

2023

118TH ANNUAL REPORT

Brad Little
Governor

Patricia Perkins
Director



IDAHO

DEPARTMENT OF FINANCE

Protecting the Integrity of Idaho Financial Markets Since 1905





IDAHO
DEPARTMENT OF FINANCE

July 1, 2023

The Honorable Brad Little
Governor, State of Idaho
Statehouse
Boise, Idaho 83720

Dear Governor Little:

I am pleased to submit the 118th Annual Report of the Department of Finance for fiscal year 2023, July 1, 2022, through June 30, 2023.

The Department's mission is to diligently promote access to healthy and comprehensive financial services for Idaho citizens through prudent and efficient oversight of financial institutions, investment opportunities, and credit transactions. Department financial services sector licensing and registrations increased year over year with total registrations and license filings increasing from 221,121 to 234,530. The Department also undertook enforcement actions related to the financial services industry where necessary. This past fiscal year, through enforcement actions, the Department formally obtained \$1,108,908 for Idaho consumers in the form of restitution, rescission, and refunds. Including the results of these formal actions, the Department returned a total of approximately \$2 Million to Idaho citizens through the remediation of consumer complaints.

By acting on our Values, the Department teams were able to manage the growth in Idaho's financial services while continuing our efforts to promote economic development, appropriately reduce regulatory burdens, and improve financial literacy.

Thank you for your continued support of the Department.

Sincerely,

Patricia R. Perkins
Director

Contents

Mission Statement..... 3

Vision Statement..... 3

Values..... 3

History & Industry Highlights 4

Financial Institutions Bureau 6

Consumer Finance Bureau 18

Securities Bureau 21

Administration Section 24

Information on specific financial institutions regulated by the Idaho Department of Finance can be found at www.finance.idaho.gov.

Copyright (c) 2024, Idaho Department of Finance, Corel Corporation and its licensors. All rights reserved.

The Department of Finance is a regulatory agency charged with the supervision and oversight of financial service providers operating in Idaho and across the nation. These include state-chartered financial institutions, regulated lenders, securities issuers, broker-dealers and stockbrokers, residential mortgage brokers, lenders, and loan originators, investment advisers and sales personnel, collection agencies, endowed care cemeteries, and others. The Department is funded entirely by fees levied by law on the industries subject to its supervision. The Department administers and enforces the following twenty-two regulatory statutes:

<i>Idaho Bank Act</i>	<i>Idaho Credit Code</i>
<i>Idaho Credit Union Act</i>	<i>Idaho Collection Agency Act</i>
<i>Idaho Interstate Banking Act</i>	<i>Idaho Uniform Securities Act</i>
<i>Idaho Interstate Branching Act</i>	<i>Idaho Residential Mortgage Practices Act</i>
<i>Idaho International Banking Act</i>	<i>Business Combination Act</i>
<i>Idaho Trust Institutions Act</i>	<i>Control Share Acquisition Act</i>
<i>Idaho Savings Bank Act</i>	<i>Idaho Commodity Code</i>
<i>Business and Industrial Development Corporation Act (BIDCO)</i>	<i>Endowment Care Cemetery Act</i>
<i>Idaho Money Transmitters Act</i>	<i>Continuing Care Disclosure Act</i>
<i>Idaho Financial Fraud Prevention Act</i>	<i>Idaho Escrow Act</i>
	<i>Idaho Loan Broker Act</i>

Mission Statement

Safeguarding the financial health of Idahoans through the appropriate oversight of diverse financial institutions, the education and protection of consumers, and by fostering sensible innovation in the financial services market.

Vision Statement

Excelling in supervision, fostering innovation, protecting Idaho's financial health.

Values

*The Department of Finance recognizes and embraces the following values to guide how we work, make decisions, and guide our relationships with internal and external stakeholders. These values are **Trust, Accountability, Empowerment, Collaboration, Adaptability, Fairness.***

History & Industry Highlights



History -The Department, originally known as the Idaho office of “State Bank Commissioner,” was created March 6, 1905. At that time, the Department administered only one law, the *Idaho Bank Act*, and regulated only the banking industry.



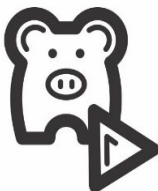
Regulatory Burdens and Related Costs – The Department continues its commitment to provide reasonable regulatory oversight without imposing excessive costs on industry.



Education and Community Outreach – Through its Financial Education Program, the Department continues to be a trusted resource for financial literacy initiatives both through independent efforts and in conjunction with other state and non-profit organizations.



Depository Institutions in Idaho – Idaho community banks and credit unions continue to contribute to the Idaho economy through increased consumer access to financial products and services, extension of credit to individuals and businesses, contributions to nonprofit and community charities, employment of Idahoans, and actively volunteering in Idaho communities.



Banks in Idaho – Idaho state-chartered banks continued to exhibit good performance and financial condition in 2023. As of June 30, 2023, asset growth in Idaho state-chartered institutions had outpaced the growth rate of all FDIC-insured institutions nationwide of negative 1.07 percent. Also, capital levels continued to exceed the national weighted average of 9.10 percent. Additionally, earnings levels continue to exceed the national weighted average of 1.29 percent.



Credit Unions in Idaho – Idaho state-chartered credit unions performed well in 2023. The asset growth rate for Idaho state-chartered credit unions was strong compared to the national average of 3.82 percent. Net income of \$66.16 million resulted in a return on average assets of 0.84 percent as of June 30, 2023, compared to \$63.21 million and 0.90 percent for the same period one year ago. Total members for Idaho state-chartered credit unions grew to 929,149 as of June 30, 2023, representing an increase of 7.94 percent from June 30, 2022.



Consumer Finance – The Department had regulatory oversight responsibility for 810 licensees under the Idaho Credit Code, 2,575 mortgage broker lender licensees under the Idaho Residential Mortgage Practices Act, and 1,155 licensees under the Idaho Collection Agency Act. The number of licensed mortgage loan originators in Idaho decreased from 10,297 to 8,619 by the 2023 fiscal year-end. In addition, the number of collection agency solicitors/collectors registered in Idaho rose from 42,048 to 43,702, representing a reversal of a downward trend in registrations that began in FY 2021.



BUY

Securities – For the tenth year in a row submissions to the Securities Bureau increased, with total filings of 176,780 in fiscal year 2023. The Bureau’s oversight extends to more than 162,000 individuals who currently hold Idaho registrations as broker-dealer agents, investment adviser representatives or issuer agents. Through civil and administrative sanctions, the Bureau obtained orders for \$1,108,908 in restitution and rescission to customers in Idaho and other states, while imposing fines of \$940,528.



Consumer Complaints – The Department evaluates compliance of its licensees in part through the investigations of complaints filed by consumers. The Consumer Affairs Office responds to consumer complaints, undertakes investigations based upon complaints, and determines an appropriate resolution. The Department may seek voluntary resolution if a violation is discovered, and depending upon the severity of the violation, may pursue fines, deny, suspend, or seek revocation of licensure, or take administrative or court action.

Financial Institutions Bureau

The Financial Institutions Bureau (Bureau) regulates, supervises, and ensures the safety and soundness of state-chartered banks, savings banks, credit unions, bank holding companies, trust companies, and business and industrial development corporations operating in Idaho. The Bureau is dedicated to maintaining public confidence in Idaho state-chartered financial institutions and to ensuring Idaho-chartered institutions provide safe, sound, and reliable financial services for their customers.

The Department is strongly committed to providing effective regulation without excessive costs. Our fees remain among the lowest in the nation – we do not charge examination fees and process most applications for nominal or no fees. Idaho financial institutions incur significantly less regulatory costs than their federal counterparts.

Regulatory Relationships and Examinations – The Bureau enjoys an excellent working relationship with federal and other state regulators to provide regulated institutions with effective supervision with minimal disruption and costs, and efficient use of supervisory/regulatory resources. Our primary tool in this endeavor is close coordination of examinations. Teams for bank, credit union, commercial, trust, and information technology examinations frequently include both state and federal examiners. We continue to provide and support a “single point of contact” for state-chartered institutions operating on a multi-state basis.

