



ANNUAL REPORT

2025

Protecting the Integrity of Idaho Financial Markets Since 1905

Brad Little
Governor

Salvador Cruz
Director



IDAHO
DEPARTMENT OF FINANCE



IDAHO

DEPARTMENT OF FINANCE

October 6, 2025

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

Dear Governor, Little:

I am honored to present the 120th Annual Report of the Department of Finance for fiscal year 2025, covering the period of July 1, 2024, through June 30, 2025.

The Department remains steadfast in its mission to promote broad, equitable access to safe and comprehensive financial services for all Idahoans. Through prudent, efficient, and forward-looking oversight of financial institutions, investment opportunities, and credit transactions, the Department continues to strengthen the integrity and resilience of Idaho's financial landscape.

This year, the financial services sector again demonstrated healthy growth, reflected in an increase in total licensing and registration filings from **241,211** to **244,862**. The Department also carried out necessary enforcement actions to protect Idaho consumers and uphold the standards of the industry. These efforts resulted in **\$2,248,216** returned to Idaho consumers through restitution, rescission, and refunds. In addition to these formal actions, the Department resolved consumer complaints that returned more than **\$203,584** to Idaho citizens; further underscoring our commitment to accountability and consumer protection.

Guided by our Values, the Department's dedicated teams successfully navigated the continued expansion of Idaho's financial services sector while advancing economic development, responsibly reducing regulatory burdens, and enhancing financial literacy across the state. Their professionalism and commitment to public service remain central to the Department's success.

Thank you for your continued support of the Department and its mission.

Sincerely,

Salvador Cruz

Director

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 October 3, 2025
Salvador Cruz	October 3, 2025 to current

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The Department of Finance is a regulatory agency charged with the supervision and oversight of various 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, 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-one regulatory statutes:

Idaho Bank Act

Idaho Credit Union Act

Idaho Interstate Banking Act

Idaho Interstate Branching Act

Idaho International Banking Act

Idaho Trust Institutions Act

Idaho Savings Bank Act

Business and Industrial Development

Corporation Act (BIDCO)

Idaho Money Transmitters Act

Idaho Financial Fraud Prevention Act

Idaho Credit Code

Idaho Collection Agency Act

Idaho Uniform Securities Act

Idaho Residential Mortgage Practices Act

Business Combination Act

Control Share Acquisition Act

Idaho Commodity Code

Endowment Care Cemetery Act

Continuing Care Disclosure Act

Idaho Escrow Act

Idaho Loan Broker Act

Mission Statement

- Safeguarding the financial health of Idahoans through the appropriate oversight of diverse financial institutions, the education and protection of consumers, and 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.**

Financial Institutions Bureau

The Financial Institutions Bureau (FIB) 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. FIB 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.

As part of the Department's ongoing effort to provide effective regulation without excessive costs, FIB works closely with federal and other state regulators, as well as industry stakeholders, to provide effective, minimally disruptive supervision to our regulated institutions.

- **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 re-accreditation during fiscal year 2026. The Credit Union Section and Bank Section have been continuously accredited by NASCUS and CSBS since 1990.
- **Reduced Regulatory Burden**- The Department's commitment to efficient, effective regulation is reflected in some of the lowest fees in the nation. FIB does not generally charge examination fees and charges minimal processing fees for applications. This results in Idaho chartered financial institutions incurring significantly less regulatory costs than their federal counterparts.

Bank Section

The Bank Section is charged with the responsibility of supervising and ensuring the safety and soundness of Idaho state-chartered banks, as well as ensuring compliance with various sections of Idaho Code, including the Idaho Bank Act, and applicable federal regulations. As of June 30, 2025, there are 9 Idaho state-chartered banks under the Bank Section's direct supervision. The Section also has responsibilities as the host-state supervisor for 11 banks chartered by other states operating in Idaho. Additionally, Idaho Trust Company, an Idaho state-chartered trust company with \$884 million in assets under management, received its charter on December 1st, 2023, and commenced operations in the first quarter of 2025.

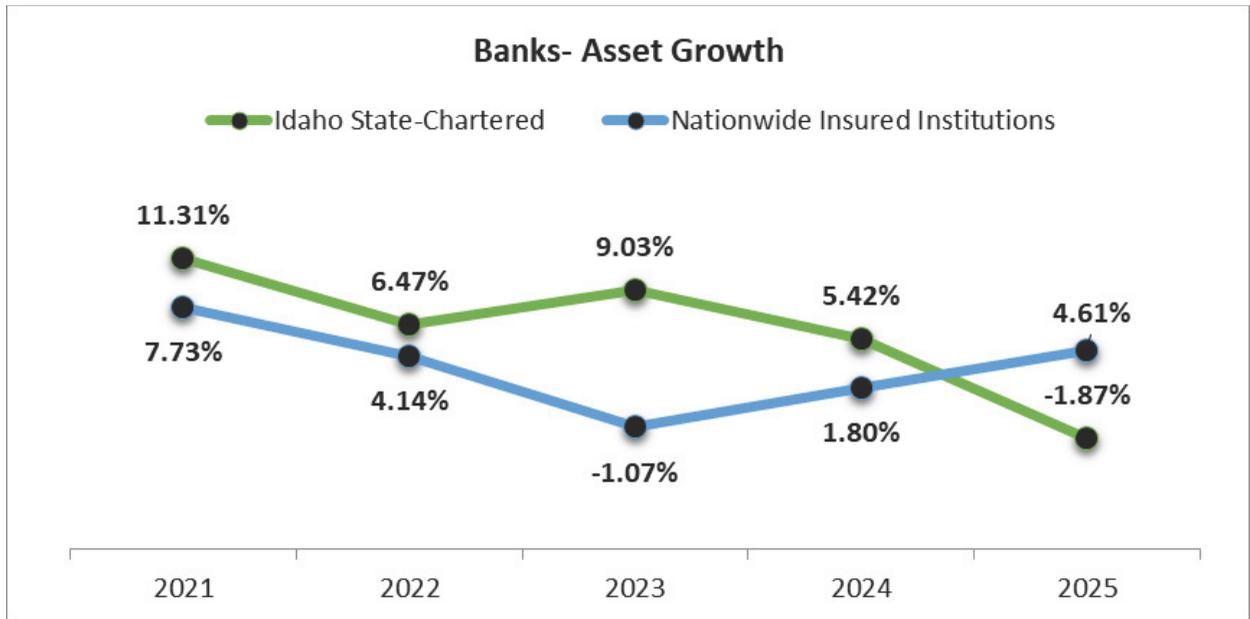
Idaho-Based Banks

As of June 30, 2025, there are 10 Idaho-based banks (9 state-chartered banks and 1 federal savings bank) with combined assets of \$11.42 billion, net loans and leases of \$6.76 billion, and deposits of \$9.56 billion.

Bank of Idaho, Idaho Falls, merged into and was acquired by Glacier Bank, Kalispell, MT, becoming a division of Glacier Bank on April 30, 2025, and drove an overall decrease in assets and deposits held by Idaho state-chartered banks; however, Idaho chartered banks outperformed FDIC-insured institutions nationwide for capital, earnings, and asset quality metrics.

