



pennsylvania
DEPARTMENT OF BANKING
AND SECURITIES

Working with the PA Department of Banking and Securities

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Today we will cover:

- ✓ Overview of the Department of Banking and Securities (“DoBS”)
- ✓ Four separate “deputates”
- ✓ Consumer Services
- ✓ Investor Education
- ✓ Consumer Outreach
- ✓ Partnerships



Our Mission:

The Pennsylvania Department of Banking and Securities regulates financial services and works to ensure consumers and businesses are well-informed about the marketplace.



“The Four Deputates”

Depository



Non-Depository



Securities



Financial Services



Depository

An institution that holds its customers' money on deposit and uses that money to make loans to other parties for profit.



- **State or federally regulated**
- **Over 200 state chartered institutions**

Non-Depository

Non-bank lenders, companies and individuals that are licensed and supervised by the DoBS

Over 22,000 licensees

Mortgage Lenders/Brokers

Check Cashing Companies

Collector Repossessors (cars)

Car Dealerships (that offer financing)

Debt Settlement Companies

Consumer Discount Companies

Money Transmitters

Debt Management Companies

Pawn Brokers



Securities

Investment professionals, investment firms, securities registered for sale in Pennsylvania

- **More than 220,000 registrations in all**



Financial Services

Staff reaches out to community groups, schools, senior citizens groups, military and veterans groups, and businesses across Pennsylvania to talk and listen about the delivery of financial services and products.

Two Offices:

- Consumer Services
- Investor Education and Consumer Outreach



Consumer Services



Investigate a License or File a Complaint

www.dobs.pa.gov

1.800.PA.BANKS (800.722.2657)

Verify your company or the professional you are working with is properly licensed.

File a complaint about a company we regulate.



Connect ... Learn ... Contact

*Need a translator?
We have a language line*

What happens when you contact us?

- ✓ Consumer calls and talks to a representative
 - *To verify a license or file a complaint*
 - *A live person answers the phone or we return calls within 24 hours.*
- ✓ Submits written complaint with supporting documentation
- ✓ Forward to company along with letter from consumer services rep – 30 days to respond

What's Next?

- ✓ Review response
 - *If appropriate forward to compliance, investigations, examinations, etc.*
- ✓ Draft letter and forward to consumer

No Wrong Door...

Knowing where to call for help can be a challenge. Our staff are aware of this and if you are calling the wrong agency, we will happily point you in the right direction.

In 2015, our Consumer Services professionals referred callers to:

- More than 10 federal agencies
 - 5 agencies in other states
- 20 agencies within the Commonwealth

Common Complaints

- ✓ They are facing foreclosure and cannot reach the lender
- ✓ They have overdrawn their checking account
- ✓ There is a problem with a wire transfer and changes need to be made
- ✓ They have had their identity stolen and do not know what to do
- ✓ They have payday loans and cannot afford to pay them

Investor Education and Consumer Outreach

a  well-informed
Marketplace

Our Programs

Contact us today
to learn more or
schedule an event.



Campaign for Wise & Safe Investing

Seniors and Caregivers

A statewide outreach program in partnership with the Pennsylvania AARP Consumer Issues Task Force that provides retirees and senior citizens information on how to recognize, avoid, and report financial fraud and abuse. Community presentations are offered through a grant from the Investor Protection Trust.



Consumer Protection Presentations

Working Adults, Seniors, Military

A series of presentations delivered in your community, customized to the audience. Topics covered include:

- Investing 101 for Working Adults
- Avoiding Scams and Identity Theft
- Banking Basics
- Preparing for Big Purchases
- Responsible Homeownership
- Spending Plans
- Understanding Reverse Mortgages
- Fraud Bingo



Elder Financial Abuse Prevention

Senior Service Providers

Innovative, research-based programs that train medical doctors, lawyers, social workers, senior service providers, and other partners to recognize and report financial abuse targeting their clients, especially those suffering from mild cognitive impairment.



Save and Invest PA!

Students and Educators

We partner with schools and colleges to teach students to pursue financial goals and financial independence through this introduction to the basics of investing and avoiding investment fraud.



