2,560
Carlos N.	28280 Lakeview Avenue Moreno Valley ?	4/7/10 - 8/12/10	Santa Barbara Management		\$8,280
Jesus E.	8039 Pedley Road San Bernardino, CA 92410	5/17/10 - 7/2/10	Santa Barbara Management	Francisco Ramirez	\$4,295
David B.	1709 South Center Street, Santa Ana, CA 92704	4/1/2010	Santa Barbara Management	Felipe Carlos Segovia	\$2,500
Marcos A.	11058 Basye Street, El Monte, CA 91731	unknown	Santa Barbara Management	Felipe Carlos Segovia	\$3,100
Jaime S.	8835 Nogal Avenue, Whittier, CA 90606	3/24/2010	Santa Barbara Management	Felipe Carlos Segovia	\$5,800
Catarino P.	13554 Rexwood Avenue Baldwin Park, CA 91706	n/a	Santa Barbara Management	Dhelmy Flores	\$0
Abel G.	10336 Dorothy Avenue South Gate, CA 90280	4/21/09 - 6/10/10	Santa Barbara Management	Mike Aguilar	\$10,300
Jesus D.	1304 West "F" Street Ontario, CA 91762	4/26/10 - 5/3/10	Santa Barbara Management	Dhelmy Flores	\$3,000
Pablo D.	6285 Bonsallo Avenue Los Angeles, CA 90044	5/4/2009 - 5/24/10	Santa Barbara Management	Mike Aguilar	\$8,388
Isidro P.	20140 Haines Street Perris CA 92570	4/9/10 -	Santa Barbara Management	Dhelmy Flores	\$3,500
Jose D.	705 North Belden Avenue Rialto CA 92376	3/28/10 - 4/28/10	Santa Barbara Management		\$3,977
Victor C.	43-595 Brahea Court, Indio, CA 92201	n/a	Santa Barbara Management	n/a	\$0
Jose D.	1062 1st Street, Fillmore, CA 93015	5/20/2010	Santa Barbara Management		\$4,631.00
Jose S.	2755 Eucalyptus Drive Oxnard, CA 93036	9/25/2010	Santa Barbara Management	Felipe Carlos Segovia	\$11,945

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Eliseo and Rosa E.	3424 Hill Street, Huntington Park, CA 90255	1/27/2010 - 5/3/10	Santa Barbara Management	Felipe Carlos Segovia	\$5,654
Daniel and Reynalda T.	1508 East 49th Street, Los Angeles, CA 90011	6/1/2009	Santa Barbara Management	Mike Aguilar	\$9,000
Felix L.	8150 Sari Gabriel Avenue South Gate, CA 90280	2/16/2010	Santa Barbara Management	unknown	\$10,740.42
Martin C.	2747 South Cloverdale Los Angeles, CA 90016	unable to discern	Santa Barbara Management	Felipe Carlos Segovia	\$3,500.00
Caritina R.	1115 Indian Hill Boulevard, Pomona, CA 91767	5/10/2010	Santa Barbara Management		\$4,691.33
Tanya M.	3418 Hill Street Huntington Park, CA 90255	5/5/2010	Santa Barbara Management	Felipe Carlos Segovia	\$1,539.00
Felix M.	16478 Fontlee Lane Fontana, CA 92339	3/22/2010	Santa Barbara Management		\$6,311.51
Faviola J.	743 North Imperial Avenue Ontario, CA 91764	2/10/2010 - 6/2/10	Santa Barbara Management		\$10,000
Benito G.	7402 and 7404 Mace Place Los Angeles, CA 90001	unknown	Santa Barbara Management	Felipe Carlos Segovia	\$8,000
Sergio M.	1226 East 57th Street, Los Angeles, CA 90011	1/21/10 - 6/3/10	Santa Barbara Management	Mike Aguilar	\$9,800
Maria R.	9635 Otis Street, South Gate, CA 90280	1/26/10 - 5/5/10	Santa Barbara Management	Mike Aguilar	\$4,230.98
Felix C.	2724 Kaibab Avenue, Bakersfield, CA 93306	4/21/2010 - 6/1/10	Santa Barbara Management	Dhelmy Flores,	\$4,790
Carlos T.	11648 Villa Street Adelanto CA 92301	4/14/2010	Santa Barbara Management	Dhelmy Flores, Felipe Carlos,	\$3,092
Raul G.	904 West Award Drive, Colton, CA 92324	5/15/2010	Santa Barbara Management	Felipe Carlos Segovia	\$7,266
Vicente S.	8585 Limestone Drive, Riverside, CA 92504	5/1/2010	Santa Barbara Management		\$2,000
Mirna V.	1120 Orangewood Street Colton, CA 92324	11/16/09 - 7/1/10	Santa Barbara Management, Coast to Coast	Francisco Santana,	\$7,253
Rosa O.	1740 Junipero Avenue Long Beach, CA 90804	11/11/09 - 4/5/2010	Santa Barbara Management, Global America	Mike Aguilar	\$6,050
Maria A.	3127 East Avenue Q-14 Palmdale, CA 93065	5/14/10 - 8/4/10	Santa Barbara Management, Global Team		\$4,859
Ramon S.	2516 East 109th Street Los Angeles, CA 90059	6/2/2010	Santa Barbara Management		\$12,900
Candelaria T.	5379 Olive Avenue Long Beach, CA 90805	4/16/10 - 5/11/10	Santa Barbara Management		\$3,909