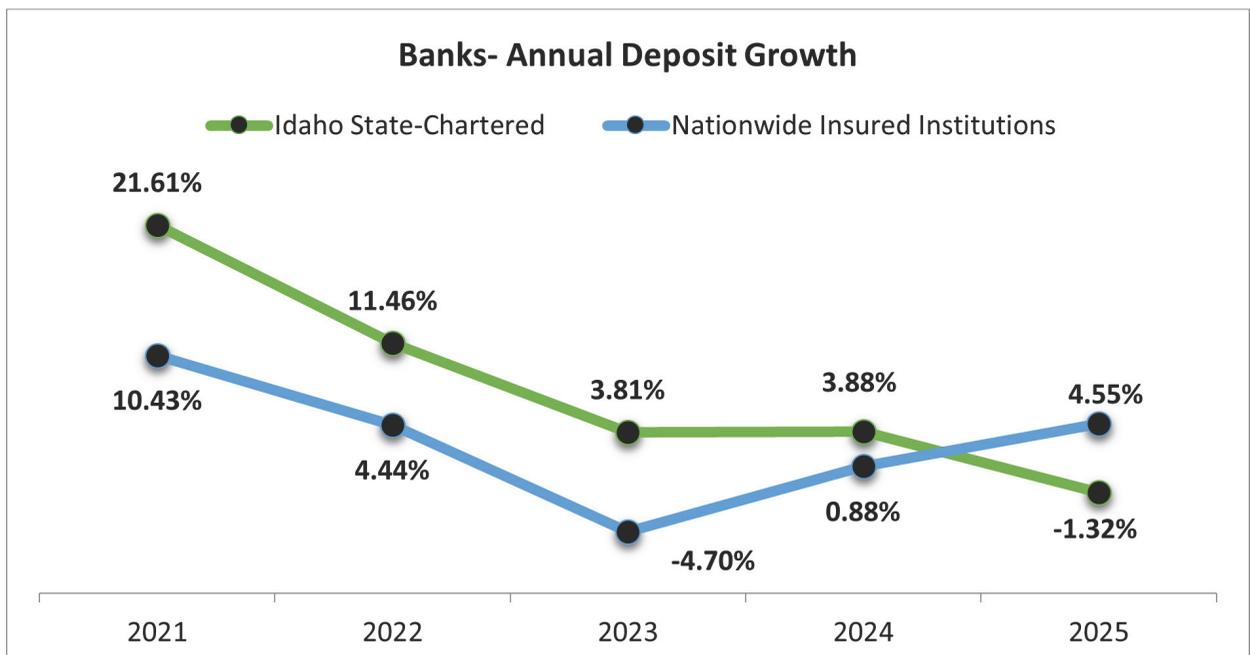
Assets

Total assets in Idaho state-chartered banks decreased 1.87 percent, from \$10.12 billion as of June 30, 2024, to \$9.93 billion as of June 30, 2025. Asset reduction among Idaho state chartered institutions was driven by Bank of Idaho, Idaho Falls, being acquired by Glacier Bank. Total assets in all FDIC-insured institutions nationwide increased 4.61 percent.



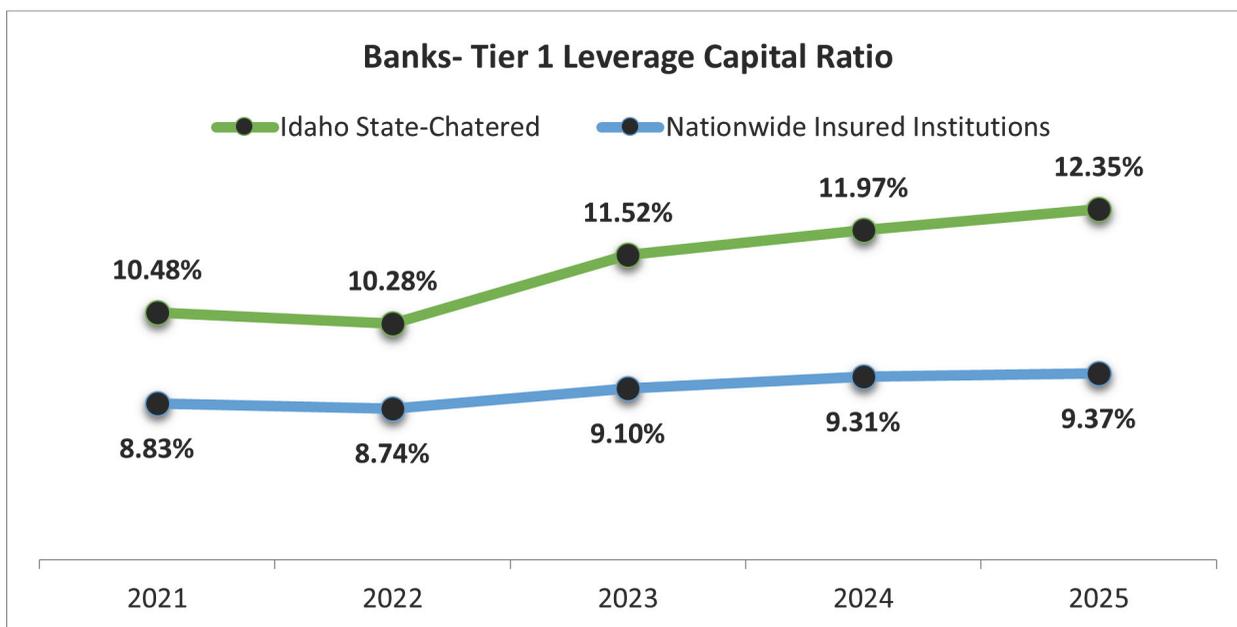
Deposits

Total deposits in Idaho state-chartered banks decreased 1.32 percent, from \$8.38 billion as of June 30, 2024, to \$8.27 billion as of June 30, 2025. Deposit reduction among Idaho state-chartered institutions was also due to the Bank of Idaho acquisition by Glacier Bank. Total deposits in all FDIC-insured institutions nationwide increased 4.55 percent.



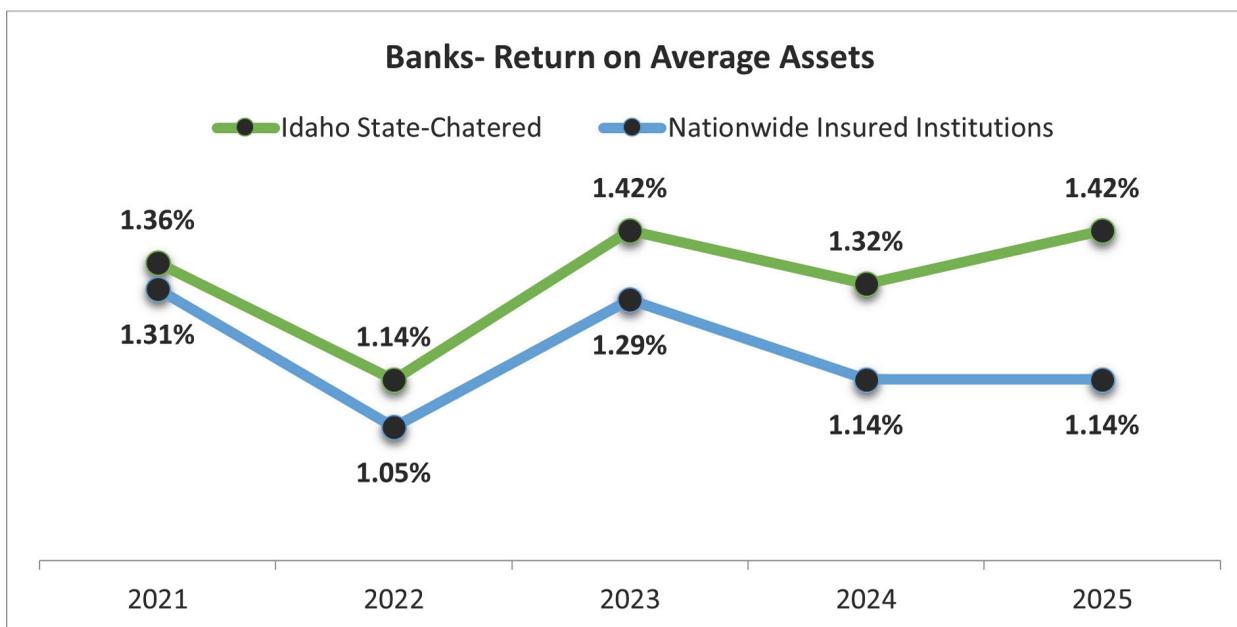
Capital

Capital levels in Idaho state-chartered banks increased during the period, with Idaho institutions reporting an increase in the Tier 1 Leverage Capital ratio from an average of 11.97 percent as of June 30, 2024, to 12.35 percent as of June 30, 2025. State-chartered banks' capital levels continue to exceed the nationwide average of 9.37 percent. Increased capital among Idaho banks was primarily driven by additional retained earnings through core business operations.