Bureau personnel meet regularly with the National Credit Union Administration (NCUA) and the Federal Deposit Insurance Corporation (FDIC) to discuss regulatory issues of mutual concern and coordinate examinations. Additionally, the Bureau continues its joint compliance examination program entered into with the FDIC in 2020. Idaho is one of the few states that have a formal agreement with the FDIC on conducting joint compliance examinations. The joint compliance examinations, in addition to joint risk management examinations, result in more efficient and less burdensome bank examinations. The Department also enjoys an excellent relationship with American Share Insurance, a private share insurance company based in Dublin, Ohio, that insures the deposits of several Idaho credit unions. The Department is an active participant in the National Association of State Credit Union Supervisors (NASCUS) and Conference of State Bank Supervisors (CSBS), which actively coordinate with all state credit union and state bank regulatory agencies on a variety of issues that affect industry.

- ✓ **National Accreditation** - The Conference of State Bank Supervisors (CSBS) and the National Association of State Credit Union Supervisors (NASCUS) have established accreditation standards for both bank and credit union supervision and regulation. Both the bank and credit union sections received reaccreditation in fiscal year 2021. The Credit Union Section and Bank Section have been continuously accredited by NASCUS and CSBS since 1990.
- ✓ **Education and Examiner Training** - Continuing education and training are critical to maintaining accreditation and the confidence of those we regulate. The Department continues to support educational opportunities for its examiners.

Bank Section

The Bank Section is responsible for supervising all Idaho state-chartered banks and ensuring compliance with the Idaho Bank Act. As of June 30, 2023, there were ten Idaho state-chartered banks under the Bank Section's direct supervision. The Section also has responsibilities as the host-state supervisor for eleven banks chartered by other states and operating in Idaho.

Branch Activities

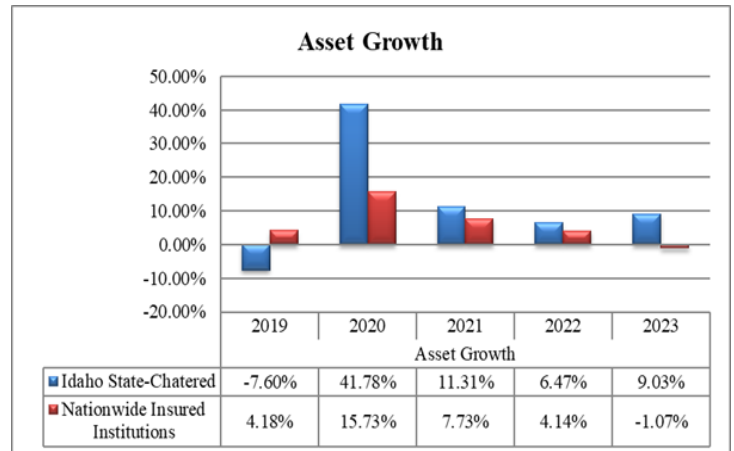
Bank branching and relocation continued throughout fiscal year 2023. Bank of Idaho expanded into Washington with the purchase and acquisition of five HomeStreet Bank branches in Spokane, Yakima, Sunnyside, Dayton, and Kennewick as well as the opening of a new branch in Pasco. NBH Bank expanded into Idaho after acquiring Bank of Jackson Hole and its division, Bright Bank, which now operates in Boise, Eagle, and Meridian as Hillcrest Bank. Heritage Bank expanded into Idaho and opened a branch in Boise. Ireland Bank closed two of its branches in Downey and Pocatello, Idaho. Bank of Idaho closed one of its branches in Pocatello, Idaho.

Idaho-Based Banks

As of June 30, 2023, there are 11 Idaho-based banks (10 state-chartered banks and one federal savings bank) with combined assets of \$11.03 billion, net loans and leases of \$6.44 billion, and deposits of \$9.15 billion. Idaho-based banks outperformed FDIC-insured institutions nationwide with higher average capital (leverage ratio) of 11.10 percent compared to 9.10 percent.

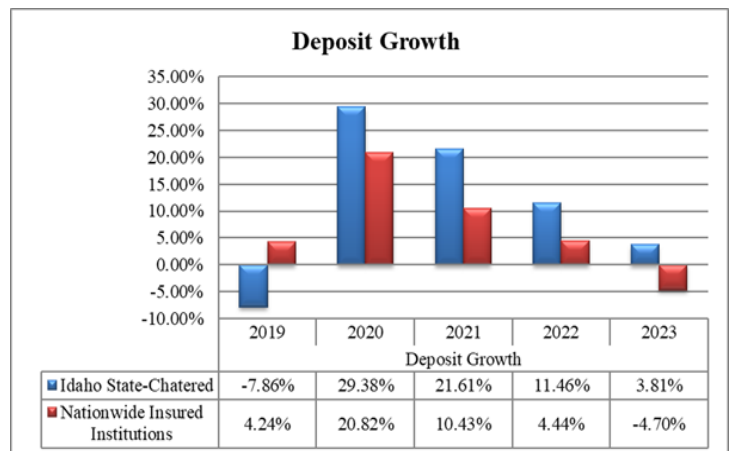
Assets

Total assets in Idaho state-chartered banks increased 9.03 percent from \$8.80 billion as of June 30, 2022, to \$9.60 billion as of June 30, 2023. Asset growth in Idaho state-chartered institutions outpaced the growth rate of all FDIC-insured institutions nationwide of negative 1.07 percent.



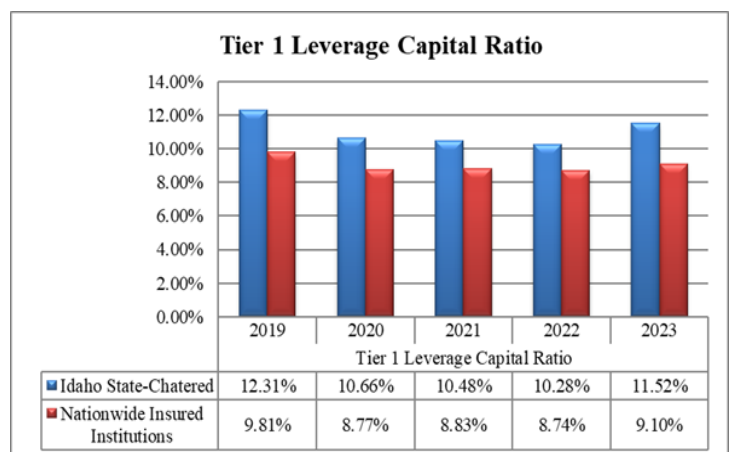
Deposits

Total deposits in Idaho-chartered banks increased 3.81 percent in fiscal year 2023 from \$7.77 billion to \$8.07 billion. Total deposits in all FDIC-insured institutions in Idaho decreased from \$45.11 billion to \$39.00 billion in fiscal year 2023.



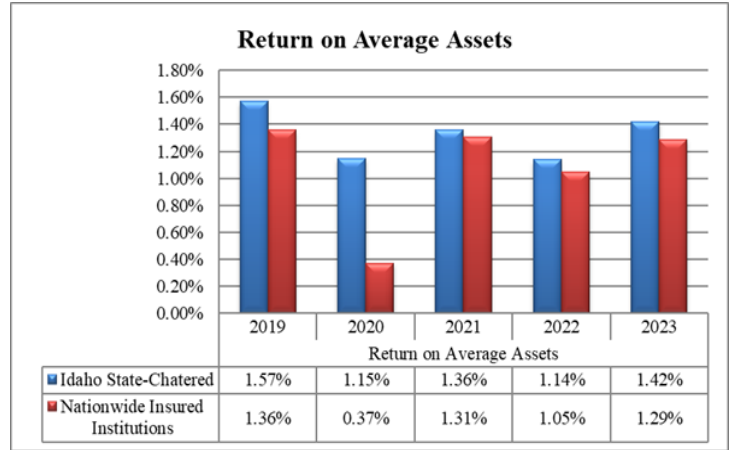
Capital

Idaho state-chartered banks reported an increase in the weighted average Tier 1 Leverage Capital ratio from 10.28 percent as of June 30, 2022, to 11.52 percent as of June 30, 2023. Capital levels continue to exceed the national weighted average of 9.10 percent.



