

STATE OF LOUISIANA
OFFICE OF FINANCIAL INSTITUTIONS
BATON ROUGE, LOUISIANA

January 31, 2008

POLICY NO. OFI-01-2008
(Replaces/rescinds OFI-03-97)

REFUND PROCEDURES

PURPOSE: To provide for uniform handling of refunds.

TO WHOM THIS POLICY APPLIES: All OFI Sections that post revenues and generate refund requests.

GENERAL: In order to meet the deposit deadlines enumerated in OFI's cash receipts policy, most checks received by OFI are deposited into OFI's account at the State Treasurer's Office before each Section has an opportunity to post receipt transactions. Occasionally, a licensee may overpay and is due a refund. However, before a refund may be issued, each Section must process the receipt and any resulting refund as described below and illustrated in the attachments to this Policy.

SPECIFICS: Data entry personnel in each Section shall allocate the original receipt number and amount that appears on the Cash Receipts Log, which is generated through OFI's Receipts Tracking Program (Program), to an appropriate revenue code in OFI's data base, **even** if it appears to be an overpayment requiring a refund. In addition to the amount received, data entry personnel shall enter the amount due. If the amount due is less than the amount received, and the net amount is \$15 or greater as described below, a refund code shall be created and shown on a posting screen. Data entry personnel shall print and distribute the posting screen to their immediate supervisor or to supervisors who are in higher level positions above the immediate supervisor of their respective Section (**See Attachment 7**) to review the transaction and determine if a refund should be issued. **See Attachment 1.**

Note: Before the Section supervisor sends a request for Accounting to issue a refund check, the Supervisor should determine if there are any outstanding liabilities for that licensee. If outstanding liabilities exist, the Supervisor should direct data entry personnel to either (1) re-post the check and apply the refund to the outstanding liability and notify the licensee in writing that the liability has been reduced by the refund, or (2) if the refund is greater than or equal to \$15, contact the licensee to let them know they have a pending refund and an outstanding liability; that OFI will not release a refund before the liability is extinguished.

After applying any refunds against existing outstanding liabilities, if a net refund of less than \$15 is due, data entry personnel shall post the refund to account code "DR - De Minimus Refunds." This code represents "De Minimus" [small dollar amount] refunds that will not be issued because the handling cost for processing individual refund checks exceeds \$15.

If a net refund [equal to or greater than \$15] should be issued, data entry personnel immediate supervisors or higher level supervisors shall submit a written request to Accounting for the issuance of a refund check. (See **Attachment 7**) The request shall include the name and address of the payee, amount of refund to be issued and written justification for issuance of the refund. See **Attachments 2 & 2(a)**.

Because there have been incidences where OFI has issued a refund check before notification that the original check was returned as "NSF," Accounting will wait 15 business days from the date the check was entered into OFI's system before it will process a refund. Accounting must receive the following information before processing a refund request: A copy of the check originally deposited (**Attachment 3**), posting screen (**Attachment 1**), written request by the supervisor for issuance of the refund (**Attachments 2 & 2(a)**), and a copy of the check stamp data screen (**Attachment 4**). If the refund request is for a duplicate payment, Section personnel should attach a copy of the original check, as well as the check stamp data screen for the initial posting of that check. Note: For cases where it is difficult to obtain a copy of the initial check, the check stamp data screen for the initial posting of that check may be attached.

Once the above information is received, Accounting shall check the Integrated Statewide Information System/Advantage Financial System (ISIS/AFS System) to determine if the licensee due a refund has been assigned a vendor number. If a vendor number has been assigned, the refund shall be processed on a Payment Voucher (PV or P1) document in the ISIS/AFS System, which will generate a check from the State Treasurer's Office, which is sent to Accounting. If the licensee has not been assigned a vendor number, Accounting shall generate a refund check through OFI's Imprest Fund Account.

Accounting shall distribute refund checks, as well as a copy of the information submitted with the refund request, to the respective supervisor who requested the refund for issuance of the refund to licensees. Sections shall maintain this documentation in the licensee's file.

For each refund check issued, Accounting must maintain two copies of the refund check distributed, as well as the original supporting information received from the Section. One copy of the refund check with supporting documentation shall be filed in a vendor file; the second copy of the refund check shall be filed in the check voucher file.

