

April 11, 2024

APR 19 2024

Personal Statement Regarding Case #2023-899

REAL ESTATE COMMISSION

BY Kelly Valade

I, Claudia L Townsend, would like to make the following statement regarding Case # 2023-899:

The missing of mailing in a \$250.00 fine (my very first fine) is very unlike me and is not normal behavior for me at all, nor was it intentional. My normal behavior is to purchase a Money Order either at Smiths or at the US Postal Service & keep that receipt for my records. Most often if checks must be sent through the mail, I try not to send my checking account check. I try to send a different type of check, not always, but most often. This method has proven to be safer, because I have had my account number stolen through mailings, plus other fraud has occurred.

Yes, this 546A is a form I was tardy filing, and it was during a period when I was going through a VERY dramatic private matter starting technically in May of 2023, but it heightened in September thru December 2023 (per emails and phone records I was able to recover, so to confirm these dates and times), plus speaking to my Son's.

I apologize to Mrs. Christal Keegan for my abruptness on the phone with our first phone conversation about this on April 3rd, 2024, at 12:19 PM. I had just got done reading the Stipulation that arrived a few days earlier at my door and for me to hear a statement that she made, "You have Broken the Law" especially after what I have had to endure by the hands of someone employed by Law Enforcement, (the very dramatic private matter) just hit me completely sideways. I understand Mrs. Keegan asked the Division for the reduction/settlement terms I presented, per our conversation and per our phone conversation on April 3rd, 2024 at 12:19 PM when I offered \$1,000.00 to settle this, (which this phone conversation ended at 12:36 pm) and she replied via email April 3, 2024 at 2:24 PM, that it was denied. Also, per that same phone conversation with her on April 3rd, 2024 I stated I would pay the entire amount today. This was also denied.

Then on our next phone conversation on April 4, 2024 at 3:49 PM, Mrs Keegan stated I could not pay the entire fine for the Case still needed approval by the Commission & was to go before the Commission next month. So, I declared I would make two payment installments, those now stated within the Settlement agreement with dates chosen by Mrs. Keegan, of 1st pymnt within 30 days after the Commission approval & then 30 days after the first payment. I did not make these choices of payment dates.

I do my very best to follow all the guidelines & rules, knowing they are important for everyone. I do ask for leniency by the Commission, for Life can truly break you at times when you least expect. I am fine paying a settlement, but do not wish to be targeted by the Real Estate Division with additional fines. I understand the laws and rules of real estate and feel they are in place for good reason. This is MY FIRST FINE EVER with the State of Nevada Real Estate Division. On April 3rd, 2024, I had asked for a reduction in the fine, but was told I was denied. I did not go into detail about my tardiness of form 546A, nor did I feel the person on the other end of the phone was considerate, nor expressed compassion to hear those details, i.e., of my Very dramatic private event. This is difficult to discuss!

Again, I do apologize for my tardiness of form 546A. I will mention the Stipulation is not completely accurate, for I did NOT receive any notice via mail other than that sent in March 2024. I had the postman ring my "Ring Doorbell" one time (which I answered while out of my house and with a friend on a hike, who witnessed this), stating he had a letter for me to sign for, but no other details (of course this was recorded on my Ring). I told him I was not home and asked him to come back the next day. He said, "Okay Sure"and I waited the next day, not leaving in hopes to sign for whatever it was, but

nothing and no-one came. I am assuming that was a mailed notification *attempted??*....that Mrs. Keegan mentioned on the April 3rd, 2024, phone call.

I, "Thank you for your time and consideration" and I hope to put this at rest. I will not be tardy nor late on the 546A form in the future. I am a Very Good Broker/Real Estate Professional for my clients and always keep their best interest at the forefront whenever I work on their transactions.

Claudia L Townsend

Claudia L Townsend Dba Towns End Real Estate
B.1002345