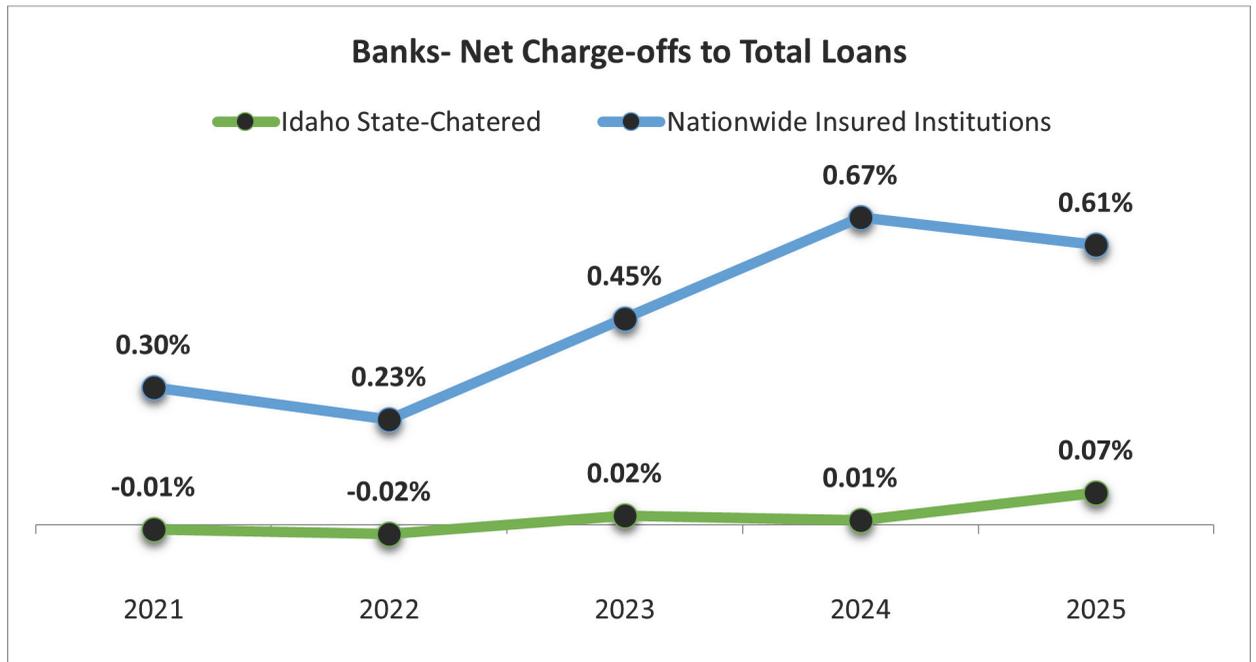
Earnings

Net income of Idaho state-chartered banks increased from \$66 million as of June 30, 2024, to \$69 million as of June 30, 2025, despite the acquisition of Bank of Idaho. The resulting change in Return on Average Assets was a 10-basis point increase to 1.42 percent. Earnings levels continue to exceed the average for all FDIC-insured institutions of 1.14 percent.



Charge-offs

Asset quality metrics deteriorated during the period but continue to compare favorably to the nationwide average for FDIC insured institutions. The ratio of net charge-offs to total loans and leases increased from .01 percent as of June 30, 2024, to .07 percent.



STATE-CHARTERED BANKS
COMPARATIVE STATEMENT
Close of Business 6/30/2025 and 6/30/2024
(000's Omitted)

	2025	2024	%
			Change
Cash and balances due from depository institutions			
Noninterest-bearing balances and currency and coin	157,287	150,729	4.35
Interest-bearing balances	1,206,411	620,819	94.33
Securities			
Held-to-maturity securities	980,158	1,162,891	-15.71
Available-for-sale securities	1,469,821	1,650,914	-10.97
Federal funds sold and securities purchased under agreements to resell			
Federal funds sold	43,828	49,313	-11.12
Loans and lease financing receivables			
Loans and leases held for sale	2,516	9,948	-74.71
Loans and leases, net of unearned income	5,775,841	6,158,615	-6.22
LESS: Allowance for loan and lease losses	84,101	92,373	-8.95
Loans and leases, net of unearned income and allowance	5,691,740	6,066,242	-6.17
Premises and fixed assets (including capitalized leases)	123,081	132,281	-6.95
Other real estate owned	0	0	0
Investments in unconsolidated subsidiaries and associated companies	0	4,650	-100.00
Intangible assets	1,792	7,932	-77.41
Other assets	249,064	259,226	-3.92
Total assets	9,925,985	10,115,251	-1.87
Deposits:			
Non-interest bearing	2,514,906	2,684,560	-6.32
Interest-bearing	5,754,653	5,696,747	1.02
Federal funds purchased and securities sold under agreements to repurchase			
Federal funds purchased	0	0	0
Securities sold under agreements to repurchase	124,484	127,960	-2.72
Other borrowed money	332,682	425,792	-21.87
Other liabilities	73,724	82,932	-11.10
Total liabilities	8,800,449	9,017,991	-2.41
Common stock	98,081	72,783	34.76
Surplus (exclude all surplus related to preferred stock)	258,927	353,674	-26.79
Retained earnings and Other Equity Capital Components	860,888	806,755	6.71
Total equity capital	1,125,536	1,097,260	2.58
Total liabilities, minority interest, and equity capital	9,925,985	10,115,251	-1.87

Credit Union Section

The Credit Union Section is charged with the responsibility of supervising and ensuring the safety and soundness of Idaho state-chartered credit unions, as well as ensuring compliance with various sections of Idaho Code, including the Idaho Credit Union Act, and applicable federal regulations. As of June 30, 2025, there are 16 Idaho state-chartered credit unions under the Credit Union Section's direct supervision. The Credit Union Section also has responsibilities as the host-state supervisor for 13 credit unions chartered by other states and operating in Idaho with approved fields of membership.

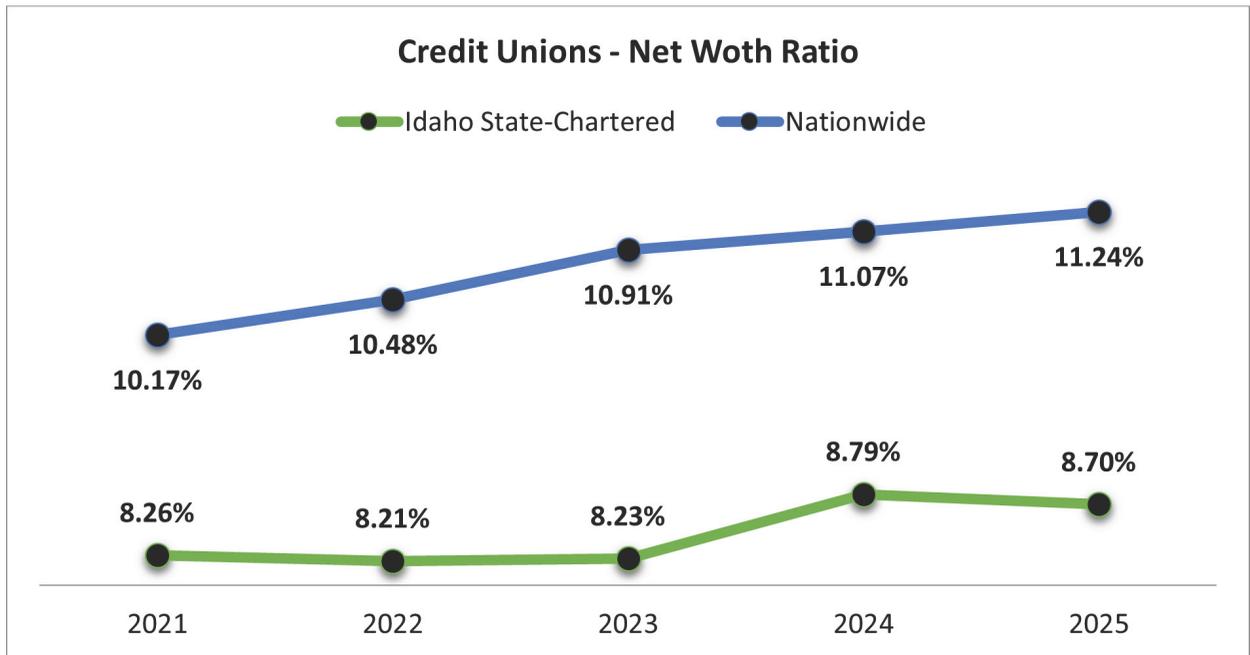
Idaho-Based Credit Unions

As of June 30, 2024, there are 26 Idaho-based credit unions (16 state-chartered credit unions and 10 federal credit unions) with combined assets of \$23.64 billion, net loans and leases of \$19.57 billion, and deposits of \$20.56 billion.

ICCU expanded into Arizona by merging with and acquiring Tucson Old Pueblo Credit Union. Despite a slight decrease in the average Net Worth Ratio for Idaho state-chartered credit unions, they continue to outperform the national average in asset growth, deposit growth, earnings performance, and asset quality metrics.

