

UNITED STATES OF AMERICA
Before The
OFFICE OF THRIFT SUPERVISION

In the Matter of)	Order No.: WN-09-019
)	
)	
Cassie N. Ballard)	Effective Date: July 8, 2009
)	
Former Employee)	
And Institution-Affiliated Party of)	
USAA Federal Savings Bank)	
San Antonio, Texas)	
OTS Docket No. 07975)	

ORDER OF PROHIBITION

WHEREAS, Cassie N. Ballard (**Ballard**) has executed a Stipulation and Consent to the Issuance of an Order of Prohibition (Stipulation); and

WHEREAS, **Ballard**, by executing the Stipulation, has consented and agreed to the issuance of this Order of Prohibition (Order) by the Office of Thrift Supervision (OTS), pursuant to 12 U.S.C. § 1818(e); and

WHEREAS, pursuant to delegated authority, the OTS Regional Director for the Western Region (Regional Director), is authorized to issue Orders of Prohibition where the individual has consented to the issuance of an order.

NOW, THEREFORE, IT IS ORDERED that:

1. Prohibition.

Ballard, except upon the prior written consent of OTS (acting through its Director or an authorized representative thereof) and any other “appropriate Federal financial institutions regulatory agency,” for purposes of 12 U.S.C. § 1818(e)(7)(B)(ii), shall not:

(a) hold any office in, or participate in any manner in the conduct of the affairs of, any institution or agency specified in 12 U.S.C. § 1818(e)(7)(A), including, but not limited to:

(i) any insured depository institution as defined in 12 U.S.C. § 1813(c);

(ii) any institution treated as an insured depository institution under 12 U.S.C. §§ 1818(b)(3) and 1818(b)(4) and any subsidiary thereof, or treated as a savings and loan holding company under 12 U.S.C. § 1818(b)(9) and any subsidiary thereof;

(iii) any insured credit union under the Federal Credit Union Act (12 U.S.C. §§ 1751 et seq.);

(iv) any institution chartered under the Farm Credit Act of 1971 (12 U.S.C. §§ 2001 et seq.);

(v) any appropriate Federal depository institution regulatory agency, within the meaning of 12 U.S.C. § 1818(e)(7)(D); and

(vi) the Federal Housing Finance Board and any Federal Home Loan Bank;

(b) solicit, procure, transfer, attempt to transfer, vote, or attempt to vote any proxy, consent, or authorization with respect to any voting rights in any institution described in 12 U.S.C. § 1818(e)(7)(A);

(c) violate any voting agreement previously approved by the “appropriate Federal banking agency” within the meaning of 12 U.S.C. § 1813(q); or

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STIPULATION AND CONSENT TO THE ISSUANCE OF AN
ORDER OF PROHIBITION

WHEREAS, the Office of Thrift Supervision (OTS), acting by and through its Regional Director for the Western Region (Regional Director), and based upon information derived from the exercise of its regulatory and supervisory responsibilities, has informed Cassie N. Ballard (**Ballard**), a former bank administrative assistant at USAA Federal Savings Bank, San Antonio, Texas, OTS Docket No. 07975 (USAA), that grounds exist to initiate an administrative prohibition proceeding against her pursuant to 12 U.S.C. § 1818(e); and

WHEREAS, the Regional Director, pursuant to delegated authority, is authorized to issue Orders of Prohibition where the individual has consented to the issuance of an order; and

WHEREAS, **Ballard** desires to cooperate with OTS and to avoid the time and expense of such administrative prohibition proceeding by entering into this Stipulation and Consent to the

Issuance of an Order of Prohibition (Stipulation) and, without admitting or denying that such grounds exist, or the Findings of Fact or opinions and conclusions of OTS, but only admitting the statements and conclusions in Paragraph 1 below concerning Jurisdiction, hereby stipulates and agrees to the following:

1. Jurisdiction.

(a) USAA is a “savings association” within the meaning of 12 U.S.C. § 1813(b) and 12 U.S.C. § 1462(4). Accordingly, United is an “insured depository institution” as that term is defined in 12 U.S.C. § 1813(c);

(b) **Ballard** is a former bank administrative assistant at USAA and is an “institution-affiliated party” as defined in 12 U.S.C. § 1813(u) and served in such capacity within six (6) years of the Effective Date as shown on the first page (see 12 U.S.C. § 1818(i)(3)); and

(c) Pursuant to 12 U.S.C. § 1813(q), the Director of OTS is the “appropriate Federal banking agency” with jurisdiction to maintain an administrative prohibition proceeding against savings associations and institution-affiliated parties. Therefore, **Ballard** is subject to the jurisdiction of OTS to initiate and maintain an administrative prohibition proceeding against her pursuant to 12 U.S.C. § 1818(e).