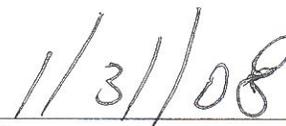
Before a refund check is mailed to a licensee, the supervisor who requested the refund from Accounting, or a person separate from the person who initially posted the check who also is approved to enter refund checks into OFI's system, must record the refund payment within 5 business days from the date of the refund check. (See **Attachment 7**) This will automatically adjust the account and create a history of entries showing the original check and refund. See **Attachments 5(a) & 5(b)**.

Within 5 business days from entering the refund in the Program, the Supervisor shall mail the refund check, as well as a letter to the licensee explaining why the refund was issued. See **Attachments 6(a) & 6(b)**. A copy of the letter and refund check shall be maintained in the Section.

Note: If the Section changes the revenue accounting codes when it posts a refund, the Section must send an email message to Accounting notifying them of the change so that Accounting may adjust the ISIS accounting records, since Accounting posts refunds to the accounting codes shown in the initial postings (Attachment 4).



John Ducrest
Commissioner of Financial Institutions



Date

ACCOUNTING INQUIRY - RML FEES PAID

ICENSE	OBJ DET	AMOUNT OWED	AMOUNT PAID	PAYMENT AMOUNT	DATE PAID	STAMP NUMBER	P. I. V NUMBER	VOID DATE
91-35528	K4	0.00	100.00	100.00	06/26/2007	246983	002187	/ /
CHECK #:		47591		CHECK DATE:		06/13/2007		CHECK AMOUNT: 200.00
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-35550	H3	0.00	50.00	50.00	06/27/2007	247049	002188	/ /
91-31383	K4	0.00	100.00	50.00	06/27/2007	247049	002188	/ /
91-35550	O8	0.00	50.00	50.00	06/27/2007	247049	002188	/ /
CHECK #:		47637		CHECK DATE:		06/14/2007		CHECK AMOUNT: 150.00
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-35692	H3	0.00	50.00	50.00	07/19/2007	248286	002209	/ /
CHECK #:		48332		CHECK DATE:		07/06/2007		CHECK AMOUNT: 50.00
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-0	H2	0.00	100.00	100.00	08/15/2007	249201	002226	/ /
CHECK #:		49156		CHECK DATE:		08/02/2007		CHECK AMOUNT: 100.00
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-36025	H2	0.00	100.00	100.00	09/04/2007	250367	002245	/ /
91-36025	K4	0.00	100.00	100.00	09/04/2007	250367	002245	/ /
91-32443	K4	0.00	100.00	100.00	09/04/2007	250367	002245	/ /
91-31383	K4	0.00	100.00	50.00	09/04/2007	250367	002245	/ /
91-32181	K4	0.00	100.00	50.00	09/04/2007	250367	002245	/ /
CHECK #:		49965		CHECK DATE:		08/29/2007		CHECK AMOUNT: 400.00
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-36040	H2	-150.00	250.00	250.00	09/07/2007	250529	002247	/ /
91-36040	K4	0.00	100.00	100.00	09/07/2007	250529	002247	/ /
91-32181	K4	0.00	100.00	50.00	09/07/2007	250529	002247	/ /
CHECK #:		50081		CHECK DATE:		09/04/2007		CHECK AMOUNT: 400.00
PAYOR...: BENCHMARK MORTGAGE DALLAS								

MEMORANDUM

DATE: September 7, 2007

TO: Dawn Iueli
Accounting Department

FROM: Darin Domingue, CEM *DD*
Deputy Chief Examiner

SUBJECT: Refund Request

Company Name: ARK-LA-TEX Financial Services, LLC	RML License No.: 991
Check Amount: \$ 400	Check No.: 50081
Bates Stamp No.: 250529	PIV No.: 002247
Check Posted as follows:	
Partial payment of a late notification fee (K4)	\$50
Addition of a branch (H2)	\$100
Full payment of a late notification fee (K4)	\$100
Total Owed: \$250	
Refund Due: \$150 * Please see attached note for additional details. (Attachment 2(p))	

of Account explanation

Please make check payable to the following:

Benchmark Mortgage
16000 Dallas Parkway, Suite 800
Dallas, TX 75248

Thank you.

