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**BEFORE THE
BUREAU OF REAL ESTATE APPRAISERS
DEPARTMENT OF CONSUMER AFFAIRS
STATE OF CALIFORNIA**

In the Matter of the Accusation Against:

**COESTERVMS.COM INC.
555 Quince Orchard Road, Suite 650
Gaithersburg, MD 20878**

**Appraisal Management Company
Registration No. 1445**

Respondent.

Case No. L20190314-01

DEFAULT DECISION AND ORDER

[Gov. Code, §11520]

FINDINGS OF FACT

1. On or about April 25, 2019, Aaron Klinger, in his official capacity as the Chief of Enforcement of the Bureau of Real Estate Appraisers (“Complainant”), filed Accusation No. L20190314-01 against CoesterVMS.com Inc. (“Respondent”) before the Bureau of Real Estate Appraisers. (Accusation attached as Exhibit A).

2. On or about December 22, 2010, the Bureau of Real Estate Appraisers (“Bureau”) (formerly the Office of Real Estate Appraisers) issued Appraisal Management Company Registration No. 1445 to Respondent. The Appraisal Management Company Registration was in

1 full force and effect at all times relevant to the charges brought in Accusation No. L20190314-01
2 and will expire on December 22, 2020, unless renewed.

3 3. On or about April 26, 2019, Respondent was served by Certified and First Class Mail
4 copies of the Accusation No. L20190314-01, Statement to Respondent, Notice of Defense,
5 Request for Discovery, and Discovery Statutes (Government Code sections 11507.5, 11507.6,
6 and 11507.7) at Respondent's address of record which, pursuant to Title 10, California Code of
7 Regulations, section 3527, is required to be reported and maintained with the Bureau.

8 Respondent's address of record was and is:

9 555 Quince Orchard Road, Suite 650

10 Gaithersburg, MD 20878

11 4. Service of the Accusation was effective as a matter of law under the provisions of
12 Government Code section 11505(c) and/or Business and Professions Code section 124.

13 5. Government Code section 11506(c) states, in pertinent part:

14 (c) The respondent shall be entitled to a hearing on the merits if the respondent
15 files a notice of defense . . . and the notice shall be deemed a specific denial of all
16 parts of the accusation . . . not expressly admitted. Failure to file a notice of defense
17 . . . shall constitute a waiver of respondent's right to a hearing, but the agency in its
18 discretion may nevertheless grant a hearing.

19 6. The Bureau takes official notice of its records and the fact that Respondent failed to
20 file a Notice of Defense within 15 days after service upon them of the Accusation, and therefore
21 waived their right to a hearing on the merits of Accusation No. L20190314-01.

22 7. California Government Code section 11520(a) states, in pertinent part:

23 (a) If the respondent either fails to file a notice of defense . . . or to appear at
24 the hearing, the agency may take action based upon the respondent's express
25 admissions or upon other evidence and affidavits may be used as evidence without
26 any notice to respondent

27 8. Pursuant to its authority under Government Code section 11520, the Bureau finds
28 Respondent is in default. The Bureau will take action without further hearing and, based on the
relevant evidence contained in the Default Decision Evidence Packet in this matter, as well as
taking official notice of all the investigatory reports, exhibits and statements contained therein on

1 file at the Bureau's offices regarding the allegations contained in Accusation No. L20190314-01,
2 finds that the charges and allegations in Accusation No. L20190314-01, are separately and
3 severally, found to be true and correct by clear and convincing evidence.

4 9. The Bureau finds that the actual costs for Investigation and Enforcement are \$2,808.37 as
5 of May 17, 2019.

6 **DETERMINATION OF ISSUES**

7 1. Based on the foregoing findings of fact, Respondent CoesterVMS.com Inc. has
8 subjected its Appraisal Management Company Registration No. 1445 to discipline.

9 2. The agency has jurisdiction to adjudicate this case by default.