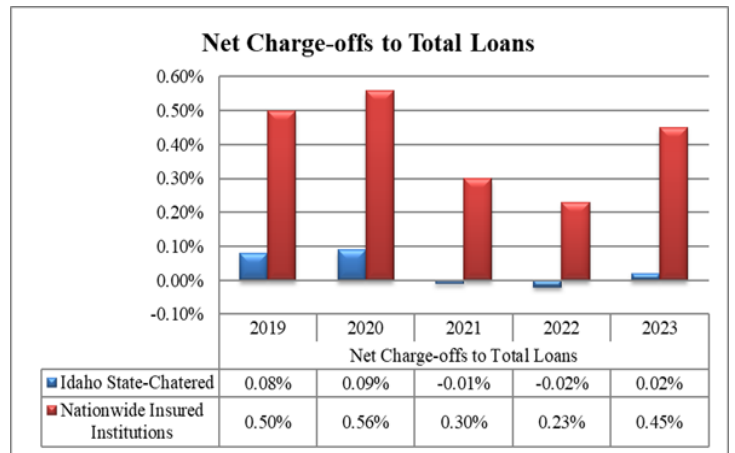
Earnings

Net income of Idaho state-chartered banks increased from \$50.22 million as of June 30, 2022, to \$66.44 million as of June 30, 2023, resulting in an increase to weighted average return on average assets from 1.14 percent to 1.42 percent. Earnings levels continue to exceed the national weighted average of 1.29 percent.



Charge-offs

The weighted average ratio of net charge-offs to loans and leases increased to 0.02 percent. This ratio compares favorably to the national average of 0.45 percent.



Community Banking in Idaho – Highlights for Calendar Year 2022

91

IDAHO BRANCH LOCATIONS



1,229

IDAHO EMPLOYEES



\$1.29 MILLION

**CONTRIBUTED TO
NONPROFIT AND
COMMUNITY CHARITIES**



34,100

**BANK EMPLOYEE
HOURS DEDICATED
TO VOLUNTEERING**



647

**NUMBER OF HOME
PURCHASE LOANS
ORIGINATED**



\$624 MILLION

**TOTAL AGRICULTURAL
CREDIT EXTENDED IN
IDAHO**



\$7.2 BILLION

TOTAL DEPOSITS IN IDAHO



\$2.3 BILLION

**TOTAL CREDIT
EXTENDED IN IDAHO**



Idaho Chartered Banks 2023

State of Idaho
State-Chartered Banks
Comparative Statement
Close of Business 6/30/2023 and 6/30/2022
(000's Omitted)

	2023	2022	%
			Change
Cash and balances due from depository institutions			
Noninterest-bearing balances and currency and coin	166,713	141,366	17.93
Interest-bearing balances	656,415	824,664	-20.40
Securities			
Held-to-maturity securities	1,081,141	873,185	23.82
Available-for-sale securities	1,790,924	1,824,570	-1.84
Federal funds sold and securities purchased under agreements to resell			
Federal funds sold	17,205	25,231	-31.81
Loans and lease financing receivables			
Loans and leases held for sale	10,113	12,264	-17.54
Loans and leases, net of unearned income	5,564,534	4,834,006	15.11
LESS: Allowance for loan and lease losses	83,657	77,104	8.50
Loans and leases, net of unearned income and allowance	5,480,877	4,756,902	15.22
Premises and fixed assets (including capitalized leases)	131,703	110,393	19.30
Other real estate owned	144	513	-71.93
Investments in unconsolidated subsidiaries and associated companies	3,509	3,024	16.04
Intangible assets	8,558	1,344	536.76
Other assets	247,798	226,714	9.30
Total assets	9,595,382	8,800,380	9.03
Deposits			
Non-interest bearing	2,950,226	3,242,588	-9.02
Interest-bearing	5,118,195	4,529,067	13.01
Federal funds purchased and securities sold under agreements to repurchase			
Federal funds purchased	0	414	-100.00
Securities sold under agreements to repurchase	140,970	139,350	1.16
Other borrowed money	362,305	47,674	659.96
Other liabilities	70,602	42,174	67.41
Total liabilities	8,642,297	8,001,267	8.01
Common stock	62,661	62,603	0.09
Surplus (exclude all surplus related to preferred stock)	350,157	272,105	28.68
Retained earnings and Other Equity Capital Components	698,418	589,829	18.41
Total equity capital	953,085	799,113	19.27

Credit Union Section

The Credit Union Section is responsible for supervising all Idaho state-chartered credit unions and ensuring compliance with the Idaho Credit Union Act. As of June 30, 2023, there were 18 Idaho state-chartered credit unions under the Credit Union Section's direct supervision.

Branch Activities

Credit Union branching and relocation activity in Idaho continued throughout fiscal year 2023. Idaho Central Credit Union (ICCU) furthered its expansion in Washington with the opening of a second branch in Spokane. Additionally, ICCU opened new branches in Boise, Shelley, and Fruitland, along with relocating one branch in Meridian. Connections Credit Union relocated one branch and closed a separate branch, each in Boise. Potlatch No. 1. Financial Credit Union opened a new branch in Garden City, Idaho, and closed one location in Spanaway, Washington. Clarity Credit Union relocated a branch in Caldwell. State of Washington-chartered Horizon Credit Union opened a new branch in Boise.

Merger Activities

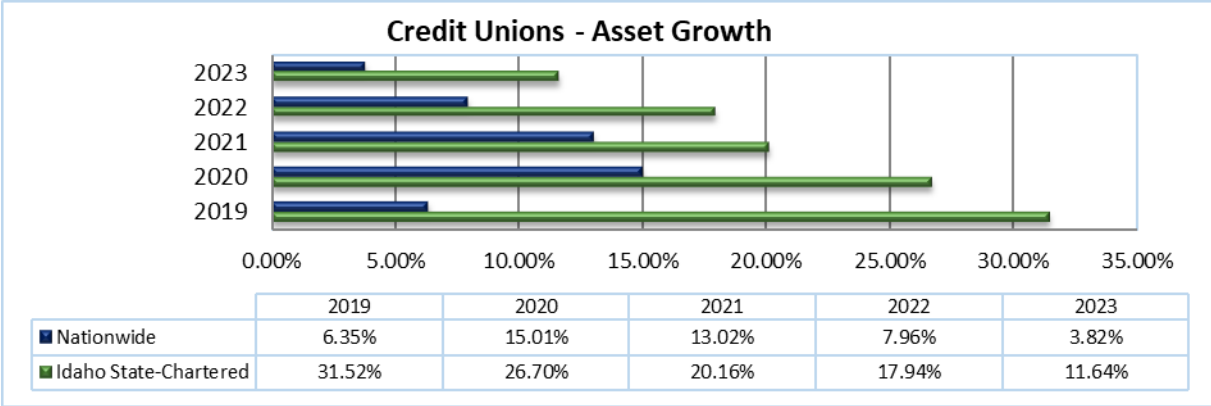
Pine Tree Community Credit Union merged into Cottonwood Community Federal Credit Union, effective October 1, 2022.

Idaho-Based Credit Unions

As of June 30, 2023, there are 28 Idaho-based credit unions (18 state-chartered credit unions and 10 federal credit unions) with combined assets of \$20.30 billion, total loans of \$16.74 billion, and deposits of \$17.54 billion. Asset quality at Idaho-based credit unions compares favorably to credit unions nationally, with a delinquent loans ratio of 0.35 percent and a net charge-off ratio of 0.24 percent, compared to 0.63 percent and 0.53 percent, respectively.

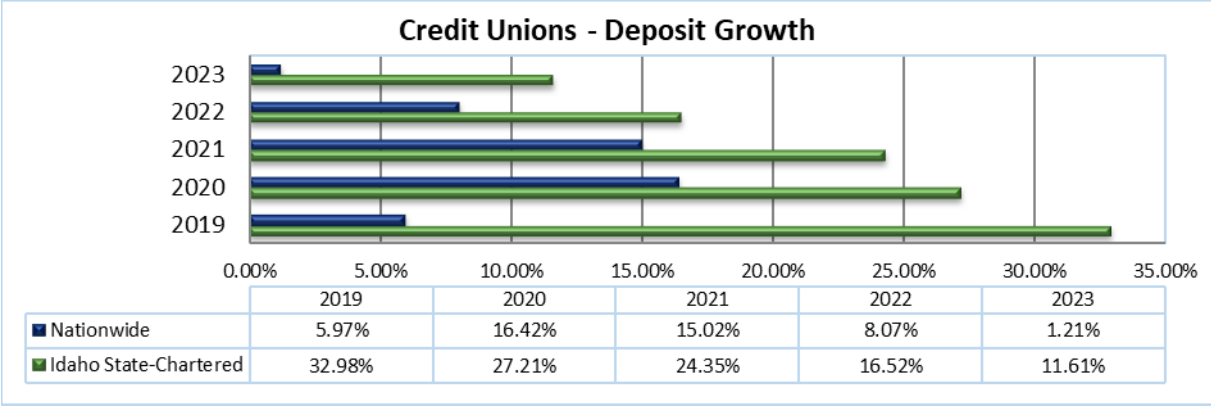
Assets

Total assets in Idaho state-chartered credit unions increased 11.64 percent, from \$14.52 billion as of June 30, 2022, to \$16.20 billion as of June 30, 2023. The asset growth rate for Idaho state-chartered credit unions is strong compared to the national average of 3.82 percent.