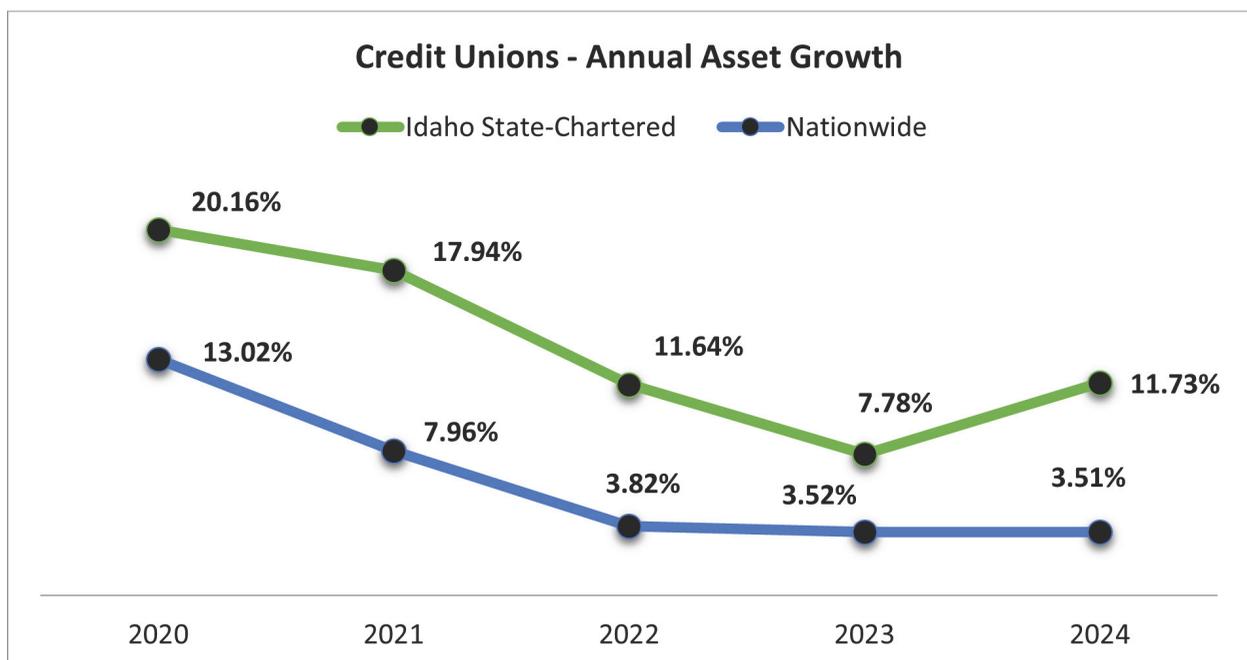
Capital

The aggregate Net Worth to Total Assets Ratio (Net Worth Ratio) for all Idaho state-chartered credit unions, as defined by Prompt Corrective Action, decreased from 8.79 percent as of June 30, 2024, to 8.70 percent as of June 30, 2025. Overall, capital levels continue to be below the nationwide average.



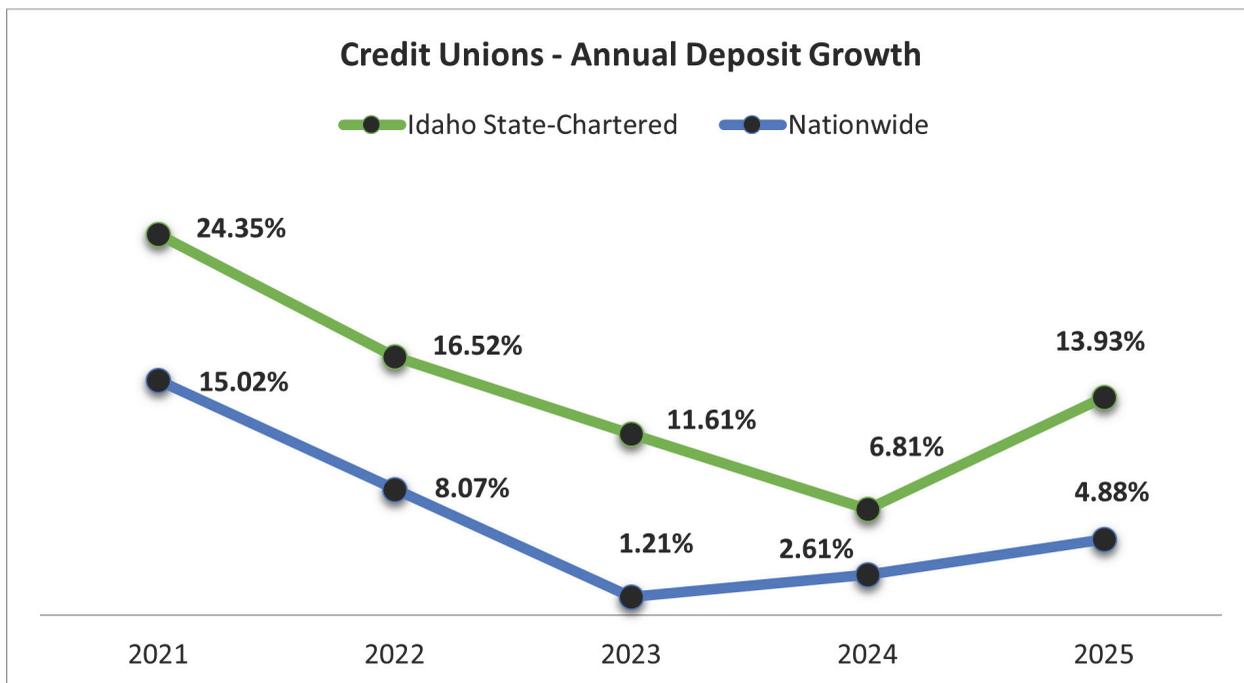
Assets

Total assets held by Idaho state-chartered credit unions increased 11.73 percent, from \$17.47 billion as of June 30, 2024, to \$19.51 billion as of June 30, 2025. The asset growth rate for Idaho state-chartered credit unions is strong compared to the national average of 3.51 percent.



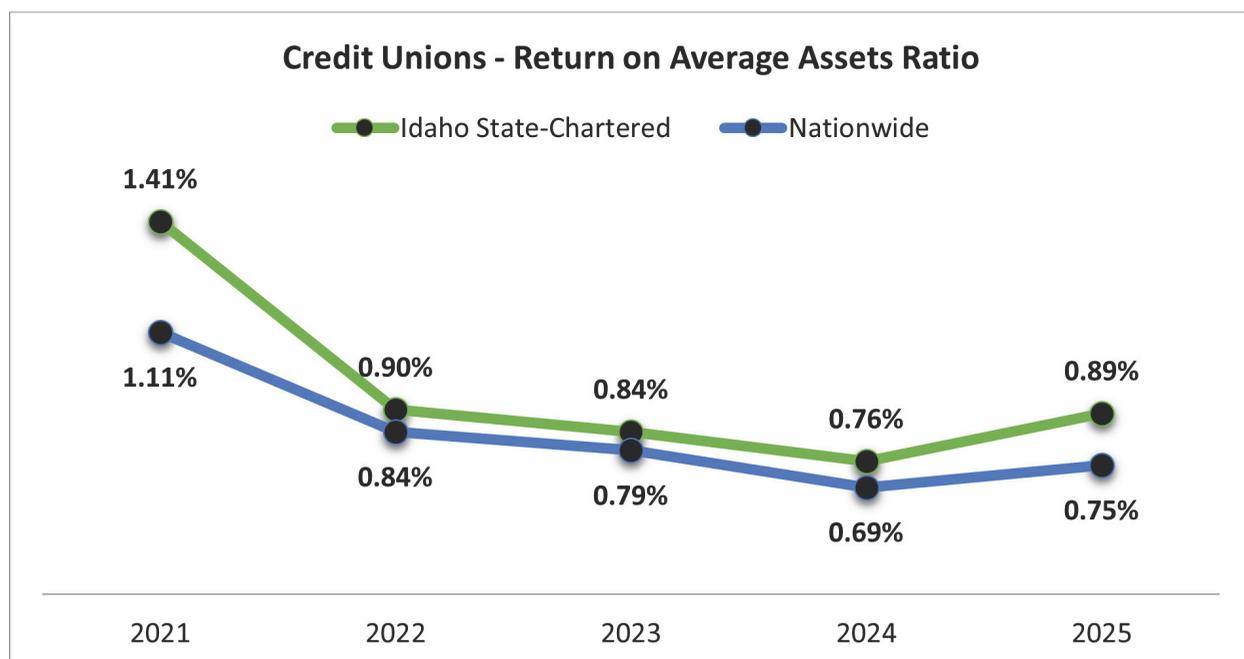
Deposits

Total deposits in Idaho state-chartered credit unions increased 13.93 percent year over year, from \$15.04 billion June 30, 2024, to \$17.13 billion as of June 30, 2025. Nationally, credit unions in aggregate experienced a deposit growth rate of 4.88 percent.



