# NORTH CAROLINA COMMISSIONER OF BANKS

# Consumer Finance Annual Report





# 2019

Katherine M. R. Bosken Interim Commissioner





# State of North Carolina

Roy Cooper

OFFICE OF THE COMMISSIONER OF BANKS

Governor

Katherine M.R. Bosken Interim Commissioner of Banks

#### To The Honorable Roy Cooper, Governor

It is my pleasure to submit to you our 2019 Annual Report ("Report") on licensed consumer finance lenders ("CFLs"). The figures in this Report represent a compilation of unaudited reports submitted by licensees in accordance with N.C.G.S. § 53-184(b).

On December 31, 2019, there were 68 CFLs with 449 branch offices in North Carolina (see Chart A for 5-year trend).

Given the diversity in the size of the CFLs, large CFLs are defined as having 40 or more branch locations, medium CFLs as having 7-39 branch locations and small CFLs as having 6 or fewer branch locations.

For the year ended December 31, 2019, CFLs had aggregate outstanding loans of \$1,480,258,008 and stated equity of \$341,901,800. Assets of these lenders totaled \$1,523,423,912 in 2019, a 20% increase over the previous years' \$1,271,171,494 (see Chart B for 5-year trend).

The consumer lending landscape continues to evolve as entities seek ways to make higher-cost short-term loans sustainable. While in the aggregate, the industry experienced a profitable year in 2019, operating losses in 2019 were reported by 28% of CFLs, with Provision for Credit Losses Expense and Interest Expense totaling approximately 37% of Total Operating Income.

As a convenience to the public and the industry, this report is also available on the Commissioner of Banks' website at www.nccob.gov.

Respectfully submitted,

Katherine M. R. Bosken, Interim Commissioner of Banks

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#### The North Carolina Consumer Finance Act

The North Carolina Consumer Finance Act, N.C.G.S. § 53-164 et seq (the Act), authorizes the Office of the Commissioner of Banks (NCCOB) to license and supervise finance companies that offer installment loans to North Carolina consumers. The Act authorizes interest rates on loans in excess of the limits otherwise applicable under Chapter 24 of the North Carolina General Statutes.

Lenders that do not charge rates in excess of those permitted by Chapter 24 are exempted from the Act. Also exempted are banks, trust companies, savings and loan associations, cooperative credit unions, agricultural credit corporations, production credit associations, pawn brokers, and installment paper dealers.

Amendments to the Act adopted during the 2013 Legislative Session resulted in a revised interest rate structure effective for loans made after July 1, 2013. Due to this change, there were two rate structures in place for loans originated during the period covered by this report.

**Loans Made Prior to July 1, 2013.** The rates authorized under the Act as it existed prior to July 1, 2013, provided for loans of \$3,000 or less made subject to G.S. § 53-173 and loans of \$10,000 or less made subject to G.S. § 53-176. Loan terms under both G.S. § 53-173 and G.S. § 53-176 were no less than 6 months and no more than 84 months, payable in substantially equal consecutive monthly installments.

- Licensees subject to G.S. § 53-173 were permitted interest rates of 36% per year on the portion of the unpaid principal balance not exceeding \$600 and 15% on the remainder.
- Licensees subject to G.S. § 53-176 were permitted interest rates of 30% per year on the unpaid balance not exceeding \$1,000 and 18% on the remainder up to \$7,500. In addition, loans exceeding \$7,500 were restricted to a flat rate of 18% per year.

**Loans Made After July 1, 2013**. Following the passage of Session Law 2013-162 (Senate Bill 489), rate structures under the Act were consolidated into G.S. § 53-176. NCCOB grandfathered all licensees formerly operating under § 53-173 into § 53-176 in an effort to ease this transition. Under the revised G.S. § 53-176, the maximum loan amount was increased to \$15,000 with a minimum term of 12 months and a maximum of 96 months, payable in substantially equal consecutive monthly installments.

• For loans of less than \$10,000, all licensees are now permitted to charge 30% per year on the unpaid balance not exceeding \$4,000, 24% per year on the principal balance of more than \$4,000 and less than \$8,000, and 18% on the remainder up to 15,000. Loans of more than \$10,000 are restricted to a flat interest rate of 18% per year.

**Chart A** 



#### **Chart B**



\* Change in 2015 assets due to misreported data by certain licensees involved in mergers and lenders reporting national loan volume rather than North Carolina-specific loan volume.