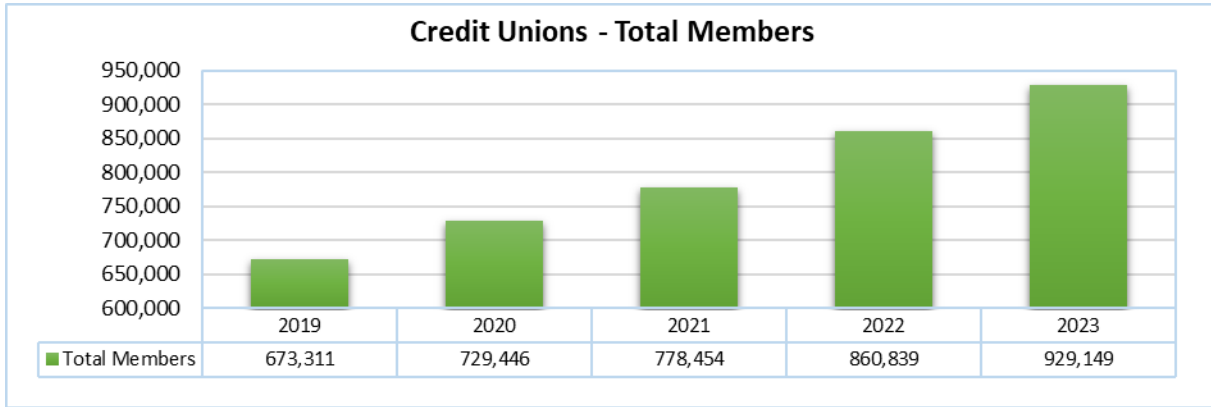
Deposits

Total deposits in Idaho state-chartered credit unions increased 11.61 percent, from \$14.08 billion to \$12.61 billion. Nationally, credit unions in aggregate experienced a deposit growth rate of 1.21 percent.



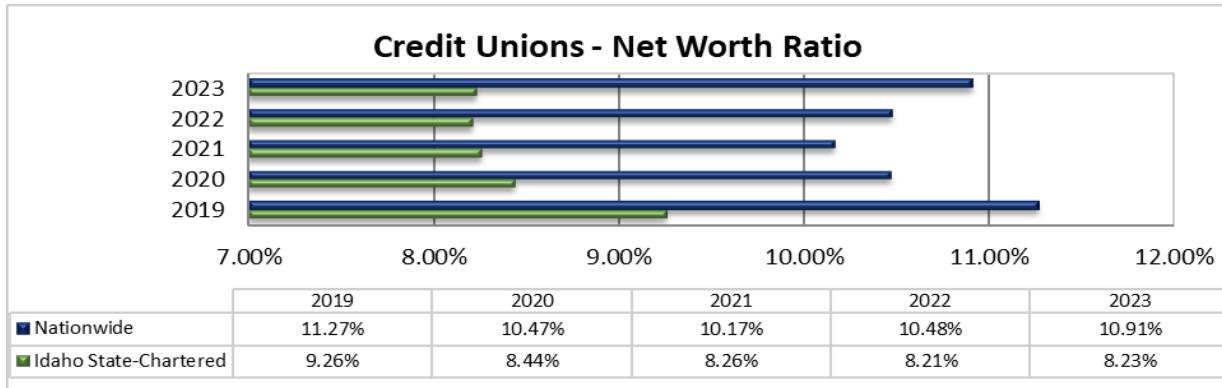
Members

Total members for Idaho state-chartered credit unions grew to 929,149 as of June 30, 2023, representing an increase of 7.94 percent from June 30, 2022.



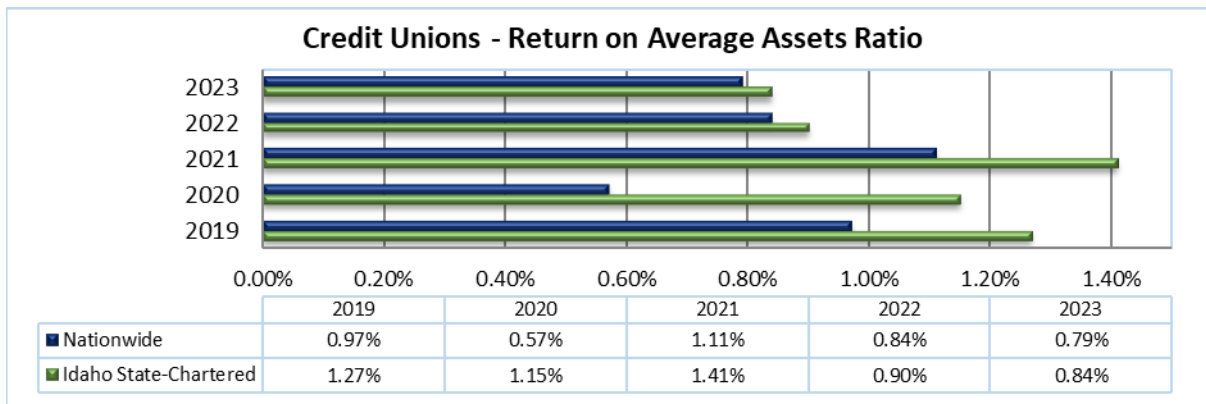
Net Worth

The aggregate Net Worth to Total Assets Ratio (Net Worth Ratio), as defined by Prompt Corrective Action, increased to 8.23 percent as of June 30, 2023.



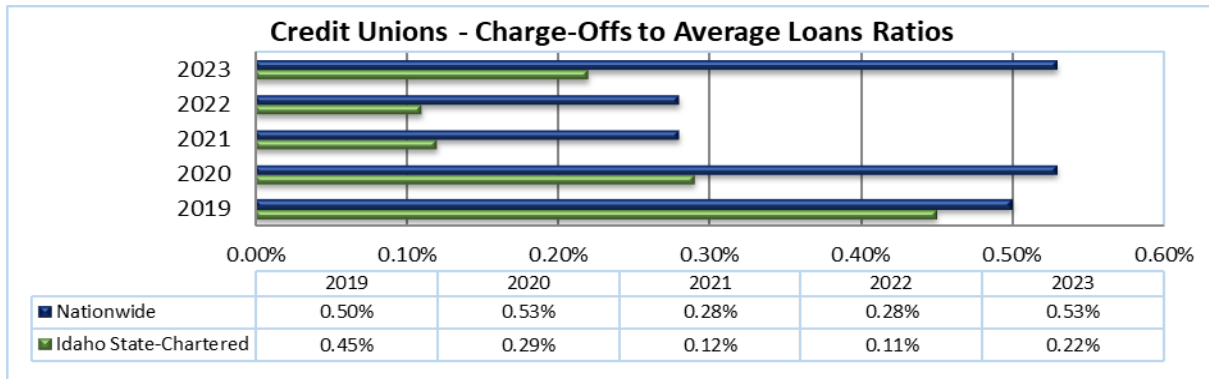
Earnings

Net income of \$66.16 million results in a return on average assets of 0.84 percent as of June 30, 2023, compared to \$63.21 million and 0.90 percent for the same period one year ago. Earnings compare favorably to the national average of 0.79 percent. Net income for calendar year 2022 totaled \$152.37 million, compared to \$159.70 million for 2021.