DD/clt
Attachments

F:\CONSUMER\MORTGAGE\REFUNDS\MEMO\ABC\ARK LA TEX dba Benchmark\overpayment of k4, partial payment of k4, and location addition-9-5-2007-clt.doc

These are notes posted to the Licencee's file on Foxpro. These notes can be used as the justification for the refund.

If no notes are entered, the section should write a summary of why the refund is due and submit that as documentation.



NOTES FOR LIC 991 NAME: ARK-LA TEX FINANCIAL SERVICES LLC
Notes will be saved when SAVE button is clicked and verification appears.

8/31/2007 rec'd check no. 49965 date stamp no 250367 in the amount of \$400 for the relocation of the office at the address of 21 Professional Court in Destin Florida to the address of Hwy 98 West unit #104 un Santa Rosa Beach Florida, check used as follows: \$100 filing fee for the location, \$100 late notification fee for the late notification of the relocation, \$100 late notification fee for failing to notify of the closure of an office within the time period required by the state statute, \$100 late notification fee for Mr. Manley's departure, and a partial payment of \$50 for the late notification of Michael O'Conner. Sent fax to co requesting lease agreement for the new office. clt

*
9/17/2007 rec'd check no. 50081, date stamp no. 250529 in the amount of \$400 submitted for the relocation of the office at the address of 209 miliam street suite c in Shreveport La to the address of 9091 Ellerbe RD Ste 200B in Shreveport La, per notice this is effective 9/1/2007 therefore this notice is late, \$100 was used for the filing fee, \$100 for the late notification fee and the company owed \$50 toward the late notification fee for the failing to notify concerning the departure of Michael O'Conner, refund of \$150 requested, missing lease agreement for the new address, licenses were returned for Richard Jefferson, Milton, Cameron, and Brian Davidson. Waiting on the lease, sent fax to co requesting lease. clt

SAVE PRINT EXIT



250529 8-55



BENCHMARK MORTGAGE

STATE OF LOUISIANA
Office of the Financial Institutions
8660 United Plaza Boulevard, 2nd Floor
Baton Rouge, LA 70809

August 31, 2007

**RE: Branch Office Change of Address
And Loan Officer Notice of Change**

To Whom It May Concern:

Enclosed, please find the documents necessary to process the above mentioned request. In addition, please find a check in the amount of \$400.00 dollars for payment of the associated fees.

50081



BENCHMARK MORTGAGE

16000 DALLAS PARKWAY, SUITE 800
DALLAS, TX 75248

250529



Compass Bank

TEXAS

8-55

8-744/1119

09/04/2007

\$ 400.00

DOLLARS

Refund
POSTED
SEP 7 2007
CF

Security features. Details on back

VOID AFTER 60 DAYS

THE STATE OF LOUISIANA - OFF OF FIN. INST.

Exactly four hundred and xx / 100

STATE OF LOUISIANA - OFF OF FIN. INST.
2nd Floor
8660 United Plaza
Baton Rouge, LA 70809

LA Br/LO-Add Chg / Brian K Davidson

⑈05008⑈ ⑆⑆⑆⑆907445⑆ 16267848⑈

Bryan K. Harlan
CEO

Encl
cc: file

CHECK STAMP DATA REPORT

FOR CHECK STAMP NUMBER: 250529

CHECK AMOUNT: \$ 400.00 PIV NUMBER.....: 002247

PAYOR.....: BENCHMARK MORTGAGE DALLAS

DATE ENTERED: 09/05/2007 ACCOUNTING DATE: 09/05/2007

OFI NUMBER	LICENSE NUMBER 1	LICENSE NUMBER 2	OBJ DET	AMOUNT PAID	DATE PAID	PAYMENT VOID DATE	CHECK VOID DATE	FEE NUMBER
162670	991	32181	K4	\$ 50.00	09/07/2007	/ /	/ /	434273
162670	991	36040	K4	\$ 100.00	09/07/2007	/ /	/ /	434454
162670	991	36040	H2	\$ 250.00	09/07/2007	/ /	/ /	434455