# **Consumer Finance Act Licensees** December 31, 2019

| Licensee<br>Home Office   | Number of<br>Operating<br>Locations | Loan<br>Category | Loans<br>Receivable (\$) |
|---|-------------------------------------|------------------|--------------------------|
| Allied Finance Company of Kannapolis, Inc.<br>2113 Dale Earnhardt Blvd.<br>Kannapolis, NC 28082           | 2                                   | G.S. 53-176      | 139,076                  |
| Allied Financial Services, Inc.<br>821 Baxter Street, Suite 307<br>Charlotte, NC 28202                    | 13                                  | G.S. 53-176      | 27,850,046               |
| Atlantic Discount Corporation<br>1300 S. Croatan Highway<br>Kill Devil Hills, NC 27948                    | 3                                   | G.S. 53-176      | 5,551,427                |
| ATP Investments, LLC<br>320 N. Salem Street, Unit 106<br>Apex, NC 27502                                   | 1                                   | G.S. 53-176      | 430,606                  |
| Automatic Financing, Inc.<br>7048 Knightdale Blvd Suite 100<br>Knightdale, NC 27545                       | 1                                   | G.S. 53-176      | 1,272,660                |
| Baraka Financial Services, Inc.<br>8307 University Executive Park Drive, Suite 244<br>Charlotte, NC 28262 | 1                                   | G.S. 53-176      | 58,204                   |
| Basic Finance, Inc.<br>4664 NC Hwy 90 East<br>Hiddenite, NC 28636   | 9                                   | G.S. 53-176      | 35,252,566               |
| Brighter Financial, Inc.<br>285 N. Talbert Blvd.<br>Lexington, NC 27292                                   | 1                                   | G.S. 53-176      | 1,429,853                |
| Cape Fear Finance Company, LLC<br>8126 E. Brainerd Rd. #116<br>Chattanooga, TN 37421                      | 1                                   | G.S. 53-176      | 1,530,857                |
| Cape Fear Lending Inc.<br>7050 Market Street<br>Wilmington, NC 28411                                      | 1                                   | G.S. 53-176      | 586,562                  |
| Capitol Credit Company<br>745 Carolina Avenue<br>Washington, NC 27889                                     | 2                                   | G.S. 53-176      | 3,042,162                |

| Cardinal Finance Company of Lumberton, Inc.<br>406 North Chestnut Street<br>Lumberton, NC 28358      | 1 | G.S. 53-176 | 366,537    |
|--|---|-------------|------------|
| Cardinal Finance Company of Whiteville, Inc.<br>608 S. Madison Street<br>Whiteville, NC 28472        | 1 | G.S. 53-176 | 834,570    |
| Carolina Finance LLC<br>4280 Piedmont Parkway, Suite 110<br>Greensboro, NC 27410                     | 1 | G.S. 53-176 | 2,914      |
| Century Finance, Inc.<br>453 Sunset Avenue<br>Rocky Mount, NC 27804                                  | 8 | G.S. 53-176 | 13,670,398 |
| Choice Loan of Georgia, Inc.<br>25 Technology Parkway South, Ste. 201<br>Peachtree Corners, GA 30092 | 2 | G.S. 53-176 | 50,417     |
| Coastal Finance Company, Inc.<br>5113-D Hwy 70 W<br>Morehead City, NC 28557                          | 5 | G.S. 53-176 | 7,279,904  |
| Consumer Portfolio Services, Inc.<br>3800 Howard Hughes Pkwy., Suite 1400<br>Las Vegas, NV 89169     | 2 | G.S. 53-176 | 0*         |
| Creekside Finance, Inc.<br>845 Blowing Rock Blvd. STE. L4<br>Lenoir, NC 28645                        | 6 | G.S. 53-176 | 10,951,601 |
| Delmarva Funding<br>9201 Corporate Blvd, Suite #110<br>Rockville, MD 20850                           | 1 | G.S. 53-176 | 14,699     |
| Eastern Financial Services, LLC<br>2512 Charles Boulevard<br>Greenville, NC 27858                    | 1 | G.S. 53-176 | 380,240    |
| Foothills Family Finance LLC<br>524 West Fleming Drive<br>Morganton, NC 28655                        | 1 | G.S. 53-176 | 535,930    |
| Future Financial Services, LLC<br>827 Hardee Road<br>Kinston, NC 28504                               | 4 | G.S. 53-176 | 3,976,471  |
| Greene Finance Corporation<br>141 N. Main Street<br>Mount Airy, NC 27030                             | 1 | G.S. 53-176 | 707,147    |

