

## 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. ([http://www.dbo.ca.gov/Consumers/Education\\_outreach/SAIF](http://www.dbo.ca.gov/Consumers/Education_outreach/SAIF))



### Bank On California

Promotes financial literacy and responsibility through accessible banking opportunities and educational efforts with local community partners. ([www.bankoncalifornia.ca.gov](http://www.bankoncalifornia.ca.gov))

For more information on programs or to schedule a presentation, please call:

**Toll-Free 1-866-275-2677**

For additional copies of this publication, please e-mail your request to [forms@dbo.ca.gov](mailto:forms@dbo.ca.gov)

## CA Department of Business Oversight

Toll-Free 1-866-275-2677

TTY 1-800-735-2922

Online [www.dbo.ca.gov](http://www.dbo.ca.gov)

## DEPARTMENT OF BUSINESS OVERSIGHT

Business, Consumer Services and Housing Agency

### 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, escrow agent or money transmitter. 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 or your business need to register and/or be licensed with the Department. Our webpage can provide you with application forms and other important information.
- If you have a complaint about an individual or business regulated by the Department – we can provide a form and help you file your complaint.

#### Department of Business Oversight Offices:

1515 K Street, Suite 200  
Sacramento, CA 95814

320 West 4th Street,  
Suite 750  
Los Angeles, CA 90013

300 South Spring Street,  
Suite 15513  
Los Angeles, CA 90013

One Sansome Street,  
Suite 600  
San Francisco, CA 94104

45 Fremont Street,  
Suite 1700  
San Francisco, CA 94105

1350 Front St., Rm 2034  
San Diego, CA 92108

7575 Metropolitan Dr. #108  
San Diego, CA 92101



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

Consumer & Commercial Finance Lending • Franchises •  
Investment and Financial Services • Independent Escrows •  
Money Transmitters • Off-Exchange Commodities •  
Payday Loans • Residential Mortgage Lending •  
Securities • State-Chartered Banks •  
State-Chartered Credit Unions

# DEPARTMENT OF BUSINESS OVERSIGHT

Effective July 1, 2013, the Department of Corporations (DOC) and the Department of Financial Institutions (DFI) merged to form the Department of Business Oversight reporting to a newly formed Business, Consumer Services and Housing Agency. This change was part of Governor Jerry Brown's Reorganization Plan No. 2 to increase the efficiency and cost effectiveness of state government.

The Department of Business Oversight works collaboratively with:

- California State agencies (Bureau of Real Estate, Department of Consumer Affairs, Department of Insurance and California Department of Justice),
- Federal agencies (Consumer Financial Protection Bureau, Department of Homeland Security, Federal Deposit Insurance Corporation, Federal Home Loan Bank of San Francisco, 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

To regulate state-licensed financial institutions, products and professionals in order to provide accessibility to a fair and secure financial services marketplace.

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

Toll-Free 1-866-275-2677

TTY 1-800-735-2922

Online [www.dbo.ca.gov](http://www.dbo.ca.gov)

## Who We License

The California Department of Business Oversight licenses and regulates over 365,000 entities and individuals involved in investment and financial services. Pursuant to California's Corporations Code and Financial Code, the Department licenses and/or regulates:

- 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.
- Premium finance companies.
- Trust companies.
- Credit companies and individuals that agree to manage or settle consumer debt.

## Enforcement

The Department of Business Oversight protects the public from fraud and violations of law committed by investment and financial businesses in California. The Department can issue administrative orders; deny, censure, suspend, or revoke licenses of individuals and companies; and file civil actions against wrongdoers. The Department works with District Attorneys and law enforcement for criminal prosecution.

## How to Use Us

### Consumer Services Office

Contact the Department to determine the license status of a financial institution, company or individual and whether there are disciplinary actions against them, and to file a complaint. Language translation services are available for non-English speakers. The toll-free number is: **1-866-275-2677**.

### Ask a Question or File a Complaint

Help us protect the public! If you are a victim or you suspect a licensee has violated the law or is involved in financial or investment fraud, please file a complaint. Call our consumer services office for a complaint form, or file online at our website at [www.dbo.ca.gov](http://www.dbo.ca.gov).

### Website Resources

The Department's website contains helpful information and tools. You can:

- Look up a financial services provider to see if that individual or business is properly licensed.
- Research financial statistics including financial institution profiles and peer group comparisons.
- File certain documents on-line (such as Limited Offering Exemption Notices – LOENs) to sell investments and raise capital – useful for small businesses trying to raise capital.
- Search the California Electronic Access to Securities Information (Cal-EASI) database for information about securities and franchise filings.
- Look up Department of Business Oversight's enforcement actions, including civil actions and administrative orders.
- Find links to partner agencies and investment-related resources.
- Locate upcoming public events in your area on the Events Calendar: [www.dbo.ca.gov/outreach/events/events.htm](http://www.dbo.ca.gov/outreach/events/events.htm)