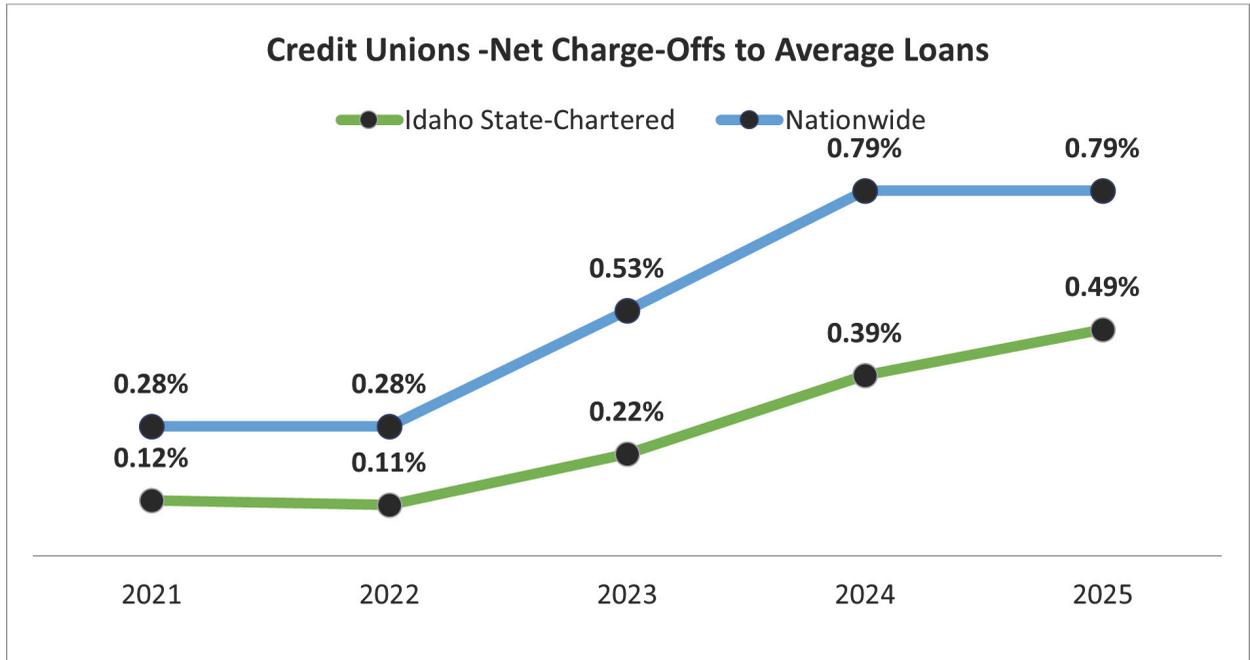
Earnings

Net income for Idaho state-chartered credit unions increased during the period, with reported net income of \$86.63 million, resulting in a return on average assets (ROAA) of 0.89 percent, an increase compared to \$65.50 million and 0.76% ROAA in the prior year. Earnings performance remains above the national average ROAA of 0.75%. For the full calendar year 2024, net income totaled \$140.44 million



Charge-offs

Net charge-offs to average loans increased to 0.49 percent as of June 30, 2025, compared to 0.39 percent the previous year; however, it remains below the national average of 0.79 percent.



STATE-CHARTERED CREDIT UNIONS
COMPARATIVE STATEMENT
Close of Business 6/30/2025 and 6/30/2024
(000's Omitted)

	2025	2024	%
Cash and Deposits			Change
Total Cash On Hand	120,043	118,321	1.46
Total Cash on Deposit	794,328	785,774	1.09
Time and Other Deposits	115,920	122,110	-5.07
Investment Securities			
Held-to-Maturity Debt Securities	11,928	9,436	26.40
Available-for-Sale Debt Securities	203,994	199,291	2.36
Other Investments	246,680	240,431	2.60
Loans and Leases			
Consumer Loans (Non-Residential, Non-Commercial)	7,395,884	6,593,696	12.17
1- to 4-Family Residential Property Loans/Lines of Credit	7,060,370	6,322,262	11.67
All Other (Non-Commercial) Real Estate Loans/Lines of Credit	9,252	8,271	11.87
Commercial Loans/Lines of Credit Real Estate Secured	1,784,432	1,517,773	17.57
Commercial Loans/Lines of Credit Not Real Estate Secured	314,952	275,068	14.50
Allowance for Loan and Lease Losses or Allowance for Credit Losses	105,617	88,679	19.10
Other Assets	1,392,316	1,234,094	12.82
Total Assets	19,513,936	17,465,242	11.73
Shares and Deposits			
Member Shares of All Types	16,919,617	14,863,864	13.83
Non-Member Deposits	213,540	173,932	22.77
Borrowings	532,501	747,652	-28.78
Other Liabilities	850,055	1,073,582	-20.82
Undivided Earnings, Other Reserves, and Equity Acquired In Merger	1,569,777	1,404,107	11.80
Net Income- Not Closed to Undivided Earnings	83,629	65,498	27.68
Accumulated Unrealized Gain/ Loss on AFS Debt Securities	-15,701	-21,284	-26.23
Other Comprehensive Income	-24,535	-29,737	-17.49
Total Equity	1,530,725	1,353,864	13.06
Total Liabilities, Shares and Equity	19,513,936	17,465,242	11.73

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.

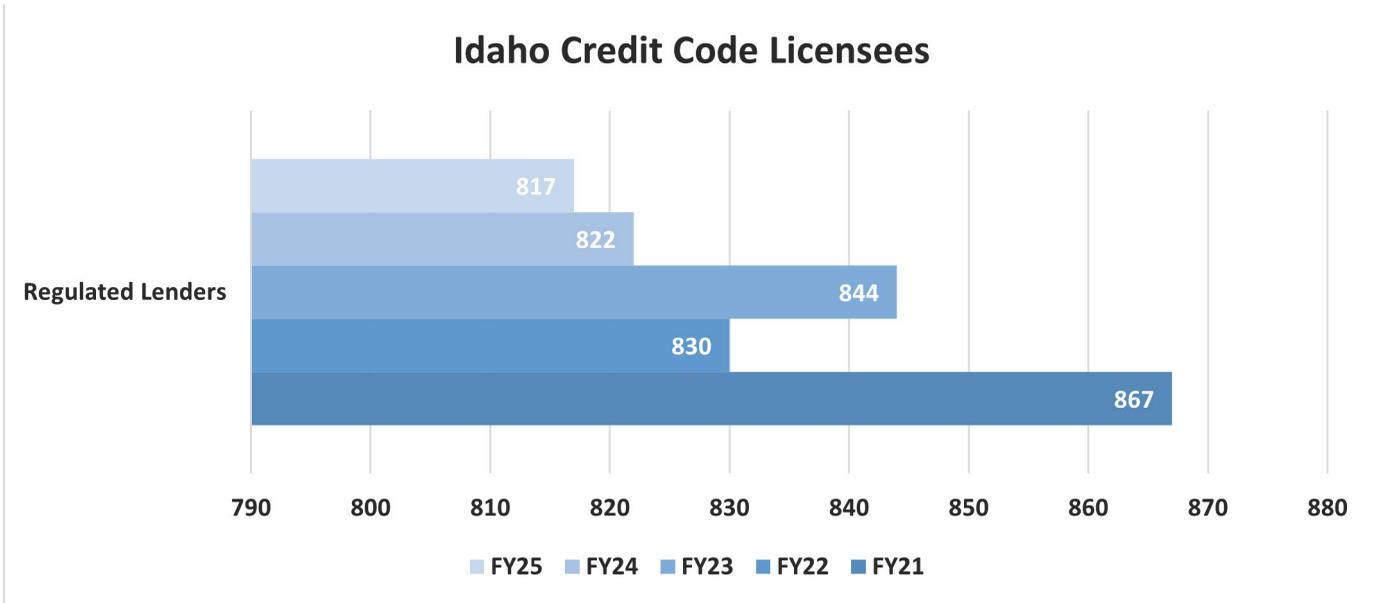
Idaho Credit Code – Regulated lenders include consumer finance companies, financial institutions, payday lenders, title lenders, and creditors that take assignments and undertake collection of payments from debtors arising from regulated consumer loans. Provisions of the Idaho Credit Code also apply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

Idaho 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.

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.

