CONSUMER LOANS: Your Rights and Responsibilities

If you have a problem with your lender, file a complaint with the lender’s home office. If you don’t receive the response you desire, file a complaint with the Department of Consumer Affairs using the information below.

COMPANY OFFICE

19500 Jamboree Road
Irvine, CA 92612
888-469-4520

LENDER

Consumer Portfolio Services, Inc. d/b/a NewRoadsAutoLoans
19500 Jamboree Road
Irvine, CA 92612
888-469-4520

LENDER’S OFFICE

http://www.consumerportfolio.com/
https://www.newroadsautoloans.com/

COMPLAINTS

Did you make the loan current by paying any missed payments within 20 days?

YES

The property will not be repossessed.

REMEMBER:
You may not receive another Right to Cure notice, depending on your type of loan. (see below)

NO

Your lender can repossess the property and sell it to pay your loan.
You could be responsible for paying any amount not repaid by selling the collateral.

A “Right to Cure” notice is not required before repossession if you:
(1) Are in default for any reason other than missing a payment; or
(2) Voluntarily surrender the collateral.

CAUTION: If you miss another payment, you will not receive any additional Right to Cure notices, unless you renew your account or it is a revolving account.

SC Department of Consumer Affairs
293 Greystone Blvd. • PO Box 5757
Columbia, SC 29250
(800) 922-1594
www.consumer.sc.gov

SC Board of Financial Institutions,
Consumer Finance Division
1205 Pendleton St. • Columbia, SC 29201
STE. 306 • Edgar Brown Building
(803) 734-2020
www.consumerfinance.sc.gov
**AMOUNT FINANCED**
This is how much money you are actually borrowing. It includes the cash you get plus any other payments or payoffs of another loan and any type of credit insurance you have purchased.

**ANNUAL PERCENTAGE RATE (APR)**
This is the cost of your loan stated as a yearly rate. All lenders must calculate the APR the same way so you can compare different loans and determine which is the best deal for you.

**BALANCE**
The amount of money you currently owe a lender.

**COLLATERAL**
Items such as cars, boats, and jewelry you allow a lender to have a lien on so you can get credit.

**CANNOT be:** your furniture, other than antiques, appliances, radio or television (unless you own more than one), or wedding rings UNLESS the lender finances the purchase of the item(s).

**CREDIT INSURANCE**
There are several types of credit insurance. Credit Life, Credit Accident and Health, and Credit Property are a few. If credit insurance is purchased with a loan, a policy must be given to you outlining the coverage. To file a claim for benefits on credit insurance, ask your lender for a claim form and instructions on how to complete.

**DEBTOR**
A person who owes a lender money.

**FINANCE CHARGE**
This tells you how much the loan costs you in dollars and cents. You may be able to save some money if you pay off your loan early.

**LATE CHARGES**
If you do not make your payments on time you can be charged a late charge. Ask your lender or refer to your loan papers for details about this charge, including the amount.

**LENDER**
The person or company to whom you owe money.

**LOAN RENEWALS**
If you and your lender agree, you can renew your loan. Renewing a loan means you are taking out a NEW loan. You will pay finance charges again. Generally, when you renew a loan of $1,000 or less, you must be able to receive at least ten percent (10%) of the payoff amount of your old loan in cash.

**MINIMUM PAYMENT**
The amount of money a debtor must pay a lender to avoid late penalties and fees.

**REFINANCE**
Replacing an older loan with a new loan that may offer better terms.

**REPOSSESS**
When a lender takes collateral the lien is on - with or without a court order.

**TOTAL OF PAYMENTS**
This is how much you will pay for your loan if you make all payments as stated in your contract.

---

**IMPORTANT DEFINITIONS**

- Threaten use of force, violence or criminal prosecution against you.
- Contact you at work if you or your boss told them in writing not to do so.
- Communicate with you before 8:00 am or after 9:00 pm (without your permission).
- Tell anyone not signed on the contract that you have not paid.
- Put a notice about your debt on your door (unless it is sealed in a plain envelope).
- Swear or curse at you.
- Have money you owe taken out of your pay, or threaten to do so.
- Communicate with you many times in a short period of time.
- Pretend to be an attorney.
- Contact you if you are represented by an attorney and the lender is aware of this, unless the attorney fails to respond to the lender.

If you do not want a lender to contact you, send them a letter, certified mail return receipt requested, asking them to stop. Beware, that stopping all contact with the lender may force them to take legal action.
State of South Carolina

STATE BOARD OF FINANCIAL INSTITUTIONS
SUPERVISED LENDERS
LICENSE
No. S-9020

This is to Certify That Consumer Portfolio Services, Inc.
Irvine, California

has complied with the provisions of the South Carolina Consumer Protection Code, Section 37-3-503, required of applicants before they shall commence business under this code, and their application to engage in such business at

under the name of www.newroadsautoaloans.com

in accordance with the terms of said code, has been approved by the State Board of Financial Institutions.

NOW, THEREFORE, Be it known that the aforesaid applicants are hereby authorized to carry on the business of making supervised loans in accordance with the provisions of the Consumer Protection Code subject to revocation as authorized by its provisions.

THIS LICENSE IS NOT TRANSFERABLE OR ASSIGNABLE

IN WITNESS WHEREOF, I have hereunto set my hand this 6th day of March, 2019, at Columbia, South Carolina.

[Curtis M. Loftin, Jr.
Chairman
STATE BOARD OF FINANCIAL INSTITUTIONS

[Commissioner, Consumer Finance Division
STATE BOARD OF FINANCIAL INSTITUTIONS

THIS LICENSE MUST BE CONSPICUOUSLY POSTED IN THE PUBLIC OFFICE
CONSUMERS: All Creditors, including supervised and restricted lenders making consumer loans in South Carolina* are required by law to post a schedule showing the maximum rate of LOAN FINANCE CHARGES stated as an ANNUAL PERCENTAGE that the creditor intends to charge for various types of consumer credit transactions. The purpose of this requirement is to assist you in comparing the maximum rates that creditors charge, thereby furthering your understanding of the terms of consumer credit transactions and helping you to avoid the uninformed use of credit.

NOTE: Creditors are prohibited only from granting consumer credit at rates higher than those specified below. A creditor may be willing to grant you credit rate that are lower than those specified, depending on the amount, terms, collateral and your creditworthiness.

* and intending to charge more than 18%

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>DESCRIPTION</th>
<th>MAXIMUM APR FOR PERSONAL LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secured Loan</td>
<td>Selected dollar amounts for loans ($6,135.00 - $22,614.00) $6,135.00 - $22,614.00</td>
<td>28% FIXED</td>
</tr>
</tbody>
</table>