

**STATE OF ILLINOIS**  
**DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION**  
**DIVISION OF BANKING**

**IN THE MATTER OF:**

**NEWREZ, LLC**

License No. MB.6760501; NMLS ID 3013

Attention: Shantay Griffin, V.P.

1100 Virginia Drive, Suite 125

Fort Washington, PA 19034

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No. 2025-MBR-07

**ORDER ASSESSING FINE**

The DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION, DIVISION OF BANKING (“Department”), having investigated the activities of **NEWREZ, LLC** (“**NEWREZ**”) pursuant to the Residential Mortgage License Act of 1987 (“Act”) [205 ILCS 635] and the rules promulgated under the Act (“Rules”) [38 Ill. Adm. Code 1050], hereby issues this **ORDER ASSESSING FINE**.

**STATUTORY PROVISIONS**

1. Section 2-4 of the Act lists prohibited acts and practices for licensees. It is a violation of the Act to: (r) demonstrate by course of conduct, negligence or incompetence in performing any act for which it is required to hold a license under the Act; or (t) fail to comply with the provisions of the Act and Rules.
2. Section 4-5(h)(5) of the Act provides that when the Director of the Division of Banking (“Director”) finds any person in violation of the grounds set forth in subsection 4-5(i), the Director may enter an order imposing a fine not to exceed \$25,000 for each count of a separate offense.
3. Section 4-5(i) of the Act sets forth a list of acts that constitute grounds for which the disciplinary actions specified in subsection 4-5(h) may be taken, including: (2) fraud, misrepresentation, deceit, or negligence in any mortgage financing transaction; (11) failure to comply with the Rules; and (17) failure to comply with any provisions of the Act.

### **FACTUAL FINDINGS**

4. NEWREZ is a residential mortgage licensee holding Illinois License Number MB.6760501 ("License") since December 20, 2007.
5. In April 2023, the Department received a complaint from a borrower seeking a loan modification from NEWREZ on an existing mortgage ("Complaint").
6. In the course of the Department's investigation of the Complaint, it was determined that a person or persons on behalf of NEWREZ made an offer to provide a modification to the borrower at an interest rate of 2.875%.
7. NEWREZ failed to provide the proper documentation for the modified loan, tendering loan documents several times to the borrower which were misnamed and required a signature from a former spouse of the borrower to complete.
8. The former spouse should not have been involved with the modification in any way, which information was available to NEWREZ at the outset of the process.
9. Over a period of time extending over nine months, underwriting errors and document misstatements caused by NEWREZ continued to occur despite the borrower providing complete and accurate documentation.
10. As a result of the delays caused by NEWREZ, the interest rate for the loan was increased to 5.250% at the time of the modification, which rate increase would impact the monthly payment, and the total interest paid.

### **LEGAL CONCLUSIONS**

11. Despite having direct control over the entire modification process, through negligence and/or incompetence NEWREZ failed to complete the loan modification in a reasonable amount of time, ignored the complaints of the borrower, and caused the borrower to lose the lower interest rate, causing monetary harm to the borrower.
12. NEWREZ has violated Sections 2-4(r) and (t), and 4-5(i)(2), (11), and (17) of the Act.

### **NOW IT IS HEREBY ORDERED THAT,**

The Department assesses a **FINE** against NEWREZ, LLC in the amount of \$7,500 pursuant to Section 4-5(h)(5) of the Act. The fine shall be submitted to the Department within 30 days of the Date of this Order through the Nationwide Multistate Licensing System.

ORDERED THIS 23 DAY OF JULY 2025

ILLINOIS DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION  
DIVISION OF BANKING

  
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SUSANA SORIANO  
ACTING DIRECTOR

**You are hereby notified that this Order is an administrative decision. Pursuant to Section 4-12 of the Illinois Residential Mortgage License Act [205 ILCS 635/4-12] and the rules promulgated thereunder on Hearings Before the Division of Banking and Division of Financial Institutions [38 Ill. Adm. Code 100.5 *et seq.*], an affected party may file a petition for a hearing on an administrative decision by the Director. The petition for a hearing must be filed within 10 days after service of this Order by mail to the Department at 555 W. Monroe St., Suite 500, Chicago, IL 60661, Attn: Angela Alexandrakis with an electronic copy by email to [Angela.Alexandrakis@illinois.gov](mailto:Angela.Alexandrakis@illinois.gov) and [fpr.doblelegal@illinois.gov](mailto:fpr.doblelegal@illinois.gov). The petition for hearing must be in writing and set forth the petitioner's license number, docket number of the administrative decision that resulted in discipline, and date of the administrative decision, pursuant to 38 Ill. Adm. Code 100.30(c). An MB that requests a hearing shall pay a \$500 nonrefundable fee to the Department in accordance with 38 Ill. Adm. Code 1050.210(f). After receipt of a properly completed and timely petition for hearing, a case will be docketed and notice sent to the petitioner setting forth the date, time, and place of the hearing. Absent a petition for a hearing, this Order shall constitute a final administrative decision subject to the Administrative Review Law [735 ILCS 5/3-101 *et seq.*].**