10 3. The Bureau of Real Estate Appraisers is authorized to revoke Respondent's Appraisal
11 Management Company Registration based upon the following violations alleged in the
12 Accusation which are supported by the evidence contained in the Default Decision Evidence
13 Packet in this case:

14 a. **FIRST CAUSE FOR DISCIPLINE**

15 (Failure to Include Terms of Payment in Engagement Letters)

16 4. Respondent is subject to disciplinary action under section California Code of
17 Regulations, title 10, section 3721, subdivision (a)(7), in that Respondent violated section
18 11345.3(e) of the Code by failing to engage appraisal panel members with an engagement letter
19 that included terms of payment, as more fully described in the Accusation.

20 b. **SECOND CAUSE FOR DISCIPLINE**

21 (Failure to Submit Information Related to an Investigation)

22 5. Respondent is subject to disciplinary action under California Code of Regulations,
23 title 10, section 3721, subdivision (a)(7), in that Respondent violated section 11328.1 of the Code
24 by failing to submit information related to a Bureau investigation of prohibited activities after
25 request, as more fully described in the Accusation.

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1 **ORDER**

2 IT IS SO ORDERED that Appraisal Management Company Registration No. 1445, issued
3 to Respondent CoesterVMS.com Inc., is revoked.

4 **Cost Recovery.** After reviewing its files and records, the Bureau finds that the reasonable
5 cost of investigation and enforcement of Accusation No. L20190314.07 is \$2,808.37. Pursuant to
6 Business and Professions Code section 11409, subdivision (a), the Bureau orders that Respondent
7 pay the full investigation and enforcements costs to the Bureau. However, the Bureau will forgo
8 its right to recover these costs at this time. Should Respondent apply in the future for any license
9 issued by the Bureau, said costs of investigation and enforcement will become due and payable
10 before any new or reinstated license will be issued to Respondent.

11 **Administrative Fine.** Pursuant to Business and Professions Code section 11316,
12 Respondent is ordered to pay the Bureau an administrative fine in the amount of \$10,000.00. If
13 the fine is not paid, the full amount of the assessed fine shall be added to any fee for reinstatement
14 of a license.

15 Pursuant to Government Code section 11520, subdivision (c), Respondent may serve a
16 written motion requesting that the Decision be vacated and stating the grounds relied on within
17 seven (7) days after service of the Decision on Respondent. The agency in its discretion may
18 vacate the Decision and grant a hearing on a showing of good cause, as defined in the statute.

19 This Decision shall become effective on 6-18-19.

20 It is so ORDERED 6-3-19

21
22 **ORIGINAL SIGNED**

23 CHIEF OF THE BUREAU OF REAL ESTATE
24 APPRAISERS
25 DEPARTMENT OF CONSUMER AFFAIRS

26 53424168.DOCX
27 DOJ Matter ID:LA2019501122

28 Attachment:
Exhibit A: Accusation

Exhibit A

Accusation

1 XAVIER BECERRA
Attorney General of California
2 SHAWN P. COOK
Supervising Deputy Attorney General
3 MARIO CUAHUTLE
Deputy Attorney General
4 State Bar No. 305067
300 So. Spring Street, Suite 1702
5 Los Angeles, CA 90013
Telephone: (213) 269-6615
6 Facsimile: (213) 897-2804
Attorneys for Complainant
7

8 **BEFORE THE**
9 **BUREAU OF REAL ESTATE APPRAISERS**
10 **DEPARTMENT OF CONSUMER AFFAIRS**
11 **STATE OF CALIFORNIA**

12 In the Matter of the Accusation Against:

Case No. L20190314-01

13 **COESTERVMS.COM INC.**
14 **555 Quince Orchard Road, Suite 650**
Gaithersburg, MD 20878

ACCUSATION

15 **Appraisal Management Company**
16 **Registration No. 1445**

17 Respondent.

18 Complainant alleges:
19

20 **PARTIES**

21 1. Aaron Klinger, acting on behalf of the Bureau of Real Estate Appraisers
22 (“Complainant”), Department of Consumer Affairs, brings this Accusation solely in his official
23 capacity as Chief of Enforcement for Complainant.

