

## Education and Outreach

The goal of the Department's outreach efforts is to provide consumers like you with tools essential to make smart financial decisions, as well as practical information to operate safely in the financial marketplace.



### Seniors Against Investment Fraud (SAIF) Program

Alerts and educates Californians over the age of 50 about investment fraud, predatory lending, and how to avoid being scammed.



### Mortgage Education Outreach Program

This Mortgage Education Outreach Program provides information and resources regarding homeownership. Buying a home is often the biggest investment a consumer will ever make.

<b>Toll-Free</b>	<b>1-866-275-2677</b>
<b>TTY</b>	<b>1-800-735-2922</b>
<b>Online</b>	<b><a href="http://www.dbo.ca.gov">www.dbo.ca.gov</a></b>

### Contact us:

- If you need to verify that a financial institution, company or individual is licensed by us
- If you need the services of a finance lender, mortgage banker, or escrow agent, we can tell you whether or not a person or company is licensed and in good standing with the State
- If you need to check the background of a person or company offering an investment or franchise opportunity
- If you have a complaint about an individual or business regulated by the DBO

### Department of Business Oversight Offices:

1515 K Street, Suite 200  
Sacramento, CA 95814

320 West 4th St.  
Suite 750  
Los Angeles, CA 90013

One Sansome St.  
Suite 600  
San Francisco, CA 94104

1350 Front St. #2034  
San Diego, CA 92108

300 South Spring St.  
Suite 15513  
Los Angeles, CA 90013

45 Fremont St.  
Suite 1700  
San Francisco, CA 94105

7575 Metropolitan Dr. #108  
San Diego, CA 92101

DEPARTMENT of  
**BUSINESS OVERSIGHT**

STATE OF CALIFORNIA  
Business, Consumer Services and Housing Agency



*"Ensuring a Fair and Secure  
Financial Services Marketplace  
for all Californians"*

Effective July 1, 2013, the Department of Corporations and the Department of Financial Institutions merged to form the Department of Business Oversight (DBO) reporting to a newly formed Business, Consumer Services and Housing Agency.

### **The DBO works collaboratively with:**

- California State agencies such as Bureau of Real Estate, Department of Consumer Affairs, Department of Insurance and California Department of Justice
- Federal agencies: Consumer Financial Protection Bureau, Federal Deposit Insurance Corporation, Federal Reserve Bank of San Francisco, Federal Trade Commission, Office of the Comptroller of the Currency, Securities and Exchange Commission and U.S. Department of Justice
- Local agencies (cities, counties, district attorneys)

### **Mission Statement**

The DBO regulates state-licensed financial service institutions, products and professionals in order to ensure a fair and secure financial services marketplace.

The DBO serves the state by enforcing the state's financial services laws and providing resources to Californians to help them make informed financial decisions.

### **Licensees and Industries Regulated by the Department**

- State-chartered banks and credit unions
- Offer and sale of investments (stocks and bonds), franchises, and certain commodity transactions
- Stock-brokers and investment advisors, including financial planners offering investment advice
- Finance companies that offer consumer and/or commercial loans, and the resulting loans
- Residential mortgage lenders (also called mortgage bankers) and loan servicers, and the resulting loans secured by family homes
- Payday lenders that defer deposits of checks for a fee, and payday loan transactions
- Independent escrow companies and escrow transactions
- Money transmitters

For a complete list of licensees and industries regulated by the Department, please visit our website at [www.dbo.ca.gov](http://www.dbo.ca.gov).

### **Enforcement**

The DBO protects the public from fraud and violations of law committed by investment and financial service businesses in California. The DBO can issue administrative orders; deny, censure, suspend, or revoke licenses of individuals and companies; and file

civil actions against wrongdoers. The DBO works with district attorneys and law enforcement on criminal prosecutions.

*Help us protect Californians from unlicensed or fraudulent consumer transactions.*

*Do you think you have been a victim of financial fraud or a scam?*

 **Call us toll-free**  
**1-866-275-2677**

 **File a complaint at**  
**[www.dbo.ca.gov/Consumers/consumer\\_services.asp](http://www.dbo.ca.gov/Consumers/consumer_services.asp)**

### **Website Resources**

The DBO's website contains helpful information and tools.

- Look up an investment or financial service provider to see if that individual or business is properly licensed
- Research financial data and other information, including financial institution profiles and peer group comparisons
- Look up DBO's enforcement actions, including civil actions and administrative orders