1	Gilberto C.	873 Amaya Drive Perris, CA 92571	9/4/09 - 2/1/10	Santa Barbara Management,	Francisco Santana	\$5,049.86
2				Santa Barbara Management, USA Home Recovery Service, Global Team Consulting	Felipe Carlos Segovia	\$6,366
3	Jesus B.	6832 Morehouse Chino, CA 91710	2/1/10 - 4/1/10	USA Home Recovery Service	Vicky Santos, Mike Aguilar	\$5,558
4	Felix R.	4320 Highland Avenue, Oxnard, CA 93033	5/24/10 - 7/28/10	USA Home Recovery Service / Santa Barbara Management	Vicky Santos	\$2,400
5	Alfonso V.	1368 South "G" Street Oxnard, CA 93033	11/25/09 - 1/04/10	USA Home Recovery Service, Santa Barbara Management		\$6,796
6	Juan M.	P.O. Box 3378 Fontana, CA 92334	10/01/09 - 5/1/10	USA Home Recovery Service, Santa Barbara Management	Vicky Santos, Felipe Carlos Segovia	\$8,777.16
7	Rogelio T.	4280 Carpinteria Avenue, #A, Carpinteria, CA 93013	11/28/09 - 5/26/10	Santa Barbara Management	Dhelmy Flores	\$6,185
8	Jorge B.	23475 Shady Glen Court, Moreno Valley, CA 92557	2/22/2010 - 5/28/10	Santa Barbara Management,	Felipe Carlos Segovia	\$5,536
9	Cliserio V.	74140 Desert Star Blvd. Palm Desert, CA 92260	10/29/2008 - 4/8/2010			

CONCLUSIONS OF LAW

3. Based on the information contained in Paragraphs 1 and 2 above, SANTA BARBARA MANAGEMENT, GLOBAL AMERICA, GLOBAL TEAM CONSULTING, USA HOME RECOVERY SERVICE, MIKE AGUILAR, FELIPE CARLOS SEGOVIA, DHELMY FLORES, VICKY SANTOS and FRANCISCO SANTANA violated Code Section 10130 by engaging in activities requiring broker licenses without first obtaining broker licenses from the Department.

DESIST AND REFRAIN ORDER

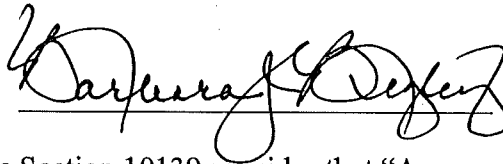
Based upon the FINDINGS OF FACT and CONCLUSIONS OF LAW stated herein, it is hereby ordered that SANTA BARBARA MANAGEMENT, GLOBAL AMERICA, GLOBAL TEAM CONSULTING, USA HOME RECOVERY SERVICE, MIKE AGUILAR,

1 FELIPE CARLOS SEGOVIA, DHELMY FLORES, VICKY SANTOS and FRANCISCO  
2 SANTANA, whether doing business under their own names, or any other names, or any  
3 fictitious names, are hereby ordered to immediately desist and refrain from performing any acts  
4 within the State of California for which a real estate broker license is required. In particular,  
5 they are ORDERED TO DESIST AND REFRAIN from:

- 6 1. charging, demanding, claiming, collecting and/or receiving advance fees, as  
7 that term is defined in Section 10026 of the Code, in any form, and under any  
8 conditions, with respect to the performance of loan modification or any other  
9 form of mortgage loan forbearance services in connection with loans on  
10 residential property containing four or fewer dwelling units; and
- 11 2. charging, demanding, claiming, collecting and/or receiving advance fees, as  
12 that term is defined in Section 10026 of the Code, for any of the other real  
13 estate related services offered to others.

14  
15 DATED: 12/7, 2011.

16  
17 BARBARA J. BIGBY  
Acting Real Estate Commissioner

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21 **Notice:** Business and Professions Code Section 10139 provides that "Any person acting as a  
22 real estate broker or real estate salesperson without a license or who advertises using words  
23 indicating that he or she is a real estate broker without being so licensed shall be guilty of a  
24 public offense punishable by a fine not exceeding twenty thousand dollars (\$20,000), or by  
25 imprisonment in the county jail for a term not to exceed six months, or by both fine and  
26 imprisonment; or if a corporation, be punished by a fine not exceeding sixty thousand dollars  
27 (\$60,000)."

cc: SANTA BARBARA MANAGEMENT  
3191 Temple Avenue, Suite 140  
Pomona, CA 91768

1 GLOBAL AMERICA  
GLOBAL TEAM CONSULTING  
2 7840 Firestone Boulevard, Suite 107 & 205  
Downey, CA 90241

3 USA HOME RECOVERY SERVICE  
4 18331 Gridley Road, Suite G  
5 Cerritos, CA 90703

6 MIKE AGUILAR  
18552 Waldorf Place  
7 Rowland Heights, CA 91748

8 FELIPE CARLOS SEGOVIA  
9 PO Box 3006  
Ontario, CA 91761

10 DHELMY FLORES  
11 10126 Keller Avenue  
Riverside, CA 92503

12 VICKY SANTOS  
13 600 Spring Road, Apt. 118  
14 Moorpark, CA 93021

15 FRANCISCO SANTANA  
750 East Third Street, Apt A14  
16 Pomona, CA 91766

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