| Greenville Financial Services, Inc.<br>700 E. Arlington Blvd.<br>Greenville, NC 27858                          | 1  | G.S. 53-176 | 833,589     |
|--|----|-------------|-------------|
| Hanover Financial Services, Inc.<br>4230 Market Street<br>Wilmington, NC 28405                                 | 1  | G.S. 53-176 | 2,391,527   |
| Happy Money, Inc.<br>1700 Flight Way, Suite 300<br>Tustin, CA 92782  | 1  | G.S. 53-176 | 40,373      |
| Heritage Finance Co., Inc.<br>687 Rutherford Road<br>Marion, NC 28752  | 5  | G.S. 53-176 | 4,871,452   |
| Holiday Finance, Inc.<br>1410 Dale Earnhardt Blvd.<br>Kannapolis, NC 28083                                     | 1  | G.S. 53-176 | 1,105,650   |
| Home Credit Corporation, Inc.<br>946 West Andrews Avenue<br>Henderson, NC 27536                                | 10 | G.S. 53-176 | 10,488,052  |
| Imperial Finance Company of Mount Olive,<br>Incorporated<br>507-A N. Breazeale Avenue<br>Mount Olive, NC 28365 | 1  | G.S. 53-176 | 768,456     |
| Kuber Financial, LLC<br>400 Spectrum Center Dr., Suite 350<br>Irvine, CA 92618                                 | 1  | G.S. 53-176 | 2,550       |
| Lend Street Financial, Inc.<br>1714 Franklin Street<br>Oakland, CA 94612                                       | 1  | G.S. 53-176 | 264,329     |
| Lendmark Financial Services, LLC<br>2118 Usher Street<br>Covington, GA 30014                                   | 50 | G.S. 53-176 | 282,169,339 |
| M & J Loans of Shelby, Inc.<br>409 S. LaFayette St.<br>Shelby, NC 28151  | 1  | G.S. 53-176 | 975,420     |
| Macon Credit Company, Inc.<br>339 Westgate Road<br>Franklin, NC 28734  | 1  | G.S. 53-176 | 1,280,029   |
| Mariner Finance North Carolina, Inc.<br>8211 Town Center Drive<br>Nottingham, MD 21236                         | 37 | G.S. 53-176 | 162,332,220 |

| Marion Credit Company, Inc.<br>216 South Main Street<br>Marion, NC 28752                                    | 1  | G.S. 53-176 | 1,904,524   |
|---|----|-------------|-------------|
| Metrolina Credit Company of Burlington, Inc.<br>2260 South Church Street, Suite 407<br>Burlington, NC 27216 | 1  | G.S. 53-176 | 525,029     |
| Mid-East Acceptance Corporation of N.C., Inc.<br>3015 S. Memorial Drive<br>Greenville, NC 27834             | 3  | G.S. 53-176 | 2,525,984   |
| Mid-South Finance, LLC<br>709 W. Front Street<br>Lillington, NC 27546                                       | 1  | G.S. 53-176 | 509,581     |
| Mid-State Financial, LLC<br>80 Guardian Court, Suite 125<br>Rocky Mount, NC 27804                           | 1  | G.S. 53-176 | 2,780,477   |
| Mitchell Credit Company , Inc.<br>155 Oak Avenue<br>Spruce Pine, NC 28777                                   | 1  | G.S. 53-176 | 1,237,414   |
| National Finance Company, Inc.<br>1500 South Horner Boulevard<br>Sanford, NC 27330                          | 23 | G.S. 53-176 | 39,411,450  |
| New Southern Loans, Inc.<br>7041 Knightdale Blvd<br>Knightdale, NC 27545                                    | 6  | G.S. 53-176 | 9,737,736   |
| Nicholas Financial, Inc.<br>2454 McMullen Booth Rd, Bldg. C Suite 501B<br>Clearwater, FL 33759              | 3  | G.S. 53-176 | 10,932,440  |
| North State Acceptance, LLC<br>4700 Six Forks Rd. Suite 230<br>Raleigh, NC 27604                            | 9  | G.S. 53-176 | 5,405,615   |
| Omni Financial of Nevada, Inc.<br>One Radisson Plaza, Suite 804<br>New Rochelle, NY 10801                   | 2  | G.S. 53-176 | 8,356,019   |
| OneMain Financial Group, LLC<br>100 International Drive, 16th<br>Baltimore, MD 21202                        | 97 | G.S. 53-176 | 577,155,206 |
| Professional Financial Services of North Carolina, LLC<br>181 Security Place<br>Spartanburg, SC 29307       | 8  | G.S. 53-176 | 734,039     |

