



PRESS RELEASE
September 23, 2021

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Multi-State Settlement on Rocket Mortgage Advertising Practices

AUSTIN – The Department of Savings and Mortgage Lending (SML), an agency of the State of Texas, announced today that it joined regulators from 11 other states in entering into a legal settlement agreement with Rocket Mortgage, LLC (formerly known as Quicken Loans, LLC), headquartered in Detroit, Michigan.

The Department of Savings and Mortgage Lending regulates residential mortgage loan bankers, mortgage companies, loan originators, and loan servicers. The department has authority to participate in multi-state examinations and may share information gathered during an investigation with other state and federal agencies. The subject settlement follows a multi-state investigation addressing the advertising practices believed to be violation of federal advertising laws. The settlement requires Rocket Mortgage to pay a penalty of \$500,000 to the participating states including Texas, and establishes improved advertising standards going forward. The improved advertising standards require Rocket Mortgage to clearly and conspicuously disclose discount points associated with the advertised interest rate and the dollar cost consumers must pay to obtain the discounted interest rate. Rocket Mortgage has also agreed to cease certain advertising practices regarding adjustable rate mortgages that the participating states contended could be false, deceptive, or misleading to consumers. The settlement also requires Rocket Mortgage to update telemarketing scripts used by mortgage loan originators to remove talking points, that the participating states asserted violated federal law. The settlement, requires specific improved advertising standards to be met, and provides for significant penalties which may be imposed if the standards are not met.

The Department of Savings and Mortgage Lending is dedicated to regulating the residential mortgage loan industry, to enhance consumer confidence in the residential mortgage market, and provide a healthy mortgage lending environment for Texans. This settlement demonstrates how state regulators work together to hold large nationwide companies like Rocket Mortgage accountable. It also serves as a reminder that SML monitors compliance and will take enforcement action as needed to ensure that consumers receive needed information and that there is fair competition in the residential mortgage market in Texas. Anyone who believes they have been wronged by a residential mortgage loan entity, residential mortgage loan originator, or residential mortgage loan servicer, should contact the department toll-free at (877) 276-5550 or they may submit a complaint through the department's website at <http://www.sml.texas.gov>.

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