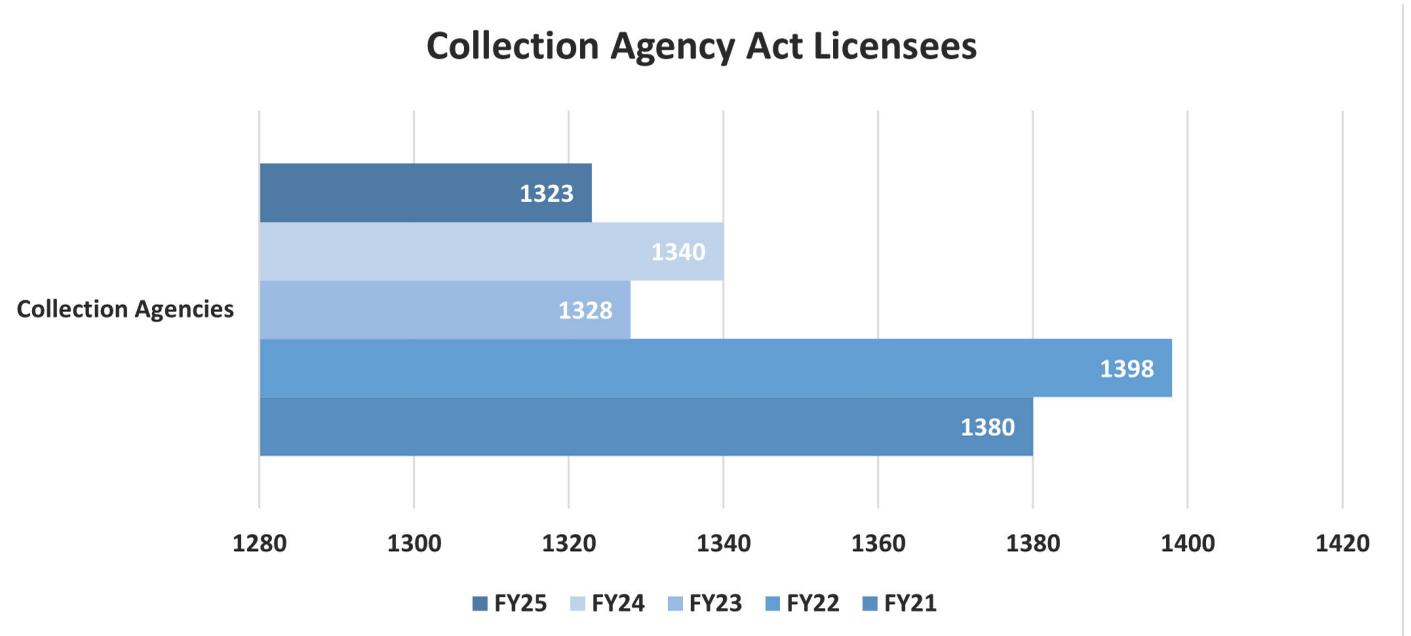
- ***Mortgage Advisory Board*** – Pursuant to the provisions of the IRMPA, the Director appoints Idaho mortgage industry members to a Mortgage Advisory Board annually. The Mortgage Advisory Board meets throughout the year with the Department Director and Bureau staff members, and provides valuable input 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 re-accreditation in fiscal year 2026.
- ***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 from **822** to **817** licensees.



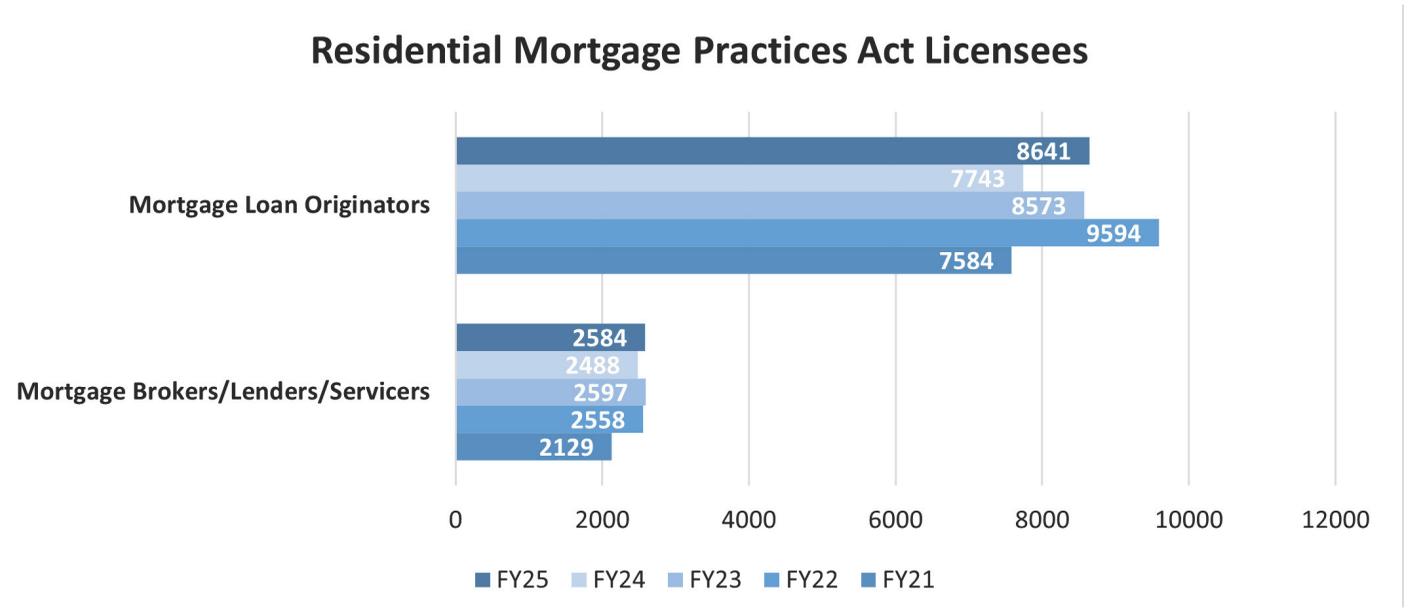
Amount of loans issued:	
325,545,750.54	secured non-RE
376,036,926.83	unsecured Credit card
4,600,634.40	student loan
38,379,850.96	short term pay day
387,291.45	short term title
<hr/>	
744,950,454.18	
	student loan servicing
1,573,253,510.13	non-mortgage servicing
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1,260,477,572.65	
<hr/>	
2,833,731,082.78	

Idaho Collection Agency Act – The Bureau observed an overall decline in the number of licensees within its Collection Agency Act Licensees during the reporting period. Collection agency licensees decreased from **1,340** to **1,323**, debt buyer licensees fell from **89** to **83**, and credit repair licensees dropped from **7** to **5**. Credit counselor licensees declined slightly from **23** to **22**, while debt settlement company licensees increased from **22** to **24**. In addition, the number of individuals registered to act on behalf of licensed collection agencies decreased significantly, from **49,578** to **44,962**.



Amount of debt being collected: \$3,910,623,672.00 (1,630,220 accounts)

Idaho Residential Mortgage Practices Act Licensees – The number of licensed mortgage brokers/lenders and servicing companies increased from **2,488** to **2,584**. Licensed mortgage loan originators increased from **7,743** to **8,641** individual licensees.



Total Loan Originations: 9,252 loans totaling \$3,131,551,765

Total Amount Serviced: \$93,500,611,962

Securities Bureau

The Securities Bureau is responsible for administering and enforcing Idaho state laws and rules pertaining to securities, commodities, money transmission, escrow, and endowed care cemetery financial activities.