| Pure Financial Group<br>1506 Joh Avenue, Suite 184<br>Baltimore, MD 21227                         | 1  | G.S. 53-176 | 17,481     |
|---|----|-------------|------------|
| Quality Finance Co., Inc.<br>2719 Graves Drive, Building 20, Suite B<br>Goldsboro, NC 27534       | 2  | G.S. 53-176 | 1,779,566  |
| Regional Finance Corporation of North Carolina<br>979 Batesville Road, Suite B<br>Greer, SC 29651 | 38 | G.S. 53-176 | 84,349,257 |
| Royalty Management Corporation<br>200 South Broad Street<br>Edenton, NC 27932                     | 5  | G.S. 53-176 | 5,326,019  |
| Scratch Financial, Inc.<br>225 S. Lake Ave. Suite 250<br>Pasadena, CA 91101                       | 1  | G.S. 53-176 | 651,936    |
| Security Credit Corporation<br>710 S. Brightleaf Blvd.<br>Smithfield, NC 27577                    | 1  | G.S. 53-176 | 2,365,590  |
| Select Acceptance Corporation<br>3004 S. Memorial Drive<br>Greenville, NC 27834                   | 1  | G.S. 53-176 | 484,521    |
| Simple Path Financial LLC<br>16842 Von Karman Ave, Suite 200<br>Irvine, CA 92606                  | 1  | G.S. 53-176 | 30,400     |
| Southern Loans, Inc.<br>112 S. Pearl Street<br>Rocky Mount, NC 27804                              | 7  | G.S. 53-176 | 11,146,975 |
| Time Investment Corporation<br>1501-C W. Arlington Blvd.<br>Greenville, NC 27835                  | 24 | G.S. 53-176 | 93,155,097 |
| Trophy Financial, Inc.<br>452 S. Main Street<br>Laurinburg, NC 28352                              | 2  | G.S. 53-176 | 4,108,757  |
| Turner Finance Co., Inc.<br>24 South Brady Avenue, Suite A<br>Newton, NC 28658                    | 1  | G.S. 53-176 | 1,779,329  |
| Universal Acceptance Corporation<br>2600 Discovery Drive<br>Raleigh, NC 27616                     | 1  | G.S. 53-176 | 184,052    |
| Universal Finance, Inc.<br>700 12th Street Dr NW<br>Hickory, NC 28601                             | 7  | G.S. 53-176 | 14,698,403 |

| Wagner Financial Services, Inc.<br>175 Jonestown Road<br>Winston-Salem, NC 27104  | 3   | G.S. 53-176 | 3,089,737       |
|---|-----|-------------|-----------------|
| Welcome Finance Company , Inc.<br>112 West Center Street<br>Mebane, NC 27302      | 16  | G.S. 53-176 | 11,887,644      |
| Whitestone Financial, Inc.<br>1796 Silas Creek Parkway<br>Winston-Salem, NC 27103 | 1   | G.S. 53-176 | 249,956         |
| WNC Credit Company, Inc.<br>48 N. Church Street<br>Murphy, NC 28906               | 1   | G.S. 53-176 | 299,941         |
| TOTALS  | 449 |             | \$1,480,258,008 |

\* Licensed as of December 31, 2019. However, no loans receivable were on licensee's books as of this date.

#### Number of Consumer Finance Offices by Region and County

#### **Mountain**





### Number of Consumer Finance Offices by Region and County

#### **Piedmont**

|            | Alamance    | 11 | Rutherford   | 4   |
|------------|-------------|----|--|---|
| $\diamond$ | Alexander   | 2  | Stanly   | 5   |
| $\diamond$ | Anson       | 1  | Surry  | 6   |
|            | Cabarrus    | 8  | Union  | 6   |
|            | Catawba     | 11 | Vance  | 7   |
|            | Cleveland   | 8  | Wake   | 26  |
|            | Davidson    | 4  | Yadkin   | 1   |
| $\diamond$ | Davie       | 2  |  |   |
| ě          | Durham      | 8  |  |   |
|            | Forsyth     | 18 |  |   |
|            | Franklin    | 3  |  |   |
| •          | Gaston      | 7  |  |   |
|            | Guilford    | 18 |  |   |
| -          | Iredell     | 9  |  |   |
|            | Lee         | 5  |  |   |
|            |             |    |  |   |
| $\diamond$ | McDowell    | 5  |  |   |
| - +        | Mecklenburg | 14 |  |   |
|            | Moore       | 3  |  |   |
| $\diamond$ | Person      | 2  |  |   |
|            | Randolph    | 3  |  |   |
|            | Richmond    | 7  | Populatio  | on **                                     |
|            |             |    | ess than 20,000  | 80,000 - 200,000                          |
|            | Rockingham  | 6  | D,000 - 50,000 O,000 O,000 O,000 - 80,000 A            | 200,000 - 500,000<br>Greater than 500,000 |
|            | Rowan       | 6  | ** 2019 Provisional Count<br>(www.osbm.state.nc.us/nco | y Population Estimates                    |
|            |             |    | (www.osom.state.nc.us/nco                              | sommatis_anu_nyures)                      |