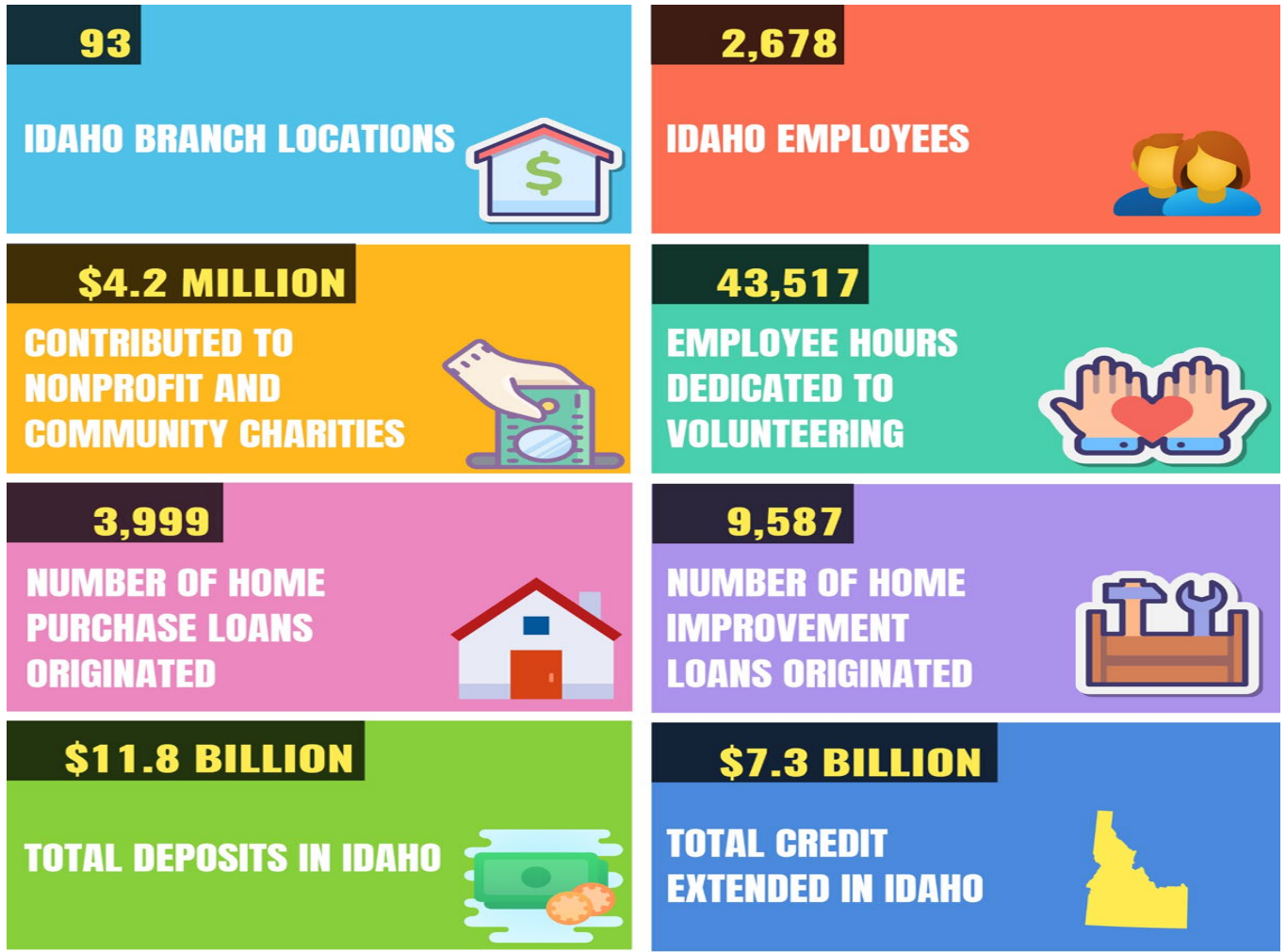


Charge-offs

Net charge-offs to average loans increased to 0.22 percent as of June 30, 2023, doubling from 0.11 percent the previous year; yet remains below the national average of 0.53 percent.



Credit Unions in Idaho – Highlights for Calendar Year 2022



Idaho Chartered Credit Unions 2023

State of Idaho
State-Chartered Credit Unions
Comparative Statement
Close of Business 6/30/2023 and 6/30/2022
(000's Omitted)

	2023	2022	% Change
Cash and Deposits			
Cash On Hand	222,264	268,534	(17.23)
Cash on Deposit	650,567	196,936	230.34
Time and Other Deposits	106,219	200,322	(46.98)
Investment Securities			
Held-to-Maturity Debt Securities	13,353	36,053	(62.96)
Available-for-Sale Debt Securities	213,198	441,943	(51.76)
Other Investments, Including Perpetual and Nonperpetual Capital	224,976	209,981	7.14
Loans and Leases			
Consumer Loans (Non-Residential, Non-Commercial)	6,330,028	5,821,116	8.74
1- to 4-Family Residential Property Loans/Lines of Credit	5,773,079	5,015,389	15.11
All Other (Non-Commercial) Real Estate Loans/Lines of Credit	7,630	7,399	3.13
Commercial Loans/Lines of Credit – Real Estate Secured	1,387,349	1,258,174	10.27
Commercial Loans/Lines of Credit – Not Real Estate Secured	183,395	165,500	10.81
Loans Held for Sale	45,745	10,916	319.06
Allowance for Loan and Lease Losses or Allowance for Credit Losses	(61,511)	(47,275)	30.12
Other Assets	1,107,770	930,082	19.10
Total Assets	16,204,063	14,515,071	11.64
Shares and Deposits			
Share Drafts and Regular Shares	5,901,102	6,724,790	(12.25)
All Other Shares and Deposits	8,178,546	5,889,773	38.86
Borrowings	679,882	628,583	8.19
Other Liabilities	236,990	187,905	26.12
Undivided Earnings, Other Reserves, and Equity Acquired in Merger	1,269,411	1,139,041	11.45
Net Income – Not Closed to Undivided Earnings	3,094	567	445.47
Accumulated Unrealized Gain/Loss on AFS Debt Securities	(22,678)	(18,518)	22.46
Other Comprehensive Income	(42,282)	(37,070)	14.06
Total Equity	1,207,544	1,084,020	11.40
Total Liabilities, Shares, and Equity	16,204,063	14,515,071	11.64

Consumer Finance Bureau

The Consumer Finance Bureau is the regulatory and licensing authority for regulated consumer lenders under *the Idaho Credit Code, the Idaho Collection Agency Act, and the Idaho Residential Mortgage Practices Act*.

Idaho Credit Code – Regulated lenders include consumer finance companies, financial institutions, payday lenders, title lenders, and creditors that take assignments and undertake collection of payments from debtors arising from regulated consumer loans. Provisions of the *Idaho Credit Code* also apply to retail sellers of goods and services who extend credit to their customers.

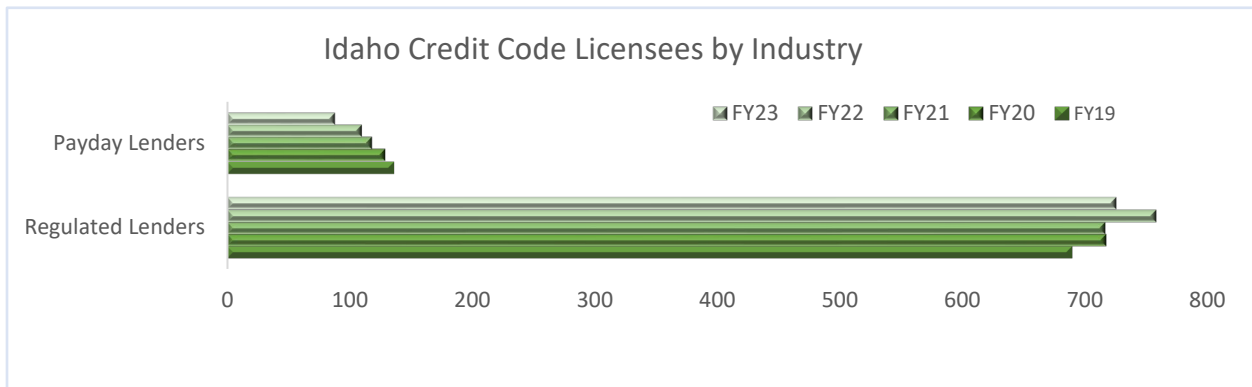
Idaho Residential Mortgage Practices Act – The Bureau is committed to providing reasonable regulation of mortgage brokers, mortgage lenders, mortgage loan originators, and mortgage service providers operating in Idaho under the *Idaho Residential Mortgage Practices Act*. Throughout the Fiscal Year, the Bureau continued to receive record numbers of application submissions.

Idaho Collection Agency Act – The Bureau is responsible for the licensing and enforcement provisions of the *Idaho Collection Agency Act*. Collection agencies, debt buyers, debt settlement agencies, credit repair agencies, and credit counselors that engage in collection activities in Idaho are required to obtain a license under the Act and comply with its provisions.