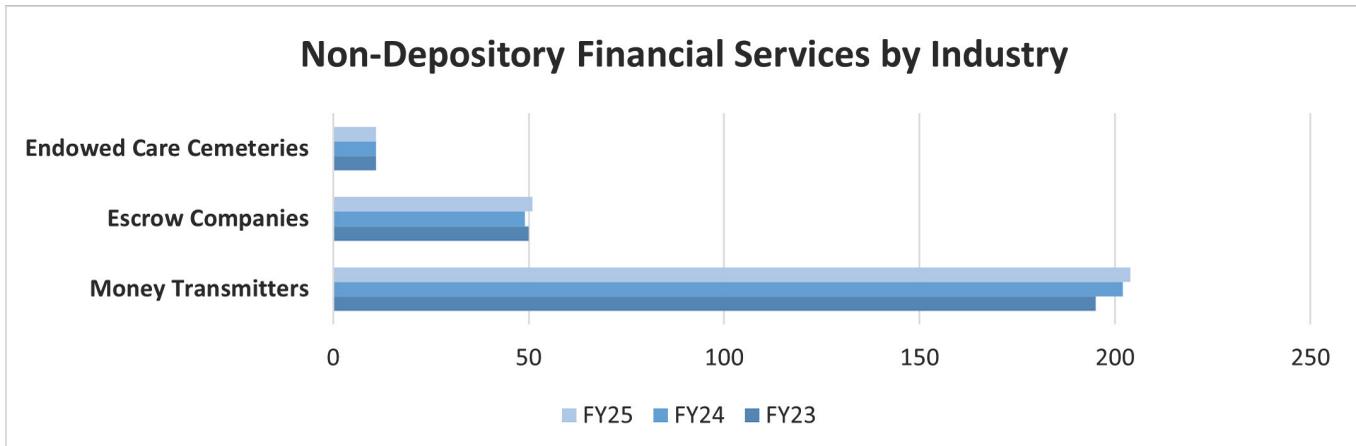
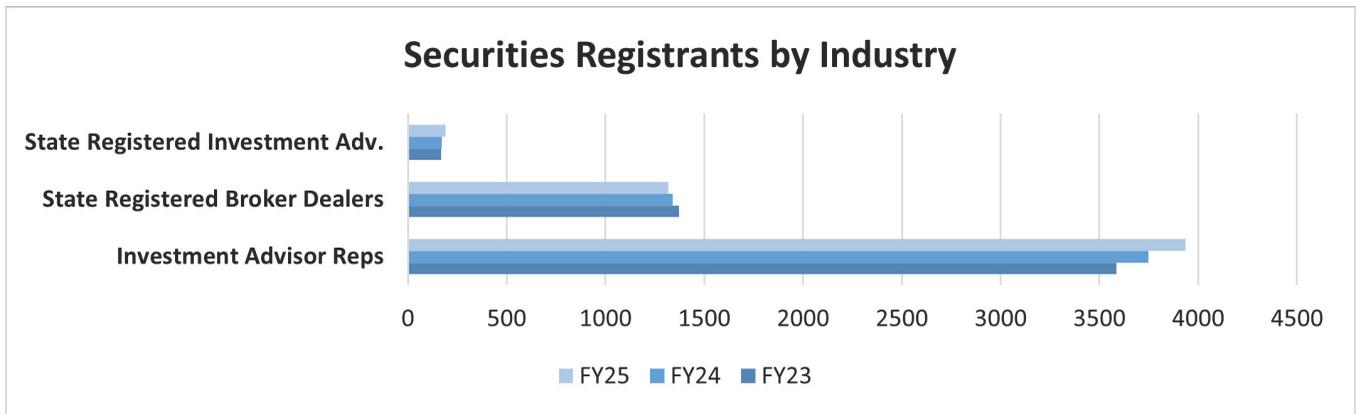
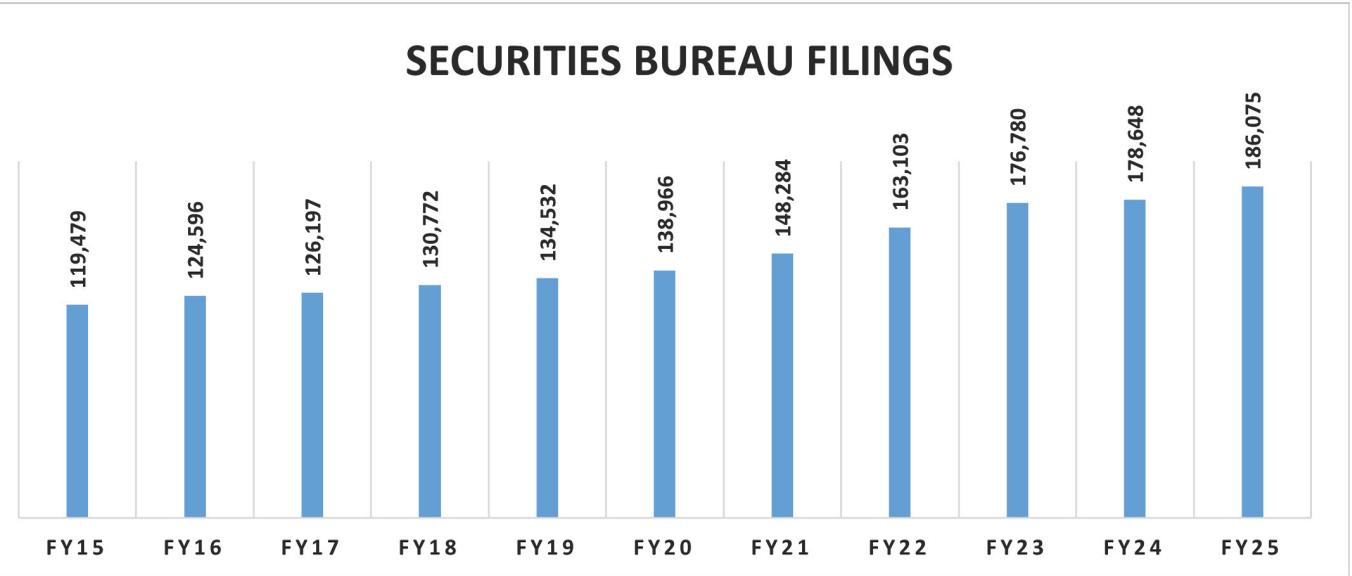
Idaho Uniform Securities Act - The Securities Bureau administers and enforces several consumer and business protection statutes. Through the authority of the Uniform Securities Act and the Idaho Commodity Code, the Bureau regulates the sale of investment securities and those individuals and entities 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.

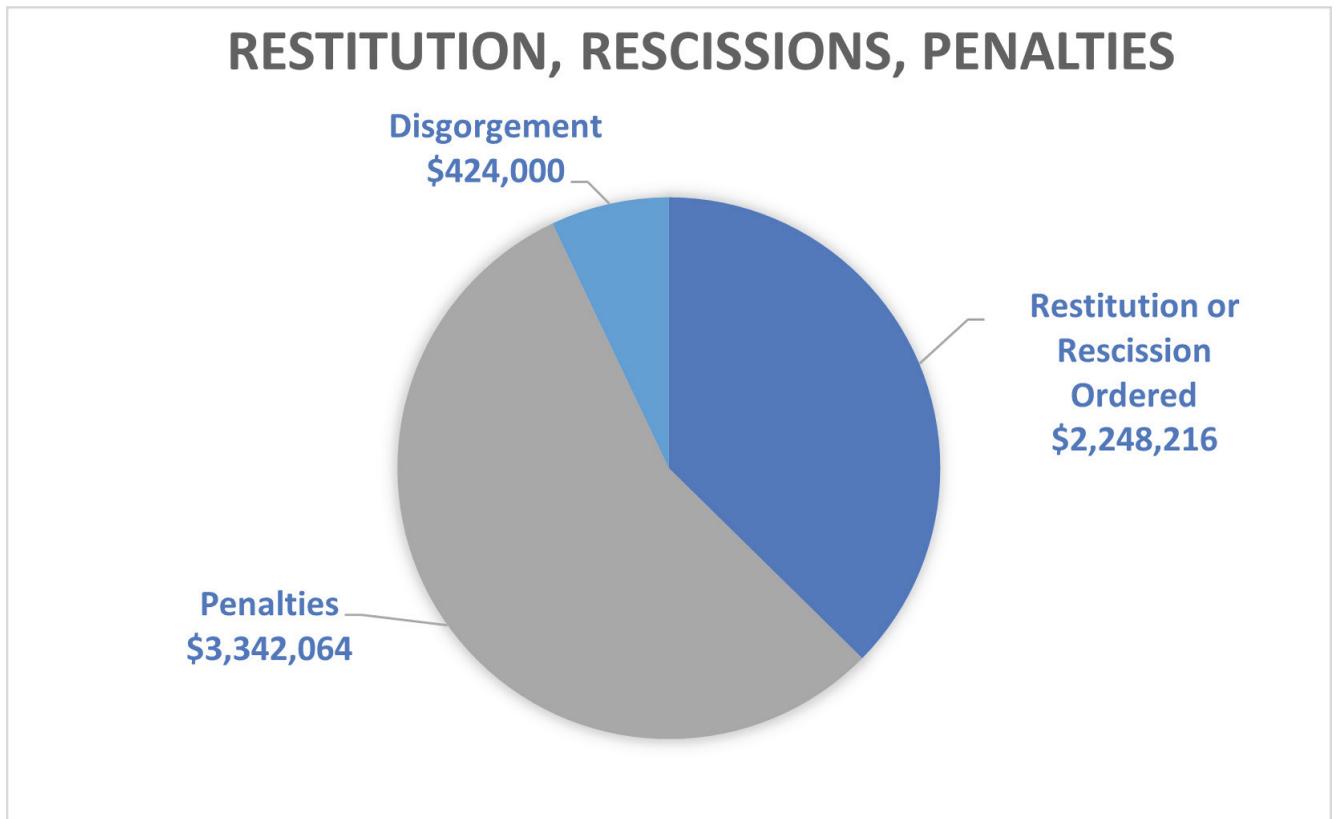
Idaho Money Transmitters Act - The Securities Bureau is charged with the responsibility of administering and enforcing the Idaho Money Transmitters Act. A "money transmitter" is defined as any business engaged in receiving money for transmission or transmitting money within the United States or to locations 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 the 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 constitute the largest volume of individual and company filings received by the Department. The Bureau has experienced consistent growth in the number of licensees and registrants for ten consecutive years. Year over year, the number of registration filings received by the bureau increased from **178,648** to **186,075**.



Restitution, Rescissions, Penalties - When individuals or entities violate applicable statutes, the Bureau pursues remedies through statutory and administrative enforcement authority and provides assistance in criminal prosecutions when warranted. Through civil and administrative sanctions, the Bureau obtained orders for **\$2,248,216** in restitution and rescission to customers in Idaho and other states, while imposing penalties of **\$3,342,064**.



Education & Outreach

The Department is committed to achieving two main objectives in outreach and education. We are committed to being a free, impartial source of financial information for all Idahoans. Over the past year, we expanded our public education efforts by releasing two podcast episodes, publishing 14 press releases, and sharing timely content across social media platforms. These efforts focused on topics such as identifying financial scams and promoting personal financial wellness. We also provided presentations and educational materials on essential financial topics—including scam prevention, tools for financial success, and home buying—which remain available to the public upon request.