#### Number of Consumer Finance Offices by Region and County

#### Coastal

| $\diamond$ | Beaufort    | 4  |   | Sampson                            |                             |                          |
|------------|-------------|----|---|------------------------------------|-----------------------------|--------------------------|
|            | Brunswick   | 3  |   | Scotland                           |                             |                          |
|            | Carteret    | 4  | 4 | Vashington                         |                             |                          |
| $\land$    | Chowan      | 2  |   | Wayne                              |                             |                          |
|            | Columbus    | 3  |   | Wilson                             |                             |                          |
|            | Craven      | 4  |   |                                    |                             |                          |
|            | Cumberland  | 14 |   |                                    |                             |                          |
| $\diamond$ | Dare        | 1  |   |                                    |                             |                          |
|            | Duplin      | 3  |   |                                    |                             |                          |
|            | Edgecombe   | 2  |   |                                    |                             |                          |
|            | Halifax     | 8  |   |                                    |                             |                          |
|            | Harnett     | 6  |   |                                    |                             |                          |
|            | Hertford    | 4  |   |                                    |                             |                          |
| ě          | Hoke        | 1  |   |                                    |                             |                          |
|            | Johnston    | 11 |   |                                    |                             |                          |
|            | Lenoir      | 5  |   |                                    |                             |                          |
|            | Martin      | 4  |   |                                    |                             |                          |
|            | Nash        | 9  |   |                                    |                             |                          |
|            |             |    |   |                                    |                             |                          |
|            | New Hanover | 14 |   |                                    |                             |                          |
|            | Onslow      | 7  |   |                                    |                             |                          |
| $\diamond$ | Pasquotank  | 4  |   | <b>Pc</b><br>Less than 20,000      | pulatio                     | n **<br>80,000           |
|            | Pitt        | 16 |   | 20,000 - 50,000                    |                             | 200,000                  |
|            | Robeson     | 8  | ě | 50,000 - 80,000                    |                             | Greater                  |
|            | 170062011   | 0  |   | ** 2019 Provisi<br>(www.osbm.state | onal County<br>a.nc.us/ncos | Population<br>bm/facts_a |
|            |             |    |   |                                    |                             |                          |



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#### **Consolidated Balance Sheet**

January 1, 2019 - December 31, 2019

| Assets                       | 2019             | 2018             |
|------------------------------|------------------|------------------|
| Cash                         | \$ 27,931,600    | \$ 19,013,887    |
| Loans Receivable             | 1,480,258,008    | 1,210,787,751    |
| Less Reserve for Loan Losses | 92,360,574       | 69,036,936       |
| Net Loans Receivable         | 1,387,897,434    | 1,141,750,815    |
| Real Estate                  | 2,350,112        | 3,431,653        |
| Furniture and Equipment      | 11,421,917       | 11,502,533       |
| Unamortized Fee              | 4,957,652        | -1,918,310       |
| Other Assets                 | 88,865,197       | 97,327,916       |
| Total Assets                 | \$ 1,523,423,912 | \$ 1,271,171,494 |

#### Liabilities, Net Worth and Shareholders' Equity

| Accounts and Notes Payable                        |                  |                  |  |
|---|------------------|------------------|--|
| (a) Banks and other lending institutions          | \$ 435,720,120   | \$ 409,074,910   |  |
| (b) Parent company or affiliates                  | 628,420,973      | 443,294,385      |  |
| (c) Other   | 59,802,640       | 57,631,578       |  |
| Total Accounts and Notes Payable                  | 1,123,943,733    | 910,000,873      |  |
| Other Liabilities                                 | 57,578,379       | 46,731,931       |  |
| Total Liabilities                                 | 1,181,522,112    | 956,732,804      |  |
| Net Worth and Shareholders' Equity                | 341,901,800      | 314,375,690      |  |
| Total Liabilities, Worth and Shareholders' Equity | \$ 1,523,423,912 | \$ 1,271,108,494 |  |

#### **Consolidated Statement of Income and Expense**

January 1, 2019 - December 31, 2019

| Income   | 2019           | 2019           |  |
|--|----------------|----------------|--|
| Interest Collected and Earned on Loans under G.S. § 53-176 | \$ 334,903,542 | \$ 334,903,542 |  |
| Insurance Income, Including Origination Fees               | 32,748,015     | 32,748,015     |  |
| Loan Processing Fees Under G.S. § 53-176(b)                | 8,915,353      | 8,915,353      |  |
| Loan Filing Fees (UCC-1 and Title Fee)                     | 8,254          | 8,254          |  |
| NSF  | 817,348        | 817,348        |  |
| Non-filing Fees  | 2,648,127      | 2,648,127      |  |
| Late Fee   | 12,592,526     | 12,592,526     |  |
| Deferral Charge  | 1,792,392      | 1,792,392      |  |
| Other Income   | 24,368,568     | 24,368,568     |  |
| Total Income   | \$ 418,794,125 | \$ 418,794,125 |  |
| Expenses   |                |                |  |
| Salaries, wages, and benefits                              | \$ 94,770,496  | \$ 94,770,496  |  |
| Occupancy expense  | 15,340,625     | 15,340,625     |  |
| Depreciation and amortization                              | 3,885,450      | 3,885,450      |  |
| Interest Expense   | 66,080,974     | 66,080,974     |  |
| Provision for credit losses                                | 87,799,852     | 87,799,852     |  |
| Information Technology Services                            | 2,590,998      | 2,590,998      |  |
| Product Management Services                                | 1,601,099      | 1,601,099      |  |
| Administrative Expenses                                    | 20,357,603     | 20,357,603     |  |
| Management Fees  | 10,717,941     | 10,717,941     |  |
| Provision for State & Local Taxes                          | 733,648        | 733,648        |  |
| Other expenses   | 32,795,114     | 32,795,114     |  |
| Total Expenses, Before Income Taxes                        | \$ 336,673,800 | \$ 336,673,800 |  |
|  |                |                |  |
| Net Income, Before Income Taxes                            | \$ 82,120,325  |                |  |
| Income Taxes (tax credits are entered as negative)         | 4,189,721      |                |  |
| Net Income   | \$ 77,930,604  | \$ 77,930,604  |  |

