

COMPLAINTS, INVESTIGATIONS, AND DISCIPLINE ACTIONS  
BY CALENDAR YEAR

| DISCIPLINE ACTIONS                       | 1994 | 1995 | 1996 | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 |
|--|------|------|------|------|------|------|------|------|------|------|
| REFERRED TO ATTORNEY GENERAL             | 132  | 131  | 125  | 71   | 108  | 116  | 98   | 133  | 194  | 152  |
| HEARING DAYS                             | 28   | 30   | 28   | 23   | 21   | 30   | 12   | 13   | 21   | 15   |
| LICENSE SUSPENDED                        | 3    | 8    | 7    | 3    | 21   | 8    | 24   | 16   | 2    | 7    |
| LICENSE SURRENDERED                      | 8    | 6    | 12   | 10   | 1    | 19   | 6    | 5    | 2    | 11   |
| LICENSE DENIED                           | 4    | 7    | 8    | 19   | 0    | 31   | 3    | 4    | 10   | 7    |
| LICENSE LIMITED                          | 2    | 8    | 0    | 1    | 2    | 2    | 2    | 2    | 8    | 13   |
| LICENSE SUSPENDED WITH STAY (CONDITIONS) | 22   | 15   | 11   | 20   | 14   | 18   | 9    | 10   | 13   | 14   |
| ORDERS MODIFIED                          | 0    | 4    | 0    | 4    | 2    | 2    | 8    | 6    | 0    | 2    |
| CEASE AND DESIST LETTERS                 |      |      |      |      |      |      |      |      |      | 11   |
| EMERGENCY ACTION                         | 1    | 0    | 0    | 1    | 1    | 0    | 0    | 1    | 1    | 0    |
| PUBLIC CENSURE                           | 2    | 10   | 6    | 3    | 1    | 2    | 1    | 0    | 2    | 1    |
| PRIVATE CENSURE                          | 4    | 6    | 4    | 0    | 2    | 0    | 0    | 0    | 0    | 0    |
| DIVERSION AGREEMENT                      | *    | *    | *    | *    | *    | *    | 31   | 59   | 31   | 34   |
| LETTER/KNAP/LAPSED/INFORMAL/UNFOUNDED    | *    | *    | *    | *    | *    | *    | 75   | 155  | 41   | 69   |
| RETURNED CHECK CASES                     | *    | *    | *    | *    | *    | *    | 50   | 48   | 29   | 6    |
| LICENSE REVOKED                          | *    | *    | *    | *    | *    | *    | 1    | 1    | 13   | 29   |