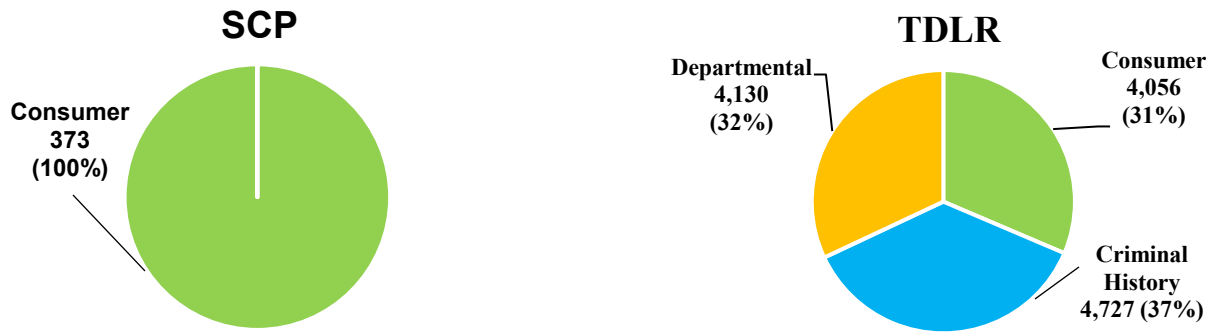


Service Contract Providers (SCP)

Key Statistics	SCP Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	533	1,019,176
Complaints Received by Source	755	134,663
Consumer complaints	711	12,216
Department initiated complaints	0	4,096
Criminal History Records reviewed for licensure	44	118,351
Cases Opened	373	12,913
Consumer	373	4,056
Departmental	0	4,130
Criminal History	0	4,727
Cases Closed	459	12,694
Consumer	457	4,467
Departmental	2	3,487
Criminal History	0	4,740
Average Time to Close (days)	465.00	206.68
% of Cases Resolved Within 6 Months	27.02%	64.46%
% of Cases Resulting in Disciplinary Action	3.70%	12.94%
% of Cases Not Resulting in Disciplinary Action	96.30%	87.06%
Open Cases Pending at End of Fiscal Year	577	7,651
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	SCP Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	17	1,643
Agreed Orders	4	918
Commission Orders	0	20
Default Orders	13	602
Denied by Operation of Law	0	6
Denial of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$1,308.82	\$3,095.17
Total Penalties Assessed	\$22,250.00	\$4,769,650
Total Penalties Collected	\$5,250.00	\$1,783,085
Total Disciplinary Suspensions and Revocations	0	171
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	0	5
Other Case Actions	SCP Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$183,357.71	\$808,739.25
Other Cases Closed without Disciplinary Actions	15	4,993
Informally Resolved	105	526
Insufficient Evidence	295	2,516
Warning Letters	22	2,939
Withdrawn by Complainant	5	77
Cease & Desist Orders	11	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



SCP Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Failed to meet financial or contract responsibility	329
Made false or misleading statements on forms	47
Failed to send a refund within required time	38
Operated without registration	19
Failed to provide copy of contract	7

SCP Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Operated without registration	3
Failed to send a refund within required time	1
Made false or misleading statements on forms	1
Forms failed to have Department information on contracts	1