### **Loan Classifications**

#### January 1, 2019 - December 31, 2019

#### **Loan Balances**

|   | Number  | Amount           |  |
|---|---------|------------------|--|
| Loans Receivable, Beginning of Year*          | 324,689 | \$ 1,204,975,385 |  |
| Loans Made During the Year                    | 459,333 | 1,741,270,532    |  |
| Loan Balances Purchased During the Year       | 1,715   | 2,651,394        |  |
| Loan Balances Sold During the Year            | 16,639  | 83,721,506       |  |
| Loan Balances Charged Off During the Year     | 38,020  | 98,094,338       |  |
| Collections of Principal During the Year      | 0       | 1,286,823,459    |  |
| Loans Receivable Outstanding at End of Period | 415,894 | \$ 1,480,258,008 |  |
| Loans By Size                                 |         |                  |  |
| Loans Made During the                         | Number  | Amount           |  |
| (a) \$600.00 or less                          | 5,854   | \$ 2,741,839     |  |
| (b) \$600.01 to \$1,000.00                    | 17,857  | 14,297,174       |  |
| (c) \$1,000.01 to \$3,000.00                  | 239,456 | 442,775,301      |  |
| (d) \$3,000.01 to \$5,000.00                  | 77,634  | 290,430,652      |  |
| (e) \$5,000.01 to \$7,500.00                  | 57,389  | 354,244,551      |  |
| (f) \$7,500.01 to \$10,000.00                 | 24,723  | 210,392,300      |  |
| (g) \$10,000.01 to \$12,500.00                | 25,613  | 278,948,559      |  |
| (h) \$12,500.01 to \$15,000.00                | 10,807  | 147,440,156      |  |
| Total Loans Made                              | 459,333 | \$ 1,741,270,532 |  |
| Loans By Type of Security                     |         |                  |  |
| Loans Made During the                         | Number  | Amount           |  |
| (a) Personal property                         | 239,241 | \$ 636,219,319   |  |
| (b) Signature endorsement                     | 118,346 | 496,214,959      |  |
| (c) Motor vehicles                            | 96,380  | 591,539,498      |  |
| (d) Other consideration                       | 5,366   | 17,296,756       |  |
| Total Loans Made During the Period            | 459,333 | \$ 1,741,270,532 |  |
| Loans By Type of Borrower                     |         |                  |  |
| Loans Made During the                         | Number  | Amount           |  |
| (a) Which renewed existing accounts           | 251,253 | \$ 1,031,039,238 |  |
| (b) To former borrowers                       | 57,771  | 161,686,957      |  |
| (c) To new borrowers                          | 150,309 | 548,544,337      |  |
| Total Loans Made During the Period            | 459,333 | \$ 1,741,270,532 |  |

\* Does not match prior years' published chart for loans outstanding at end of period due to unreported disposition of loan balances by companies no longer licensed at reporting date.

#### **Other Consumer Finance Loan Data**

January 1, 2019 - December 31, 2019

| Number of Loan Applications:                             | Number  |                  |
|--|---------|------------------|
| (a) Approved*  | 406,339 |                  |
| (b) Withdrawn  | 42,695  |                  |
| (c) Denied   | 531,719 |                  |
| Loans with specified fees collected:                     | Number  | Amount           |
| (a) Processing fees                                      | 330,410 | \$ 8,915,353     |
| (b) UCC-1  | 2,246   | 8,254            |
| (c) Returned check fees                                  | 33,391  | 817,348          |
| (d) Non-Filing fees: Third Party                         | 74,238  | 1,733,667        |
| (e) Non-Filing fees: Self Insurance                      | 30,256  | 914,460          |
| (f) Late Fees  | 855,162 | 12,592,526       |
| (g) Deferral Charges                                     | 16,782  | 1,792,392        |
| Loans with credit insurance and net premiums collected   | Number  | Premiums Charged |
| (a) Credit life insurance                                | 240,176 | \$ 6,438,272     |
| (b) Credit accident and health insurance                 | 119,280 | 10,333,691       |
| (c) Credit unemployment insurance                        | 87,513  | 7,695,849        |
| (d) Credit property insurance                            | 242,449 | 4,910,012        |
| (e) Other insurance                                      | 0       | 3,370,191        |
| As of December 31, total number and amount of loans:     | Number  | Amount           |
| (a) Current or less than 30 days past due                | 385,375 | \$ 1,362,092,382 |
| (b) 30-59 days past due                                  | 17,317  | 57,350,800       |
| (c) 60-89 days past due                                  | 5,882   | 16,558,942       |
| (d) 90 + days past due                                   | 14,318  | 43,701,486       |
| Defaults, repossessions and filing insurance:            | Number  | Amount           |
| (a) Loan balances charged off                            | 38,020  | \$ 98,094,338    |
| (b) Recoveries   | 22,312  | 9,061,237        |
| (c) Where collateral was repossessed                     | 2,301   | 10,314,816       |
| (d) Where claim made against non-filing insurance policy | 1,089   | 2,414,670        |