Microsoft Visual FoxPro

REFUND PAYMENTS SCREEN

TYPE: RML LICENSE NUMBER: 991 - 0 VOID DATE: / /

CHECK OFI #: 262670 CHECK STAMP #: 250529 PIV: 002247

NAME: ARK-LA-TEX FINANCIAL SERVICES LLC

FEDERAL TAX ID: 0

DATE REQUESTED: 09/07/2007

REFUND OWED: \$ 0.00 OBJECT DETAIL: B2

REFUND PAID: \$ 150.00 * DATE PAID: 09/11/2007 *

OFI REFUND CHECK NUMBER: 0056707

GENERATED REFUND: ~~STANIER~~ *** POSTED REFUND: JSM * *Nanda*

NOTES: *Ticha*

Check in the amount of \$400- posted partial pymt due for late fee (\$50); Additiona of Branch (\$100) and late notification fee (\$100); resulting in \$150 overpayment.

SEARCH NEXT PREVIOUS EDIT EXIT VOID

start Yahoo! - Windo... Novell Group/Vis... Microsoft Visual... Document7 - Ric... 2:04 PM

ACCOUNTING INQUIRY - RML FEES PAID

LICENSE	OBJ DET	AMOUNT OWED	AMOUNT PAID	PAYMENT AMOUNT	DATE PAID	STAMP NUMBER	P. I. V NUMBER	VOID DATE
991-35528	K4	0.00	100.00	100.00	06/26/2007	246983	002187	/ /
CHECK #: 47591		CHECK DATE: 06/13/2007		CHECK AMOUNT: 200.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								
991-35550	H3	0.00	50.00	50.00	06/27/2007	247049	002188	/ /
991-31383	K4	0.00	100.00	50.00	06/27/2007	247049	002188	/ /
991-35550	O8	0.00	50.00	50.00	06/27/2007	247049	002188	/ /
CHECK #: 47637		CHECK DATE: 06/14/2007		CHECK AMOUNT: 150.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								
991-35692	H3	0.00	50.00	50.00	07/19/2007	248286	002209	/ /
CHECK #: 48332		CHECK DATE: 07/06/2007		CHECK AMOUNT: 50.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								
991-0	H2	0.00	100.00	100.00	08/15/2007	249201	002226	/ /
CHECK #: 49156		CHECK DATE: 08/02/2007		CHECK AMOUNT: 100.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-36025	H2	0.00	100.00	100.00	09/04/2007	250367	002245	/ /
91-36025	K4	0.00	100.00	100.00	09/04/2007	250367	002245	/ /
91-32181	K4	0.00	100.00	50.00	09/04/2007	250367	002245	/ /
91-31383	K4	0.00	100.00	50.00	09/04/2007	250367	002245	/ /
91-32443	K4	0.00	100.00	100.00	09/04/2007	250367	002245	/ /
CHECK #: 49965		CHECK DATE: 08/29/2007		CHECK AMOUNT: 400.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-36040	H2	0.00	100.00	250.00	09/07/2007	250529	002247	/ /
91-36040	K4	0.00	100.00	100.00	09/07/2007	250529	002247	/ /
91-32181	K4	0.00	100.00	50.00	09/07/2007	250529	002247	/ /
CHECK #: 50081		CHECK DATE: 09/04/2007		CHECK AMOUNT: 400.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-32444	O8	0.00	50.00	50.00	09/10/2007	250358	002245	/ /
CHECK #: 49966		CHECK DATE: 08/29/2007		CHECK AMOUNT: 50.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								
91-6470	O8	0.00	50.00	50.00	09/10/2007	250359	002245	/ /
CHECK #: 50013		CHECK DATE: 08/30/2007		CHECK AMOUNT: 50.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								
* *								
91-36040	H2	0.00	100.00	-150.00	09/12/2007	250529	002247	/ /
CHECK #: 50081		CHECK DATE: 09/04/2007		CHECK AMOUNT: 400.00				
PAYOR...: BENCHMARK MORTGAGE DALLAS								

*After Refund
Dated 11-1-07*



STATE OF LOUISIANA
OFFICE OF FINANCIAL INSTITUTIONS
BATON ROUGE, LOUISIANA



September 12, 2007

Mr. Bryan Harlan
Ark-La-Tex Financial Services LLC
dba Benchmark Mortgage of Louisiana
16000 Dallas Pkwy., Suite 800
Dallas, TX 75248