24 2. On or about December 22, 2010, the Bureau of Real Estate Appraisers (formerly
25 Office of Real Estate Appraisers) issued Appraisal Management Company Registration Number
26 1445 to CoesterVMS.com Inc. (“Respondent”). The Appraisal Management Company
27 Registration was in full force and effect at all times relevant to the charges brought herein and
28 will expire on December 22, 2020, unless renewed.

1 7. Business and Professions Code section 11301 states:

2 “(a)(1) There is hereby created within the Department of Consumer Affairs a Bureau of
3 Real Estate Appraisers to administer and enforce this part.

4 (b) Whenever the term “Office of Real Estate Appraisers” appears in any other law, it
5 means the “Bureau of Real Estate Appraisers.”

6 8. Business and Professions Code section 11316, subdivision (a) states:

7 “(a) The director may assess a fine against a licensee, applicant for licensure, person who
8 acts in a capacity that requires a license under this part, course provider, applicant for course
9 provider accreditation, or a person who, or entity that, acts in a capacity that requires course
10 provider accreditation for violation of this part or any regulations adopted to carry out its
11 purposes.”

12 9. Business and Professions Code section 11314 states, in pertinent part: “The office is
13 required to include in its regulations requirements for licensure and discipline of real estate
14 appraisers that ensure protection of the public interest.”

15 10. California Code of Regulations, title 10, section 3721 states:

16 “(a) The Chief may issue a citation, order of abatement, assess a fine or private or public
17 reproval, suspend or revoke any license or Certificate of Registration, and/or may deny the
18 issuance or renewal of a license or Certificate of Registration of any person or entity acting in a
19 capacity requiring a license or Certificate of Registration who has:

20 “(1) Been convicted of a felony or any crime which is substantially related to the
21 qualifications, functions, or duties of the profession of real estate appraisal;

22 “(2) Done any act involving dishonesty, fraud or deceit with the intent to benefit himself or
23 another, or to injure another;

24 “(3) Been convicted for a commission or solicitation of a criminal act which involved or
25 threatened bodily harm to others;

26 “(4) Done any act which if done by the holder of a license to practice real estate appraisal
27 would be grounds for revocation or suspension of such license;

28 ///

1 “(5) Knowingly made a false statement of material fact required to be disclosed in an
2 application for a license authorizing the practice of real estate appraisal;

3 “(6) Violated any provision of USPAP;

4 “(7) Violated any provision of the Real Estate Appraisers’ Licensing and Certification Law,
5 Part 3 (commencing with Section 11300) of Division 4 of the Business and Professions Code, or
6 regulations promulgated pursuant thereto; or any provision of the Business and Professions Code
7 applicable to applicants for or holders of licenses authorizing appraisals;

8 “(8) Been prohibited from participating in the affairs of an insured depository institution
9 pursuant to Section 19(a) of the Federal Deposit Insurance Act (12 U.S.C. Section 1829.); or

10 “(9) Submitted a financial instrument to BREA for the payment of any fee, fine or penalty
11 which instrument is subsequently dishonored by the issuing institution due to an act or omission
12 of that person.

13 “(b) Before issuing any private or public reproof or denying, suspending, or revoking any
14 license or Certificate of Registration issued or issuable under the provisions of the Real Estate
15 Appraisers Licensing and Certification Law or these regulations, the Bureau shall proceed as
16 prescribed by Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of
17 the Government Code (the Administrative Procedure Act) and the Bureau shall have all the
18 powers granted therein.

19 “(c) Any person issued a citation containing a fine or order of abatement may contest the
20 citation by filing a written notice with the Bureau within 30 calendar days that states with
21 specificity the basis of the appeal. Upon receipt of such notice, the Bureau shall proceed as
22 prescribed by Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of
23 the Government Code (the Administrative Procedure Act) and the Bureau shall have all the
24 powers granted therein.”