\* Approved applications do not necessarily reflect loans made in this reporting period.

#### **Changes in Receivables and Related Categories**

|                    | 2018            | 2019            | % of change |
|--------------------|-----------------|-----------------|-------------|
| Loan Receivables   | \$1,210,787,751 | \$1,480,258,008 | 18          |
| Loan Loss Reserves | \$69,036,936    | \$92,360,574    | 25          |
| Total Assets       | \$1,271,171,494 | \$1,523,423,912 | 17          |
| Total Liabilities  | \$956,732,804   | \$1,181,522,112 | 19          |
| Net Worth of Firms | \$314,375,690   | \$341,901,800   | 8           |

#### **Income and Expense Comparison**

|         | 2017          | 2018          | 2019          |
|---------|---------------|---------------|---------------|
| Income  | \$341,431,822 | \$369,158,938 | \$418,794,125 |
| Expense | \$308,219,011 | \$314,594,062 | \$336,673,800 |



#### Income and Expense Comparison by Company Size for 2019







#### Total Number of Loans Made by Year

#### Total Dollar Amount of Loans Made by Year



\* Change in 2015 assets due to misreported data by certain licensees involved in mergers and lenders reporting national loan volume rather than North Carolina-specific loan volume.

#### **Classification of Loans by Size (Number)**

|                           | 2015    | 2016    | 2017    | 2018    | 2019    |
|---------------------------|---------|---------|---------|---------|---------|
| \$600 or Less             | 8,006   | 7,259   | 5,955   | 5,636   | 5,854   |
| Over \$600 to \$1,000     | 32,466  | 32,207  | 25,547  | 20,097  | 17,857  |
| Over \$1,000 to \$3,000   | 256,020 | 240,924 | 242,779 | 245,379 | 239,456 |
| Over \$3,000 to \$5,000   | 72,879  | 78,541  | 78,728  | 76,060  | 77,634  |
| Over \$5,000 to \$7,500   | 43,485  | 53,677  | 55,324  | 53,887  | 57,389  |
| Over \$7,500 to \$10,000  | 16,301  | 25,580  | 25,775  | 23,967  | 24,723  |
| Over \$10,000 to \$12,500 | 6,714   | 16,211  | 19,830  | 23,620  | 25,613  |
| Over \$12,500 to \$15,000 | 2,744   | 7,511   | 9,950   | 7,659   | 10,807  |



\* Change in 2015 assets due to misreported data by certain licensees involved in mergers and lenders reporting national loan volume rather than North Carolina-specific loan volume.

#### 2019 Loans by Size of Company (Number)

|                           | Large Companies (40<br>or more locations) | Medium Companies<br>(7-39 locations) | Small companies (6 or<br>less locations |
|---------------------------|---|--------------------------------------|---|
| \$600 or Less             | 128                                       | 1,678                                | 4,048                                   |
| Over \$600 to \$1,000     | 281                                       | 11,203                               | 6,373                                   |
| Over \$1,000 to \$3,000   | 18,750                                    | 190,008                              | 30,698                                  |
| Over \$3,000 to \$5,000   | 26,187                                    | 44,036                               | 7,411                                   |
| Over \$5,000 to \$7,500   | 35,907                                    | 18,612                               | 2,870                                   |
| Over \$7,500 to \$10,000  | 20,139                                    | 3,114                                | 1,470                                   |
| Over \$10,000 to \$12,500 | 23,764                                    | 1,110                                | 739                                     |
| Over \$12,500 to \$15,000 | 9,732                                     | 705                                  | 370                                     |