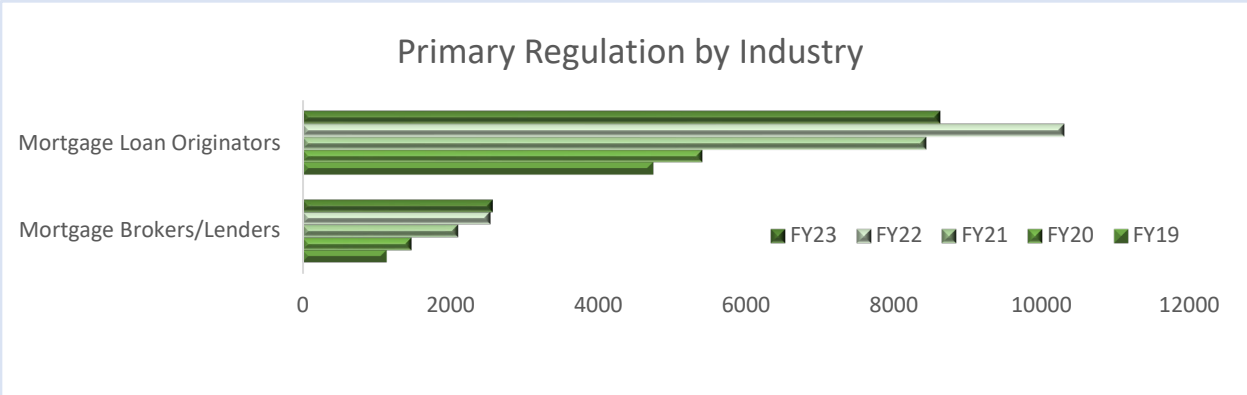
- ✓ ***Mortgage Advisory Board*** – Pursuant to the provisions of the IRMPA, the Director appoints Idaho mortgage industry members to a Mortgage Advisory Board annually. The Mortgage Advisory Board meets throughout the year with the Department Director and Bureau staff members, and provides valuable input on mortgage regulatory issues, market conditions, and industry initiatives.

- ✓ **National Accreditation** – The Conference of State Bank Supervisors (CSBS) has established accreditation standards for mortgage supervision and regulation. The Bureau’s Mortgage section received reaccreditation in fiscal year 2021.
- ✓ **Mortgage Recovery Fund** – Idaho law establishes a mortgage recovery fund to provide reimbursement to persons damaged because of violations of the IRMPA. Mortgage licensees pay into the fund as a part of their initial license application and at the time of their annual license renewals. On an annual basis, the Department may apply up to \$50,000 of moneys accumulated in the mortgage recovery fund in excess of one million five hundred thousand dollars (\$1,500,000) to fund the Department’s expenses in administering the mortgage recovery fund; develop and implement consumer education concerning the residential mortgage industry; contract for research projects for the state concerning the residential mortgage industry; fund the training expenses of Department staff members and its attorneys concerning the residential mortgage industry; and publish and distribute educational materials to licensees and applicants for licensure under this chapter.

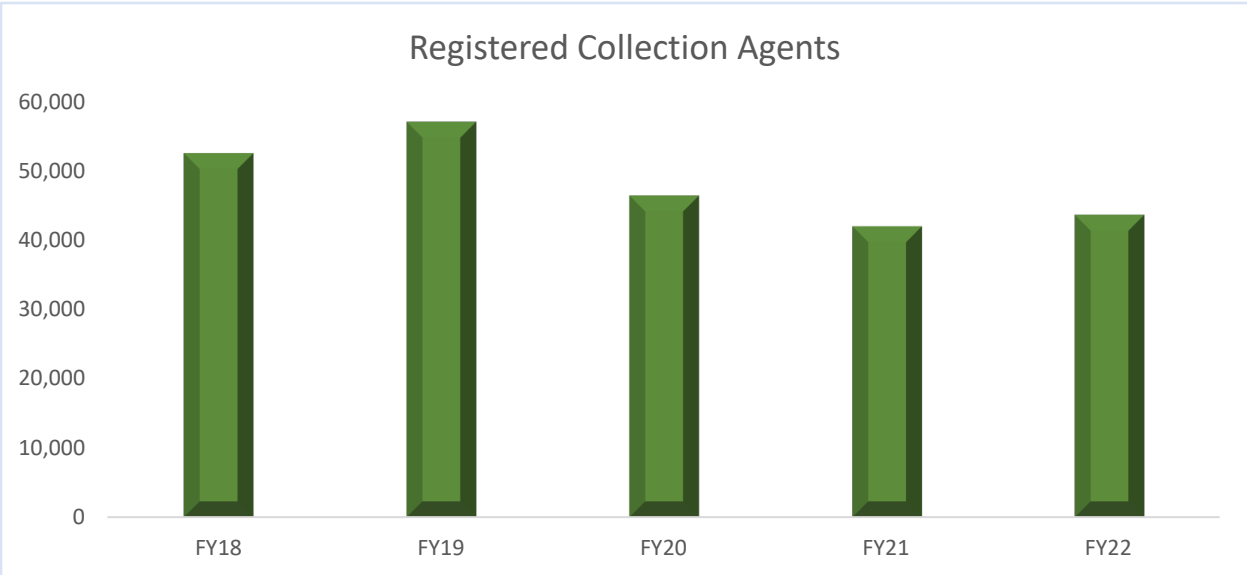
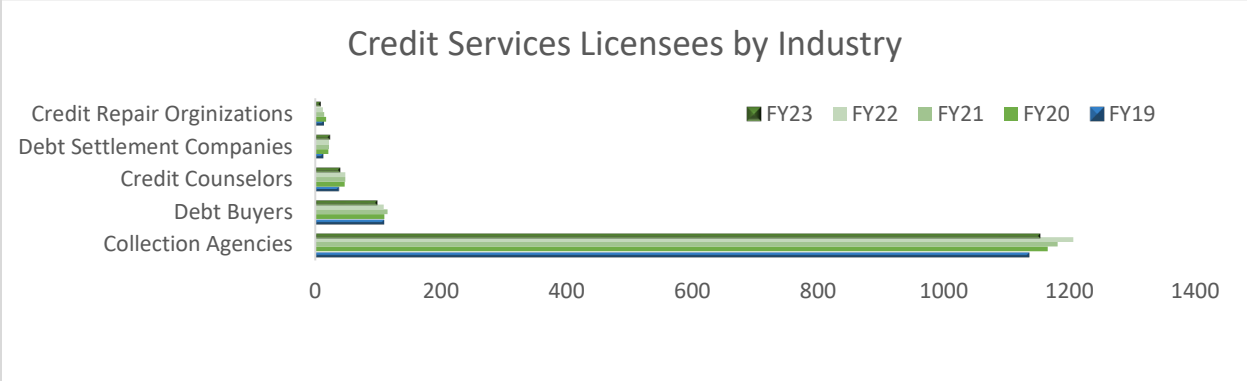
Idaho Credit Code Licensees – Year-over-year, the number of Regulated Lender licensees decreased approximately 4.4 percent from 758 to 725 licensees. Additionally, the number of Payday Lender licensees fell from 100 to 88 licensees, representing a decrease of 20 percent.



Idaho Residential Mortgage Practices Act Licensees – The number of licensed mortgage brokers and mortgage lender companies increased from 2,542 to 2,575, representing a marginal 1.3 percent increase. Licensed mortgage loan originators decreased significantly, falling 16.3 percent from 10,297 to 8,619 individual licensees.



Idaho Collection Agency Act – The Bureau observed a small decrease, averaging a 5 percent drop in the number of licensees within its credit services section. The reductions in licensees occurred within the collection agency licensee base (from 1,206 to 1,153), in the debt buyer licensee base (from 119 to 99) within the credit counselor licensee base (from 48 to 40), and within the credit repair licensee base (from 12 to 9). However, the number of debt settlement companies grew from 22 to 24, and the number of individuals who are registered to act as a collection agent on behalf of a company grew approximately 4 percent from 42,048 to 46,480.