25 11. California Code of Regulations, title 10, section 3724 states:

26 “(a) Where the Chief has verified a notice of acts or omissions by a licensed appraiser,
27 Registrant or person or entity acting in a capacity requiring a license or Certificate of Registration
28 which constitute a violation of statute, regulation or USPAP, he/she may issue a citation in

1 writing which describes with particularity the nature of the violation and including specific
2 reference to the law, regulation or professional practice standard determined to have been
3 violated. The citation may include a notice of abatement fixing a reasonable period of time for
4 abatement of the violation, assessment of private or public reproof, suspension, revocation,
5 restriction of license, fine or any combination of these actions.

6 “(b) Fines shall not exceed \$10,000 per incident. In assessing a fine, the Chief shall give
7 due consideration to:

8 “(1) The gravity of the violation;

9 “(2) The good or bad faith of the person cited;

10 “(3) The history of previous violations;

11 “(4) Evidence that the violation was willful;

12 “(5) The extent to which the cited person has cooperated with the Bureau;

13 “(6) The extent to which the cited person has mitigated or attempted to mitigate any loss or
14 potential loss caused by the violation; and

15 “(7) Such other matters as the Chief determines are in the interest of justice.

16 “(c) Citations issued hereunder shall be subject to review as provided in subsection (b) of
17 Section 3721.”

18 12. California Code of Regulations section 3725 states:

19 “Where the Chief determines that a person is acting in the capacity of a licensee under the
20 jurisdiction of the Bureau in violation of Section 11320 of the Business and Professions Code,
21 and said person commits acts or omissions which constitute a violation of statute or these
22 regulations, the Chief may issue a citation to that person in accordance with Section 3724. Any
23 sanction authorized under this section shall be separate from and in addition to any other civil or
24 criminal remedies.”

25 13. Business and Professions Code section 11328.1 states, in pertinent part:

26 “If the director has a reasonable belief that a registrant, or person or entity acting in a
27 capacity that requires a certificate of registration, has engaged in activities prohibited under this
28 part, he or she may submit a written request to the registrant, person, or entity, requesting copies

1 of written material related to his or her investigation. Any registrant, person, or entity receiving
2 a written request from the director for information related to an investigation of prohibited
3 activities shall submit that information to the director or the office within a reasonable period of
4 time, which shall be specified by the director in his or her written request. Any material
5 submitted shall be kept confidential by the director and the office.”

6 14. Business and Professions Code section 11345.3 states:

7 “All appraisal management companies shall do all of the following:

8
9 (a) Ensure that all contracted appraisal panel members possess all required licenses and
10 certificates from the office.

11 (b) Establish and comply with processes and controls reasonably designed to ensure that
12 the appraisal management company, in engaging an appraiser, selects an appraiser who is
13 independent of the transaction and who has the requisite license, education, expertise, and
14 experience necessary to competently complete the appraisal assignment for the particular market
15 and property type.

16 (c) Direct the appraiser to perform the assignment in accordance with the Uniform
17 Standards of Professional Appraisal Practice.

18 (d) Establish and comply with processes and controls reasonably designed to ensure that
19 the appraisal management company conducts its appraisal management services in accordance
20 with the requirements of Section 129E(a) through (i) of the Truth in Lending Act, 15 U.S.C.
21 1639e(a) through (i) , and regulations thereunder.

22 (e) Engage appraisal panel members with an engagement letter that shall include terms of
23 payment.

24 (f) Appraisal management companies shall maintain all of the following records for each
25 service request:

26
27 (1) Date of receipt of the request.

28 (2) Name of the person from whom the request was received.

1 (3) Name of the client for whom the request was made, if different from the name of the
person from whom the request was received.

2 (4) The appraiser or appraisers assigned to perform the requested service.

3 (5) Date of delivery of the appraisal product to the client.

4 (6) Client contract.

5 (7) Engagement letter.

6 (8) The appraisal report.”