Our second objective is to deepen collaboration with community organizations, law enforcement, state agencies, and non-profits that share our mission of improving financial outcomes for Idaho residents. Through these partnerships, we are better positioned to detect and respond to consumer protection issues such as financial fraud and deceptive marketing practices. Together, we work to safeguard the financial well-being of our communities.



The Department actively engages with the public through multiple online and social media platforms—including Facebook, YouTube, X, and the Consumer Education page on our external website

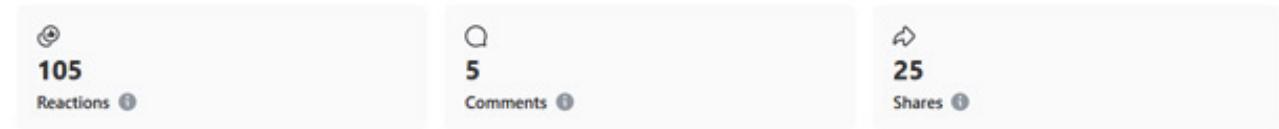
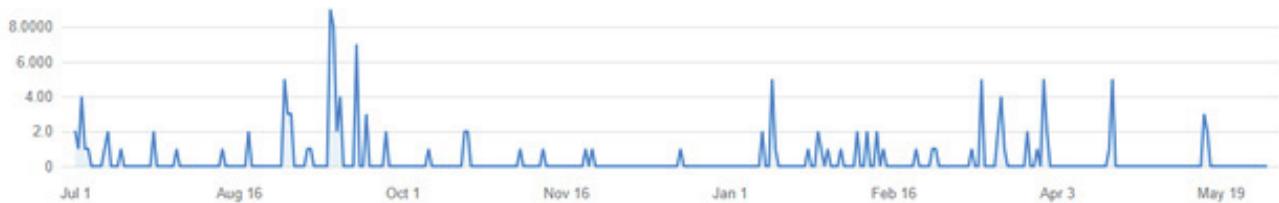
finance.idaho.gov/consumer-education. These channels are used to share consumer-focused updates, provide educational information, and announce upcoming community events.



Facebook and YouTube Analytics

135 Interactions

+51.7% from previous 365 days



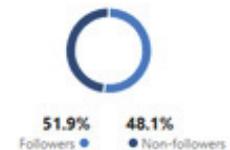
By interaction type



By content type



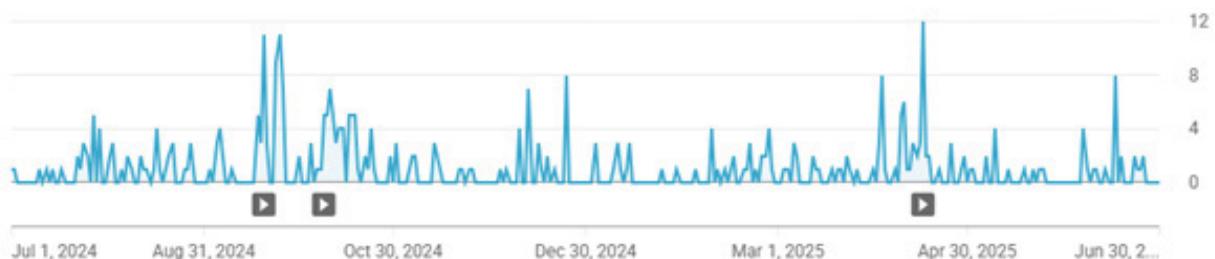
By followers vs non-followers



Views Δ
377

Watch time (hours)
86.9

Subscribers
+3



Department Outreach Initiates

- **Insights by IDOF Podcast-** In the spring, the Department released a new episode of its *Insights by DOF* podcast, featuring an IDOF examiner. April's episode aligned with Financial Literacy Month and explored: Understanding Debt Settlement & Credit Repair Companies. The Department also released a second podcast episode in the fall that discussed Idaho's new Report and Hold Law that went into effect on July 1, 2025.
- **Financial Literacy Month Highlights-** As a proud member of the Idaho Financial Literacy Coalition (IFLC), the Department co-sponsored the annual Piggy Bank Beauty Contest. Winners were honored at the Capitol, where the Idaho State Treasurer officially proclaimed April as Financial Literacy Month.
- **Scam Prevention & Education-** The Department continues its partnership with the Idaho Scam Jam Alliance, participating in two virtual Scam Jam events and one in-person event in Boise. These featured presentations on scam trends, prevention strategies, and reporting Resources. The Department also partnered with local law enforcement and financial institutions for the inaugural Idaho Fraud Investigators Network Fall Conference.
- **Empowering Women Financially-** The Department continues to support the Savvy Women & Money Conference and gave a presentation on "Money Goals for Every Decade" that empowered attendees to make informed financial decisions. The Department also partnered with the inaugural North Idaho Women and Their Money Conference in Coeur d'Alene.
- **Housing & Economic Development-** The Department continues to support the Idaho Conference on Housing and Economic Development; this event allows the Department to interact with industry and present on a timely topic as it relates to mortgage/economic development.
- **Community Financial Education-** The Department supported the annual *Our Financial Conference* in Northern Idaho, hosting a booth and sharing financial literacy materials with attendees. The Department also supported the *Hispanic Youth Leadership Summit* in Northern Idaho and the Treasure Valley.
- **Mortgage Lending Education-** The Department continues to support the Mortgage Lending Originators Continuing Ed Conference, reinforcing its commitment to industry education and consumer protection.
- **Senior Fraud Prevention Roadshow-** In partnership with AARP Idaho and the Idaho Commission on Aging, cyberIdaho, Idaho Commission for Libraries, and the University of Idaho Extension, the Department visited Idaho Falls, Twin Falls, McCall, and Coeur d'Alene to educate communities on protecting seniors from financial exploitation.

Consumer Complaints

The Department plays a vital role in safeguarding consumer rights and ensuring a fair marketplace. Through the Consumer Affairs Section, we provide timely responses, conduct thorough investigations, and deliver resolutions tailored to each case. When violations are identified, the Department acts decisively, pursuing voluntary compliance whenever possible, and when necessary, imposing fines, suspending or revoking licenses, or initiating administrative and legal actions.

During Fiscal Year 2025, encompassing the period from July 1, 2024, to June 30, 2025, the Consumer Affairs Office received a total of 274 consumer complaints divided among the following categories:

- *Consumer Finance Bureau Complaints: 115*
- *Financial Institutions Bureau Complaints: 46*
- *Securities Bureau Complaints: **113*** ²³

As a result of mediating these complaints and remediation resulting from enforcement actions stemming from investigations, **\$203,584** was returned to consumers in Idaho.

The breakdown of remediation to Idaho consumers is as follows:

- *Consumer Finance Bureau remediation to Idaho consumers: **\$188,697.45***
- *Financial Institutions Bureau remediation to Idaho consumers: **\$11,631.64***
- *Securities Bureau remediation to Idaho consumers: **\$3,254.94****

Summary of Income and Expenses
July 1, 2024- June 30, 2025

Income by Source

Dedicated Account	\$20,343,283.00
Total Income Collected	\$20,343,283.00

Appropriation

Dedicated Account	\$10,936,300.00
Total Appropriation	\$10,936,300.00

Expenditures

Personnel Costs	\$8,403,214.00
Operating Expenditures	\$2,099,362.00
Capital Outlay	\$94,930.00
Total Expenditures	\$10,597,506.00
Balance of Appropriation	\$338,794.00

Expenditures by Major Classes

Salaries & Wages	\$6,122,170.00
Personnel Benefits	\$2,281,044.00
Communication Services	\$40,821.00
Employee Development & Other Services	\$219,068.00
Professional Services	\$552,609.00
Repairs & Maintenance Service	\$180,885.00
Administrative Services	\$1,701.00
DP Services	\$240,090.00
Employee Travel	\$319,357.00
Materials & Supplies	\$159,208.00
Insurance	\$27,782.00
Rentals & Operating Leases	\$335,205.00
Miscellaneous Operating Expenditures	\$22,636.00
Capital Outlay	\$94,930.00
Total Expenditures by Major Classes	\$10,597,506.00

Type	Authorized	Appropriated	Filled
Full-Time Employees	72	72	71
Part-Time Employees	0	0	0
Total	72	72	71

Fund Source

Security Investor Fund	\$50,000.00
Total Collected	\$50,000.00

Expenditures

Personnel Costs	\$0.00
Operating Expenditures	\$19,267.80
Capital Outlay	\$0.00
Total Expenditures	\$19,267.80
Balance of Fund	\$30,732.20

Fund Source

Mortgage Recovery Fund	\$5,760,037.00
Total Collected	\$5,760,037.00



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Idaho's financial health.