Securities Bureau

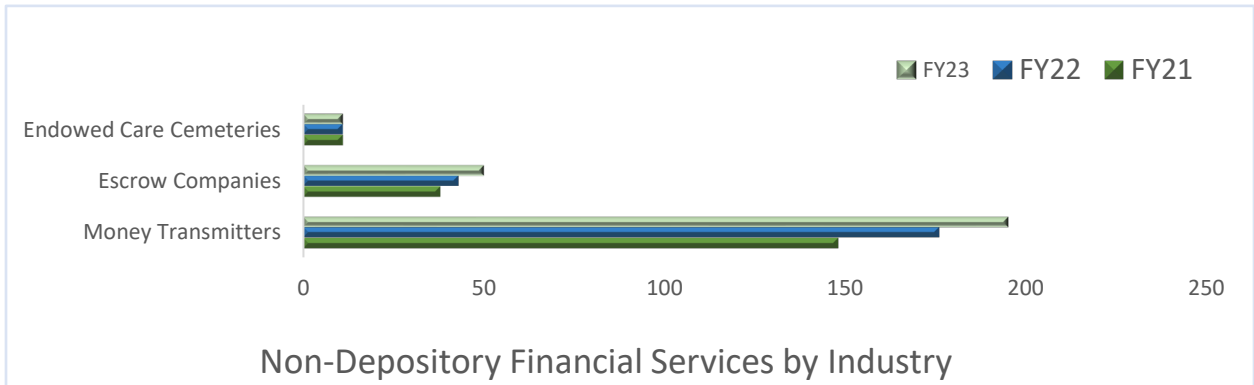
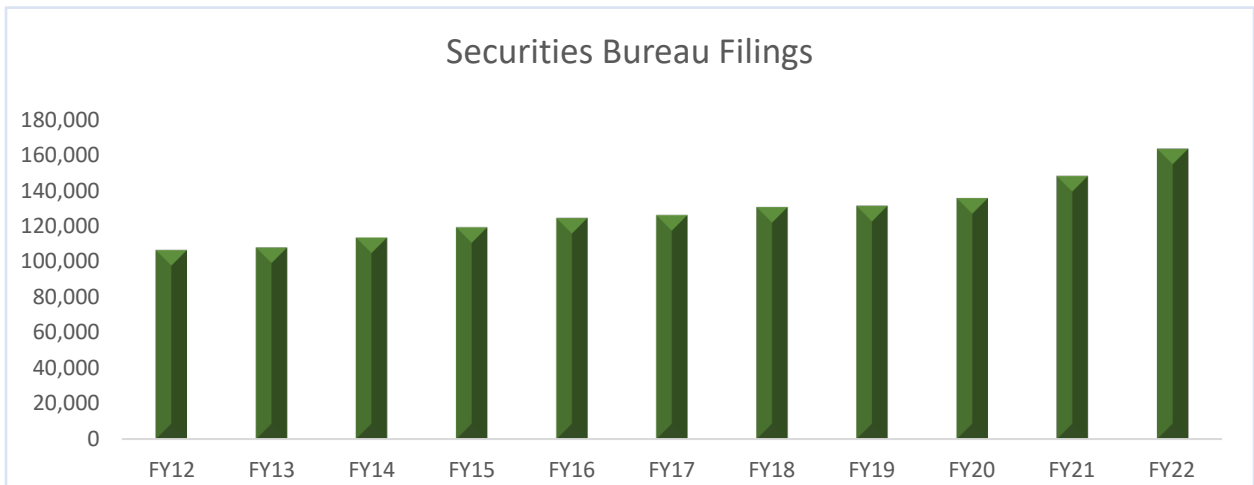
Idaho Uniform Securities Act - The Securities Bureau administers and enforces several consumer and business protection statutes. Through the authority of the *Uniform Securities Act* and the *Idaho Commodity Code*, the Bureau regulates the sale of investment securities and those individuals and entities that offer investment opportunities to the public. The Bureau's objectives in administering and enforcing these statutes include promoting the integrity and vitality of state and federal financial markets, protecting the investing public from fraudulent investment schemes, and assisting legitimate businesses in their efforts to raise capital in Idaho.

Idaho Escrow Act - The *Idaho Escrow Act* assigns the Department regulatory oversight responsibilities for independent Idaho escrow agencies. Idaho escrow agencies, as defined in the Idaho Escrow Act, are required to obtain a license prior to engaging in escrow activities in Idaho. This includes exchange accommodators who facilitate "1031" exchanges as defined by 26 USC §1031.

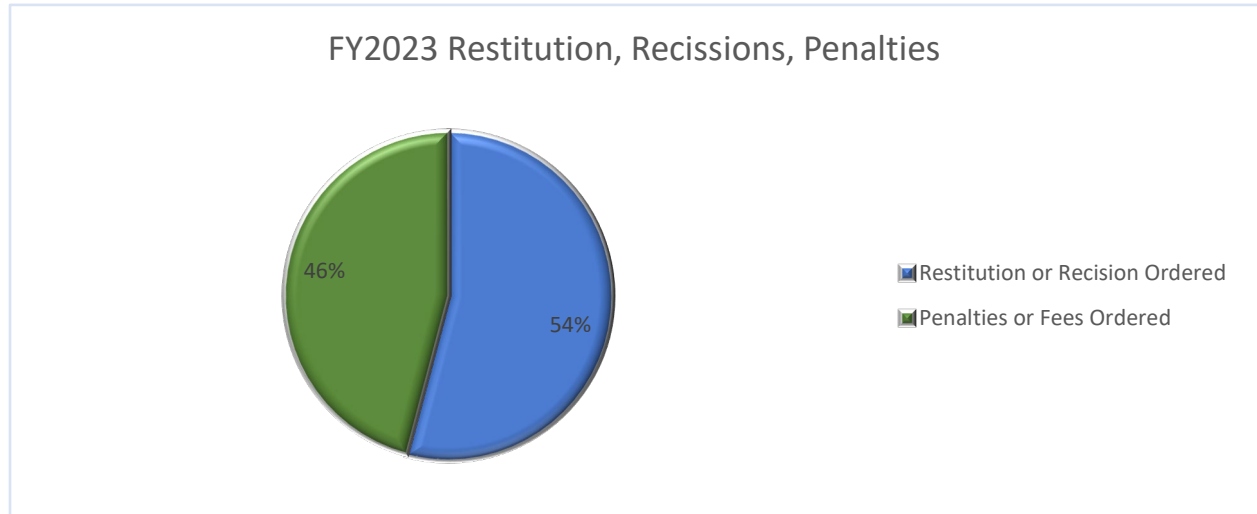
Idaho Money Transmitters Act - The Securities Bureau is charged with the responsibility of administering and enforcing the *Idaho Money Transmitters Act*. A "money transmitter" is defined as any business engaged in receiving money for transmission or transmitting money within the United States or to locations outside of the United States, by any means, including, but not limited to, payment instruments, wire transfers, and facsimile or electronic transfers.

Endowment Care Cemetery Act - The Securities Bureau also administers *Endowment Care Cemetery Act*. The Act provides that the Department regulate the advertising and sales of "endowment care" or "perpetual care" cemetery lots, burial spaces, or interment facilities to ensure the continued furnishing of the endowment or perpetual care.

Annual Registrations - Annual registrations submitted to the Bureau represent the largest overall individual and company submissions to the Department. Additionally, the Bureau has seen increases in the total number of licensees and registrants every year for the last ten years. Year over year, the number of registration filings received by the bureau increased from 163,514 to 177,033, representing a nearly 8.3 percent increase.



Restitution, Recissions, Penalties - When individuals or entities violate these statutes, appropriate remedies are sought using statutory and administrative enforcement authority. The Bureau also assists in criminal prosecutions when necessary. Through civil and administrative sanctions, the Bureau obtained orders for \$1,108,908 in restitution and rescission to customers in Idaho and other states, while imposing fines of \$940,528.



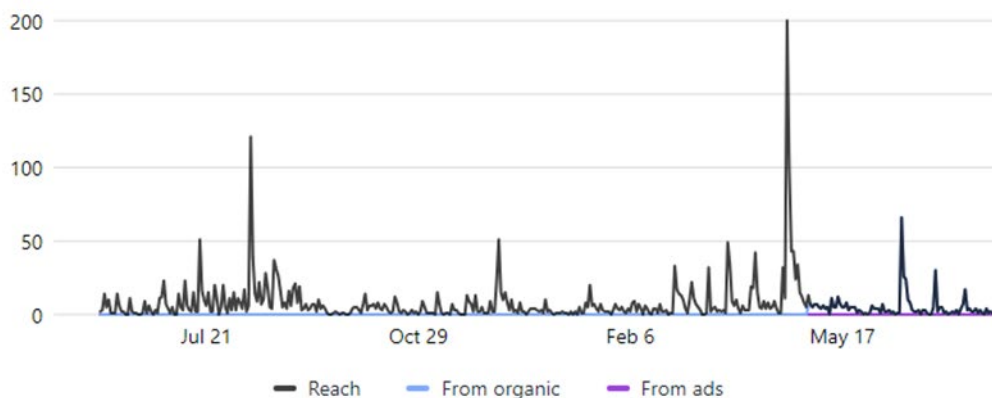
Administration Section

The Administration Section provides enterprise operational support to the Director, Deputy Director, and the other Bureau Chiefs in carrying out their program responsibilities. This is provided through fiscal management; coordination of the Department's business services; management of the Department's vehicle fleet; and support of the Department's information technology systems.