7
8
9 **COST RECOVERY PROVISION**

10 15. Business and Professions Code section 11409, subdivision (a) states:

11 “Except as otherwise provided by law, any order issued in resolution of a disciplinary
12 proceeding may direct a licensee, applicant for licensure, person who acts in a capacity that
13 requires a license under this part, registrant, applicant for a certificate of registration, course
14 provider, applicant for course provider accreditation, or a person who, or entity that, acts in a
15 capacity that requires course provider accreditation found to have committed a violation or
16 violations of statutes or regulations relating to real estate appraiser practice to pay a sum not to
17 exceed the reasonable costs of investigation, enforcement, and prosecution of the case.”

18 **FACTS**

19 16. Respondent is an appraisal management company (“AMC”). The primary function of
20 an AMC is to contract for appraisal services, typically from appraiser licensees. This function is
21 done on behalf of a third-party, which is typically a housing lender.

22 17. On or about August 9, 2018, the Bureau received a complaint for non-payment of two
23 (2) appraisal assignments from appraiser licensee M.H. The engagement letters for these
24 assignments with M.H. did not include terms of payment.

25 18. On or about October 18, 2018, the Bureau received a complaint for non-payment of
26 two (2) appraisal assignments from appraiser licensee J.S. The engagement letters for these
27 assignments with J.S. did not include terms of payment. On or about November 7, 2018, the
28 Bureau mailed Respondent a letter notifying Respondent that they would be investigating

1 potential violations of the law and requested information pursuant to section 11328.1 of the Code.
2 As of the date of this filing, the Bureau has received no response from Respondent.

3 19. On or about December 19, 2018, the Bureau again mailed Respondent a letter
4 notifying Respondent that they would be investigating potential violations of the law and
5 requested information pursuant to section 11328.1 of the Code. As of the date of this filing, the
6 Bureau has received no response from Respondent.

7 20. On or about November 6, 2018, the Bureau received a complaint for non-payment of
8 three (3) appraisal assignments from appraiser licensee G.D. On or about November 30, 2018,
9 the Bureau mailed Respondent a letter notifying Respondent that they would be investigating
10 potential violations of the law and requesting information pursuant to section 11328.1 of the
11 Code. As of the date of this filing, the Bureau has received no response from Respondent.

12 **FIRST CAUSE FOR DISCIPLINE**

13 **(Failure to Include Terms of Payment in Engagement Letters)**

14 21. Respondent is subject to disciplinary action under section California Code of
15 Regulations, title 10, section 3721, subdivision (a)(7), in that Respondent violated section
16 11345.3(e) of the Code by failing to engage appraisal panel members with an engagement letter
17 that included terms of payment.

18 22. Complainant incorporates the allegations of paragraphs 15 through 19 as set forth
19 herein.

20 **SECOND CAUSE FOR DISCIPLINE**

21 **(Failure to Submit Information Related to an Investigation)**

22 23. Respondent is subject to disciplinary action under California Code of Regulations,
23 title 10, section 3721, subdivision (a)(7), in that Respondent violated section 11328.1 of the Code
24 by failing to submit information related to a Bureau investigation of prohibited activities after
25 request. The circumstances are as follows:

26 24.. Complainant incorporates the allegations of paragraphs 15 through 19 as set forth
27 herein.

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PRAYER

WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged, and that following the hearing, the Chief of the Bureau of Real Estate Appraisers issue a decision:

1. Revoking or suspending Appraisal Management Company Registration Number 1445, issued to CoesterVMS.com Inc.
2. Ordering CoesterVMS.com Inc. to pay the Bureau of Real Estate Appraisers the reasonable costs of the investigation and enforcement of this case, pursuant to Business and Professions Code section 11409;
3. Ordering CoesterVMS.com Inc. to pay the Bureau of Real Estate Appraisers a fine in the amount of \$10,000.00 pursuant to Business and Professions Code section 11316; and
4. Taking such other and further action as deemed necessary and proper.

DATED: 4/25/2019

ORIGINAL SIGNED

AARON KLINGER
Chief of Enforcement
Bureau of Real Estate Appraisers
Department of Consumer Affairs
State of California
Complainant

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