Re: Refund - Overpayment

Dear Mr. Harlan:

On September 5, 2007, this office received and deposited check no. 50081, dated 9/4/2007, in the amount of \$400. That check covered the following fees; a partial payment owed for the late notification of the departure of Michael O'Conner (\$50), the addition of a branch location at the address of 9091 Ellebre Road, Suite 200 B in Shreveport Louisiana (\$100) and the full payment of the late notification fee assessed for failing to notify prior to the addition of that branch (\$100). Total fee owed was \$250. This has resulted in an overpayment of \$150.

Enclosed please find our refund check no. 0056707, in the amount of \$150.

If you have any questions, please contact Jane Miller at (225) 925-3828.

Sincerely,

Darin Domingue, CEM
Deputy Chief Examiner

DD/clt
Enclosure

F:\CONSUMER\MORTGAGE\REFUNDS\LETTER\abc\Ark-LA-Tex Financial dba Benchmark Mortgage\overpayment of addition of a location, late notification fee for that location and partial payment of a notice of termination-2007-clt.doc

ATTACHMENT 6(a)

THE ORIGINAL DOCUMENT HAS A WHITE REFLECTIVE WATERMARK ON THE BACK.

HOLD AT AN ANGLE TO VIEW. DO NOT CASH IF NOT PRESENT.



STATE OF LOUISIANA, TREASURY DEPARTMENT

NO. 0056707

FOR THE ACCOUNT OF
OFFICE OF FINANCIAL INSTITUTIONS
TRAVEL AND PETTY CASH IMPREST ACCOUNT
P. O. BOX 94095, BATON ROUGE, LA 70804-9095
NOT VALID AFTER 180 DAYS FROM DATE

84-0015
0654

PAY TO THE ORDER OF: BENCHMARK MORTGAGE
16000 Dallas Parkway
Suite 800
Dallas, TX 75248

DATE 09/11/2007 AMOUNT
\$150.00

CR# 080046

* * * * * ONE-HUNDRED FIFTY AND 00/100 DOLLARS CENTS

ANCOCK BANK OF LOUISIANA

⑈0056707⑈ ⑆065400153⑆000 2093 7⑈

Policy No. OFI-01-2008
January 31, 2008

ADDITIONAL REFUND APPROVAL GUIDANCE

List of supervisors who can request refunds (as long as they do not generate the refund, i.e., they do not initially post the check received)

Depository:

DI Chief Examiner Sid Seymour, DI Deputy Chief Examiner Kerry Morris,
DI Deputy Chief Examiner J. D. Fields

Non-Depository:

ND Chief Examiner Susan Jandle, ND Deputy Chief Examiner John Braud,
ND Deputy Chief Examiner Darin Domingue, ND Compliance Examiner 6 Bobby Brian,
ND Compliance Examiner 4 Michelle Jeansonne, ND Administrative Program Manager 2
Jane Miller, Administrative Program Specialist B Sandra Ledoux, and Administrative
Program Specialist B Destry Graves

Securities:

Deputy Commissioner Rhonda Reeves, Deputy Chief Examiner Len Riviere, Securities
Analyst 2 Wanda Templeton

List of Individuals who can enter refund checks into OFI's computer system and mail letters out to refund recipients (as long as they do not generate the refund, i.e., initially post the check received)

Depository:

DI Chief Examiner Sid Seymour, DI Deputy Chief Examiner Kerry Morris, DI Deputy
Chief Examiner J. D. Fields, and Executive Staff Officer Donna Montagnino

Non-Depository:

ND Chief Examiner Susan Jandle, ND Deputy Chief Examiner John Braud, ND Deputy
Chief Examiner Darin Domingue, ND Compliance Examiner 6 Bobby Brian, ND
Compliance Examiner 4 Michelle Jeansonne, ND Administrative Program Manager 2 Jane
Miller, Administrative Program Specialist B Sandra Ledoux, and Administrative Program
Specialist B Destry Graves

Securities:

Deputy Commissioner Rhonda Reeves, Deputy Chief Examiner Len Riviere, Securities
Analyst 2 Wanda Templeton