

# California Department of Business Oversight

## Licensees and Industries Regulated by the Department

- Banks: State-chartered commercial banks, foreign and industrial banks. National banks are regulated by the Office of the Comptroller of the Currency (OCC) and other federal entities.
- California Finance Lenders: Finance companies that offer consumer and/or commercial loans.
- California Residential Mortgage Loan Originators and Lenders (also called mortgage bankers) and loan servicers: Process and/or service residential mortgage loans.
- Capital Access Companies: Provide financial services to small businesses that have a significant connection to California.
- ***Check Sellers, Bill Payers and Proraters:***
  - Check Sellers - A check or money order used to pay rent, utilities, or some other obligation that must be sent through the mail.
  - Bill Payers - For a fee, a bill payer receives money as an agent of a consumer to pay bills.
  - General Proraters - A general prorater contracts with delinquent debtors and mediates with creditors to settle debts on behalf of the debtor.
  - Special Proraters - A special prorater pays its customers' bills as part of its management of its customers' affairs, and is generally a business agent or a manager.
- Credit Unions: State-chartered credit unions only. Federal credit unions are regulated by the National Credit Union Administration (NCUA).
- Deferred Deposit Originators (Commonly known as "Payday Lenders"): Short-term cash lenders.
- Escrow Agents and Independent Escrow Companies: Hold money and other property for safekeeping and for delivering to third parties.
- Franchises: Franchisors who offer and sell franchises in California.
- Money Transmitters (includes issuers of payment instruments (money orders),

travelers checks and stored value): Businesses that provide money transfer and payment services.

- Offer and sale of investments (securities, stocks and bonds), and certain commodity transactions.
- Premium Finance Companies: Financing premiums for insurance policies.
- **Securities Regulations:**
  - Broker-Dealers - Effecting transactions in securities and issuing or guaranteeing securities options.
  - Stock-brokers - A regulated professional, usually associated with a brokerage firm or broker-dealer, who buys and sells stocks and other securities for both retail and institutional clients, through a stock exchange or over the counter, in return for a fee or commission.
  - Investment Advisors (IAs) - Individuals or organizations who manage clients' securities portfolios or offer advice about investing in securities.
  - Financial Planners - An investment professional who helps clients set and achieve long-term financial goals, through investments, tax planning, asset location, risk management, retirement planning and estate planning.
- Trust companies and departments who manage investments for sophisticated investors.

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).

## **Consumer Services Office**

The Department's Consumer Services Office provides information and assistance to consumers. Specific services include:

- Helping you verify the licensing status of a financial institution, service or professional.
- Providing you with information on how to file a consumer complaint with institutions and/or individual licensed by the Department.
- Assisting you with identifying and contacting the regulator of a federal financial institution.

Call toll-free 1-866-275-2677 or visit  
[www.dbo.ca.gov/consumers](http://www.dbo.ca.gov/consumers).

The California Department of Business Oversight would like to thank numerous state and federal agencies and other organizations for their contributions to the information covered in the Protect Yourself From Fraud booklet.