The Administration Section also administers the Department's Consumer Affairs Program which administers and monitors the Department's consumer complaint response activities, the investigation of consumer complaints, and the Department's consumer education and public outreach activities.

Education & Outreach Initiatives

The Department regularly utilizes various online and social media outlets like Facebook, YouTube, X (formerly Twitter), and the Consumer Education page on its external website <https://www.finance.idaho.gov/consumer-education> to share consumer-focused updates and information and announce community events.



Reach breakdown

Total
1,088 ↑ 144.5%

From organic
230 ↑ 100%

From ads
0 0%



Insights by DOF- The Department hosted several special guests spotlighting timely and community-driven financial literacy topics, releasing five new episodes. The first of these featured staff from the Idaho Attorney General Consumer Protection Division, spotlighting consumer protection tips in recognition of May as Consumer Protection Month. Four subsequent episodes were released each week in April, along with corresponding press releases, to promote Financial Literacy Month. Topics covered included preparing for the transition to financial independence, account takeover fraud, new

financial literacy requirements for Idaho students, and buy now pay later loans. The Insights by DOF podcast is available on the Department website, YouTube channel, and most major podcast hosting platforms.



The Department continues to be a supporter and member of the Idaho Financial Literacy Coalition (IFLC). Formed in 1995, the IFLC’s mission is to provide training on personal finance topics. To encourage healthy financial habits early, the IFLC continues to hold

an annual Piggy Bank Beauty Contest each April, an initiative supported by the Department. The award ceremony for this contest is held at the Idaho Capital in conjunction with Financial Literacy Month. The Governor signs an official proclamation declaring April as Financial Literacy Month and congratulates the winning piggy bank contestants. The Department and Coalition members also host an annual Idaho Financial Literacy Day at the Capital to engage with local lawmakers about the importance of financial literacy in Idaho.



The Department continues to be a supporter and member of the Idaho Scam Jam Alliance, a statewide committee that organizes Scam Jam events, Fraud Bingo, and other educational events both virtually and in person. The Department participated in one in-person Scam Jam event at the Nampa Civic Center, presenting on the topic of protecting digital assets. The in-person event was

followed by a multi-day virtual Scam Jam webinar with further updates for consumers about trending financial scams, and to again share tools and resources to identify, report, and recover from scams and fraud.



The Department remains a proud participant and supporter at the Idaho Conference on Housing and Economic Development. This event is the State’s largest and most comprehensive conference for housing representatives, private and public industry, and the public to gather and discuss Idaho housing issues and hear from experts in

economics and housing. This year, the Department provided a presentation on dissecting the mortgage complaint process, illustrating the processes and objectives of the Department related to investigating consumer housing complaints.



Our Conference – The Department is pleased to continue to support the Our Financial Conference for its second annual community-focused financial education event in Northern Idaho. Staff from the Department hosted a booth engaging with attendees and shared financial literacy materials.



who support them, to obtain information and resources students need to thrive as they transition to life after high school.

Financial literacy skills are essential for Idaho youth of all demographics as they transition into adulthood – as such, the Department provided financial literacy materials and staff in support of the Tools for Life Conference. This event is a post-secondary transition conference for youth with disabilities and all



Mortgage Lending Originators Continuing Ed Conference – This continuing education event for Mortgage Loan Originators underscores the Department’s commitment to supporting and educating the industry and consumers. This conference event is well attended annually, including in fiscal year 2023.

Consumer Complaints

In Fiscal Year 2023 the Consumer Affairs Office received a total of 256 consumer complaints against financial services-regulated entities divided into the following categories:

- Financial Institutions Bureau Complaints: 82
- Consumer Finance Bureau Complaints: 118
- Securities Bureau Complaints: 56

As a result of mediating and investigating complaints, the Department returned \$2,370,793 to Idaho consumers.

- Financial Institutions Bureau remediation to Idaho consumers: \$226,159
- Consumer Finance Bureau remediation to Idaho consumers: \$62,955
- Securities Bureau remediation to Idaho consumers: \$2,081,679

The Consumer Affairs Office also responds to general consumer inquiries, separate from the formal complaint procedure, gaining an improved understanding of the wide-ranging challenges and trends impacting consumers in the current financial climate.

DEPARTMENT OF FINANCE DIRECTORS/COMMISSIONERS

Charles S. Loveland	March 6, 1905, to June 1, 1907
William G. Cruse	March 6, 1909, to June 2, 1911
V. W. Platt	June 2, 1911, to February 1, 1913
A. E. Reid	February 1, 1913, to February 6, 1915
G. R. Hitt	February 6, 1915, to January 25, 1919
Jay Gibson	January 25, 1919, to September 10, 1920
J. G. Fralick	September 10, 1920, to February 7, 1923
E. W. Porter	February 7, 1923, to February 1, 1931
Ben Diefendorf	February 1, 1931, to January 13, 1937
George W. Wedgwood	January 13, 1937, to January 1, 1939
G. L. Jenkins	January 1, 1939, to January 6, 1941
George W. Wedgwood	January 6, 1941, to January 4, 1943
G. L. Jenkins	January 4, 1943, to January 2, 1945
J. B. Newport	January 4, 1945, to December 28, 1946
William J. Sewell	December 28, 1946, to January 6, 1947
E. F. Haworth	January 6, 1947, to August 15, 1952
Austin Schauweiler	August 15, 1952, to May 14, 1954
R. U. Spaulding	June 17, 1954, to April 14, 1961
J. L. McCarthy	June 1, 1961, to July 9, 1965
Tom D. McEldowney (Acting)	August 10, 1965, to January 31, 1967
John D. Silva	February 1, 1967, to January 4, 1971
Tom D. McEldowney (Acting)	January 4, 1971, to August 29, 1971
Tom D. McEldowney	August 30, 1971, to March 31, 1987
Belton J. Patty	April 1, 1987, to January 1, 1995
Gavin M. Gee (Acting)	January 2, 1995, to March 13, 1996
Gavin M. Gee	March 13, 1996, to January 26, 2017
Mary E. Hughes (Acting)	January 27, 2017, to November 4, 2017
Gavin M. Gee	November 5, 2017, to January 15, 2019
Mary E. Hughes (Acting)	January 16, 2019, to January 13, 2020
Patricia R. Perkins	January 13, 2020, to Present

Department of Finance Budget Summary

SUMMARY OF INCOME AND EXPENSES

July 1, 2022 through June 30, 2023

INCOME BY SOURCE

Dedicated Account-----	\$18,212,888.60
TOTAL INCOME COLLECTED-----	\$18,212,888.60

APPROPRIATION

Dedicated Account-----	\$9,959,400.00
TOTAL APPROPRIATION-----	\$9,959,400.00

EXPENDITURES

Personnel Costs-----	\$7,130,604.00
Operating Expenditures-----	\$1,779,220.00
Capital Outlay-----	\$69,895.00
TOTAL EXPENDITURES-----	\$8,979,719.00
BALANCE OF APPROPRIATION-----	\$979,681.00

EXPENDITURES BY MAJOR CLASSES

Salaries & Wages-----	\$5,215,216.00
Personnel Benefits-----	\$1,915,389.00
Communication Services-----	\$43,694.00
Employee Development & Other Services-----	\$189,334.00
Professional Services-----	\$5,834.00
Repairs & Maintenance Service-----	\$14,793.00
Administrative Services-----	\$1,550.00
DP Services-----	\$361,057.00
Employee Travel-----	\$217,577.00
Materials & Supplies-----	\$69,353.00
Insurance-----	\$11,677.00
Rentals & Operating Leases-----	\$342,091.00
Miscellaneous Operating Expenditures-----	\$522,259.00
Capital Outlay-----	\$69,895.00
TOTAL EXPENDITURES BY MAJOR CLASSES-----	\$8,979,719.00

	POSITIONS AUTHORIZED	POSITIONS APPROPRIATED	POSITIONS FILLED
Full-Time Employees	72	72	68
Part-Time Employees	0	0	0
TOTALS	72	72	68