

DFI Headquarters
150 Israe Rd. SW
Tumwater, WA 98501

AGENCY OVERVIEW

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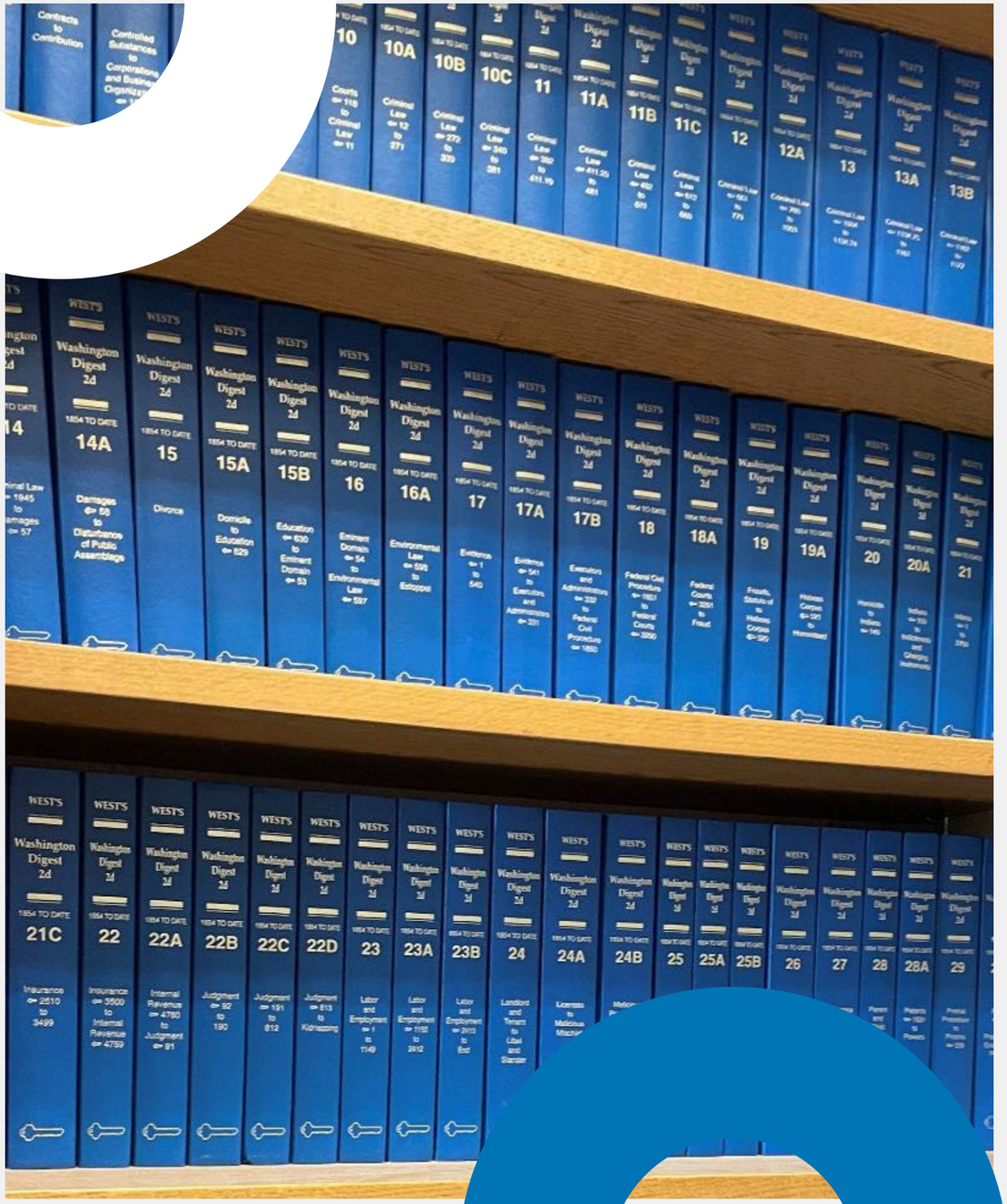
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DFI'S MISSION

We protect consumers and advance the financial health of Washington State by providing fair regulation of financial services and educating consumers to make informed financial decisions.

License. Regulate. Educate. Protect.



Our mission has three primary objectives:

1. Protecting consumers.
2. Advancing the financial health of Washington State by providing fair regulation of financial services.
3. Educating consumers to help them make informed financial decisions.

DFI AT A GLANCE

DFI IS FUNDED BY FEES ASSESSED TO THE FINANCIAL SERVICE PROVIDERS WE REGULATE.

A CHANGING FINANCIAL INDUSTRY

- Increasing cybersecurity attacks and breaches
- Technology in a rapidly changing environment
- Regulation of cryptocurrency

MULTISTATE SUPERVISION

- Multistate supervisory exams of large national companies



COMMUNITY OUTREACH

CONSUMER PROTECTION AND FIGHTING FRAUD

- **$10B Fraud Prevention Advertising and Outreach Campaign**
  - Educates on how to **Identify** , **Prevent** and **Report** Financial Fraud
  - More than 3-million statewide social media impressions

INVESTOR ALERTS

- In recent years, DFI has seen an increase in crypto-currency related scams. To inform and educate the public on these scams, DFI has issued approximately 80 consumer alerts naming these fraudulent websites since 2022

DFI'S CORE SERVICES

Chartering, Licensing & Registration of Financial Institutions

To ensure financial service providers meet statutory requirements. In 2024, DFI received 1,150 complaints.