2. OTS Findings of Fact.

Ballard had been employed as an administrative assistant in the credit card servicing department at USAA at all times pertinent to the events described herein. OTS finds that beginning in July 2007 and continuing until September 4, 2007 **Ballard** used her access to the USAA credit card system to increase her personal credit limit from \$2,000.00 to \$50,000.00 without authorization. Subsequent to increasing her credit limit **Ballard** used her credit card to

purchase goods and services up to an unpaid balance of \$48,000.00. These unauthorized credit card activities exposed USAA to loss as well as financial benefit to **Ballard**. Accordingly:

(a) **Ballard** has, directly or indirectly, violated (as defined in 12 U.S.C. § 1813(v)) a law or regulation, and/or a final cease-and-desist order and/or a condition imposed in writing by a Federal banking agency in connection with the grant of an application or other request by USAA and/or any written agreement between USAA and OTS; and/or engaged or participated in any unsafe or unsound practices in connection with USAA and/or committed or engaged in any act, omission, or practice which constitutes a breach of her fiduciary duty;

(b) And, by reason of such violation, practice, or breach by **Ballard**, USAA has suffered or will probably suffer financial loss or other damage; and/or the interests of USAA's depositors have been or could be prejudiced; and/or **Ballard** has received financial gain or other benefit by reason of such violation, practice, or breach;

(c) And, such violation, unsafe or unsound practice, or breach by **Ballard**: involves personal dishonesty on the part of **Ballard**; and/or demonstrates willful or continuing disregard by **Ballard** for the safety or soundness of USAA.

3. **Consent.**

Ballard consents to the issuance by OTS of the accompanying Order of Prohibition (Order). **Ballard** further agrees to comply with the terms of the Order upon the Effective Date of the Order and stipulates that the Order complies with all requirements of law.

4. **Finality.**

The Order is issued by OTS under 12 U.S.C. § 1818(e) and upon the Effective Date it shall be a final order, effective and fully enforceable by OTS under the provisions of 12 U.S.C. § 1818(i).

5. **Waivers.**

Ballard waives the following:

(a) The right to be served with a written notice of OTS's charges against her as provided by 12 U.S.C. § 1818(e) and 12 C.F.R. Part 509;

(b) The right to an administrative hearing of OTS's charges against her as provided by 12 U.S.C. § 1818(e) and 12 C.F.R. Part 509;

(c) The right to seek judicial review of the Order, including, without limitation, any such right provided by 12 U.S.C. § 1818(h), or otherwise to challenge the validity of the Order; and

(d) Any and all claims against OTS, including its employees and agents, and any other governmental entity for the award of fees, costs or expenses related to this OTS enforcement matter and/or the Order, whether arising under common law, federal statutes or otherwise.

6. **OTS Authority Not Affected.**

Nothing in this Stipulation or accompanying Order shall inhibit, estop, bar or otherwise prevent OTS from taking any other action affecting **Ballard** if at any time OTS deems it appropriate to do so to fulfill the responsibilities placed upon OTS by law.

7. **Other Governmental Actions Not Affected.**

Ballard acknowledges and agrees that her consent to the issuance of the Order is solely for the purpose of resolving the matters addressed herein, consistent with Paragraph 6 above, and does not otherwise release, discharge, compromise, settle, dismiss, resolve, or in any way affect any actions, charges against, or liability of **Ballard** that arise pursuant to this action or otherwise, and that may be or have been brought by any governmental entity other than OTS.

8. Acknowledgment of Criminal Sanctions.

Ballard acknowledges that the Stipulation and Order are subject to the provisions of 12 U.S.C. § 1818(j), which includes potential imprisonment of not more than five (5) years and/or a fine of not more than \$1,000,000 for her knowing participation, directly or indirectly, in any manner, in the conduct of the affairs of an institution as set forth in the Order.

9. Miscellaneous.

(a) The laws of the United States of America shall govern the construction and validity of this Stipulation and the Order;

(b) If any provision of this Stipulation and/or the Order is ruled to be invalid, illegal, or unenforceable by the decision of any Court of competent jurisdiction, the validity, legality, and enforceability of the remaining provisions hereof shall not in any way be affected or impaired thereby, unless the Regional Director in his or her sole discretion determines otherwise;

(c) All references to OTS in this Stipulation and the Order shall also mean any of the OTS's predecessors, successors, and assigns;

(d) The section and paragraph headings in this Stipulation and the Order are for convenience only and shall not affect the interpretation of this Stipulation or the Order;

(e) The terms of this Stipulation and the Order represent the final agreement of the parties with respect to the subject matters hereof, and constitute the sole agreement of the parties with respect to such subject matters; and

(f) This Stipulation and the Order shall remain in effect until terminated, modified, or suspended in writing by OTS, acting through its Regional Director, or other authorized representative.

WHEREFORE, Ballard executes this Stipulation.

Cassie N. Ballard

Accepted by:

OFFICE OF THRIFT SUPERVISION

By: 151
Cassie N. Ballard

By: 151
C.K. Lee
Regional Director
Western Region

Date: 10⁰⁰22-09

Date: 7/8/09