Scam Jam!

Working Adults and Seniors

Financial fraud prevention programming geared for retirees and seniors. Includes multiple guest speakers through contact and coordination with local, county, and state government agencies. Fraud bingo is also included, and is conducted by the Pennsylvania AARP Consumer Issues Task Force. This fast-paced event runs 2 1/2 to 3 hours and requires a minimum of 50 attendees.



Community/Legislative Expos

Working Adults and Seniors

Staff members participate in community and legislative expos and informational fairs throughout the year. We offer resources to consumers and investors in their communities across Pennsylvania.



Making Sense of Finance

Military and families

This conference program is designed to address financial and investing challenges faced by members of the military, veterans and their families. This is made possible through the PA Military Finance Alliance, a multi-agency collaborative effort.

Investor Education

Trained staff present non-commercial, educational programs on basic and advanced investment principles as well as ways to protect yourself from investment fraud.

Email our Investor Education professionals for details on programs that may be useful for your community action agency – informed@pa.gov



Consumer Outreach

Prepared presentations:

- ✓ Working with the Department of Banking and Securities
- ✓ Avoiding Scams and Identity Theft
- ✓ Responsible Homeownership
- ✓ Avoiding Foreclosure
- ✓ Understanding Reverse Mortgages
- ✓ Banking Basics
- ✓ Creating a Spending Plan
- ✓ Preparing for Big Purchases



We Can Work with Your Partners...

- ✓ Community Action Agencies
- ✓ Church Organizations
- ✓ Senior Groups/Centers
- ✓ Housing Counselors
- ✓ Government Offices
- ✓ High Schools/Colleges
- ✓ Professionals Working w/ Seniors



Free Brochures

The DoBS creates useful brochures and handouts on topics related to the work that we do...

These are available in bulk at no cost to organizations who need them.



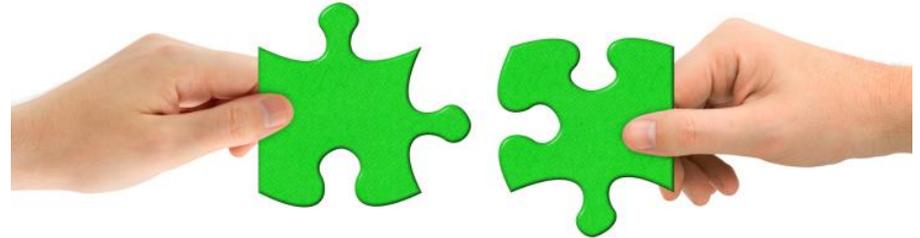
For a complete list of all our free educational materials go to:

<http://www.dobs.pa.gov/For%20Media/Pages/Publications-and-Reports.aspx>

Partnership

How can DoBS work with *you* while you work with *your* clients?

- ✓ Presentations
- ✓ Training your staff
- ✓ Booklets/brochures
- ✓ Answer questions
- ✓ Participate in your events



How Can *You* Help DoBS?

- ✓ Report questionable actions from financial service providers
- ✓ Refer customers with concerns about financial services or transactions to us
- ✓ Remember – if we do not know about an issue, there is nothing we can do

When in doubt, reach out!

1.800.PA.BANKS

Hot Topics!

- ✓ Payday Lending
- ✓ Auto Title Lending
- ✓ Loan Modification Scams
- ✓ Advance Fee Loan Scams
- ✓ IRS Scams



What are your hot topics?

Take Action Today and Contact Consumer Services:

If you have questions or concerns about any of the companies or professionals the DoBS regulates, our trained, professional staff are able to answer your questions.

You may reach one of our Consumer Services Specialists
at: **1.800.PA.BANKS** (1.800.722.2657)

The call is free and so are our services.

Often our staff can help you determine your next steps.

Our Social Media Presence:



Twitter

Pennsylvania DoBS



Facebook

PA Investor Education



Facebook

PA Banking and Securities



LinkedIn

PA Banking and Securities

Questions?

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Thank you!

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