Examinations of Financial Institutions .

To verify financial institutions follow the law for safety, soundness, and compliance. DFI issued 119 enforcement actions over the last year.

Enforcement Activities of Financial Institutions

To detect, and take corrective action, for violations of the regulatory and anti-fraud statutes applicable to financial institutions. The primary objective to protect consumers.Cash fines and penalties totaled $1.2 million in 2024.

Financial Education & Outreach Activities

Aimed at informing and protecting the people of Washington. Done with an additional focus on the wealth gap and reaching underserved communities. In 2024, DFI participated in 138 outreach events, providing financial education to over 15,000 Washingtonians.

REGULATORY DIVISIONS

BANKS



PURPOSE:
Safety, soundness and compliance

JURISDICTION:
State Chartered Banks and Trust Companies

CORE ACTIVITIES:
- Examination
- Enforcement
- Chartering
- Education and Outreach

CREDIT UNIONS



PURPOSE:
Safety, soundness and compliance

JURISDICTION:
State Chartered Credit Unions

CORE ACTIVITIES:
- Examination
- Enforcement
- Chartering
- Education and Outreach

CONSUMER SERVICES



PURPOSE:
Consumer Protection and Compliance

JURISDICTION:
Non-Depository Financial Institutions (i.e. Loan Brokers / Originators / Servicers, Check Casher, Payday Lenders , etc.)

CORE ACTIVITIES:
- Licensing
- Examination
- Enforcement
- Education and Outreach

SECURITIES



PURPOSE:
Consumer Protection and Compliance

JURISDICTION:
Securities Broker / Dealers, Investment Advisers / Reps, Franchises, Investment Fraud

CORE ACTIVITIES:
- Registration
- Examination
- Enforcement
- Education and Outreach

BANKS

By The Numbers

19 Commercial Banks
7 Savings Banks
18 Trust Companies
1 Branch of Foreign Banks

$103.69 Billion
Total Banking Assets

$60.52 Billion
Total Trust Assets Under Management



KEY ACHIEVEMENTS: Focus on Cybersecurity Risks, Expanded Information Security and Technology Examination Workforce, Deeper Compliance Examination Expertise, Financial Risk From Climate Change, Service Provider Legislation

CREDIT UNIONS

By The Numbers

48 State Chartered Credit Unions

4.5 Million
State Chartered
Credit Union Members

$84 Billion
Total Assets of
State Chartered Credit Unions



KEY ACHIEVEMENTS: Expanded Information Security and Technology Program, Increased Compliance Exam Team, Experience Level of Team/New Hires and Overall Responsiveness to Stakeholders

CONSUMER SERVICES



NUMBER OF LICENCEES

Check Cashers	83
Escrow Agents	36
Money Transmitters	244
Mortgage Brokers	367
Consumer Loan	1,060
Mortgage Loan Originators	22,219
Payday Lenders	11

EXAMS CONDUCTED

Check Casher	11
Escrow Agent	12
Money Transmitter	52
Mortgage Broker	128
Mortgage Origination	243
Mortgage Servicing	60
Student Loan Servicing	3

ENFORCEMENT ACTIONS

Complaints Received	819
Complaints Closed	813
Enforcement Actions Issued	52
Investigations Opened	45
Investigations Closed	54

KEY ACHIEVEMENTS: Multi -State Licensing Program (MMLA), Multi -State Enforcement Actions (3 Actions), Virtual Currency Kiosks, Home Equity Sharing Agreements (HESA) + Preliminary Study on DFI Website & UW Study Authorized by Legislation Due June 2025

SECURITIES

By The Numbers

1,700 Securities Broker Dealers
622 Investment Advisers
14,427 Investment Adviser Reps
222,769 Securities Salespersons
86 Registered Securities Offerings
996 Registered Franchise Offerings
3 Registered Business Opportunities

2023 Enforcement Results (thru Dec. 31)

314 Complaints Received
79 Enforcement Actions Issued
147 Active Cases



RULEMAKING AND INTERPRETIVE ACTIVITY: Broker-Dealer Rule Making, Investor Alerts, Washington Whistleblower Award and Protection Act.

CRIMINAL CASES AGAINST: Charles Richard Burgess ($4.3mm), Scot Reynolds ($1.88mm), Daniel G. Langley ($705k), Gregory Lone ($480k), Bruce Phillip Hills (criminal referral).

NON-REGULATORY PROGRAMS

Covenant Homeownership Program Oversight Committee
(HB 1474–2023)

Washington Saves
(SB 6069–2024)



2025 DFI REQUEST LEGISLATION



- Virtual Currency Kiosks
- Washington Saves Technical Correction

THANK YOU.



Washington consumers can file a complaint or verify a license online at www.dfi.wa.gov