#### **Classification of Loans by Size (\$ Amount)**

|                           | 2015          | 2016          | 2017          | 2018          | 2019          |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| \$600 or Less             | \$4,187,149   | \$3,569,491   | \$3,022,872   | \$2,805,456   | \$2,741,839   |
| Over \$600 to \$1,000     | \$26,274,073  | \$31,403,372  | \$21,157,702  | \$16,043,992  | \$14,297,174  |
| Over \$1,000 to \$3,000   | \$454,996,105 | \$422,572,609 | \$434,328,201 | \$442,416,592 | \$442,775,301 |
| Over \$3,000 to \$5,000   | \$271,880,627 | \$298,112,822 | \$297,074,568 | \$285,526,644 | \$290,430,652 |
| Over \$5,000 to \$7,500   | \$262,115,998 | \$326,984,704 | \$334,700,798 | \$328,399,794 | \$354,244,551 |
| Over \$7,500 to \$10,000  | \$138,733,370 | \$217,455,013 | \$219,732,525 | \$204,680,459 | \$210,392,300 |
| Over \$10,000 to \$12,500 | \$72,878,181  | \$176,656,000 | \$215,593,732 | \$256,821,274 | \$278,948,559 |
| Over \$12,500 to \$15,000 | \$38,671,543  | \$113,571,030 | \$158,326,260 | \$105,046,994 | \$147,440,156 |



\* Change in 2015 assets due to misreported data by certain licensees involved in mergers and lenders reporting national loan volume rather than North Carolina-specific loan volume.

#### 2019 Loans by Size of Company (\$ Amount)

|                           | Large Companies (40<br>or more locations) | Medium Companies<br>(7-39 locations) | Small companies (6 or<br>less locations |
|---------------------------|---|--------------------------------------|---|
| \$600 or Less             | \$58,924                                  | \$912,815                            | \$1,770,100                             |
| Over \$600 to \$1,000     | \$227,315                                 | \$8,998,162                          | \$5,071,697                             |
| Over \$1,000 to \$3,000   | \$39,823,994                              | \$349,726,235                        | \$53,225,072                            |
| Over \$3,000 to \$5,000   | \$104,343,146                             | \$158,283,792                        | \$27,803,714                            |
| Over \$5,000 to \$7,500   | \$228,716,580                             | \$108,328,497                        | \$17,199,474                            |
| Over \$7,500 to \$10,000  | \$171,187,287                             | \$26,385,487                         | \$12,819,526                            |
| Over \$10,000 to \$12,500 | \$258,876,131                             | \$11,899,966                         | \$8,172,462                             |
| Over \$12,500 to \$15,000 | \$132,658,403                             | \$9,607,595                          | \$5,174,158                             |



|                       | 2015    | 2016    | 2017    | 2018    | 2019    |
|-----------------------|---------|---------|---------|---------|---------|
| Personal Property     | 233,159 | 228,446 | 231,811 | 238,157 | 239,241 |
| Signature Endorsement | 68,762  | 100,990 | 123,886 | 120,261 | 118,346 |
| Motor Vehicles        | 131,371 | 123,025 | 102,841 | 93,856  | 96,380  |
| Other Considerations  | 5,323   | 9,449   | 5,350   | 4,031   | 5,366   |



#### Loans by Type of Security (\$ Amount)

Loans by Type of Security (Number)

|                       | 2015          | 2016          | 2017          | 2018          | 2019          |
|-----------------------|---------------|---------------|---------------|---------------|---------------|
| Personal Property     | \$567,306,754 | \$593,716,226 | \$551,484,480 | \$568,344,991 | \$636,219,319 |
| Signature Endorsement | \$217,170,037 | \$406,662,983 | \$578,203,625 | \$552,326,735 | \$496,214,959 |
| Motor Vehicles        | \$465,928,899 | \$531,888,863 | \$535,281,209 | \$504,536,209 | \$591,539,498 |
| Other Considerations  | \$19,331,356  | \$58,056,969  | \$18,967,344  | \$16,533,270  | \$17,296,756  |



|                           | 2015    | 2016    | 2017    | 2018    | 2019    |
|---------------------------|---------|---------|---------|---------|---------|
| Renewed Existing Accounts | 276,112 | 296,475 | 286,001 | 281,900 | 251,253 |
| Former Borrowers          | 66,589  | 53,970  | 44,850  | 51,500  | 57,771  |
| New Borrowers             | 95,914  | 111,465 | 133,037 | 122,905 | 150,309 |



#### Loans by Type of Borrower (Number)

#### Loans by Type of Borrower (\$ Amount)

|                           | 2015          | 2016            | 2017            | 2018            | 2019            |
|---------------------------|---------------|-----------------|-----------------|-----------------|-----------------|
| Renewed Existing Accounts | \$828,895,186 | \$1,077,202,124 | \$1,078,822,359 | \$1,096,670,277 | \$1,031,039,238 |
| Former Borrowers          | \$156,796,488 | \$148,015,337   | \$121,003,403   | \$144,215,650   | \$161,686,957   |
| New Borrowers             | \$284,045,372 | \$365,107,580   | \$484,110,896   | \$400,855,278   | \$548,544,337   |



★ Change in 2015 assets due to misreported data by certain licensees involved in mergers and lenders reporting national loan volume rather than North Carolina-specific loan volume.