

COLLECTION AGENCY BOARD MEETING

Herschler Building, 3 West

Banking Board Room

January 10, 2018, at 10:00 a.m.

MINUTES

Roll Call: The January 10, 2018, meeting of the Wyoming Collection Agency Board was called to order at 10:02 a.m. by Bradley Chapman. In attendance from the Board were Bradley Chapman, Rocky Edmonds and Bill Larson. In attendance representing the Division of Banking were Dawn Colarusso, Albert Forkner, and Joe Mulberry. Also in attendance was Amy Canaday, Collection Center, Inc. and George and Julie Gliem, Owners of Day & Night Process Serving, LLP.

Minutes: Rocky Edmonds moved to approve the minutes of December 6, 2017. Bill Larson seconded, and the motion passed unanimously.

New Resident Manager Applications: None

New Applications:

1. Bell & Williams Associates, Inc., CAB-1103; RM: Lori Eggleston

No discussion from the public regarding the new application was made. Bill Larson moved to approve the application for Bell & Williams Associates, Inc. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

2. Convergent Outsourcing, Inc.; RM: Susan Hopkins

3. Convergent Outsourcing, Inc.; RM: Susan Hopkins

No discussion from the public regarding the new applications was made. Rocky Edmonds moved to approve the applications for Convergent Outsourcing, Inc. The motion was seconded by Bill Larson. The motion passed unanimously.

4. Coast Professional, Inc.; RM: Rich McVeigh

See #7. Motion below.

5. Performant Recovery, Inc. - San Angelo, TX Branch, CAB-1145; RM: Dawn Culpepper

6. Performant Recovery, Inc. - Lathrop, CA Branch, CAB-1152; RM: Dawn Culpepper

No discussion from the public regarding the new applications was made. Bill Larson moved to approve the applications for Performant Recovery, Inc. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

7. Recovery Management Solutions, LLC; RM: Richard McVeigh

No discussion from the public regarding the new applications was made. Bill Larson moved to approve the applications for #4. Coast Professional, Inc. and #7. Recovery Management Solutions, LLC. Bradley Chapman recused himself. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

Renewal Applications:

No discussion from the public regarding the renewal applications was made. Bradley Chapman reviewed renewals #1-6, 9, 10, and 14-21. Rocky Edmonds moved to blanket approve all the renewals listed above. The motion was seconded by Bill Larson. The motion passed unanimously.

Rocky Edmonds reviewed renewals #11, 12, and 13. Bill Larson moved to approve these renewals. Bradley Chapman recused himself. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

| | | | |
|-----|--|----------|------------|
| 1. | Account Discovery Systems, LLC, CAB-756 | Larry | Harrington |
| 2. | Allied Interstate, LLC - Plymouth, MN Branch, CAB-053 | Mark | Macy |
| 3. | Atlantic Credit & Finance, Inc., CAB-859 | Dossanne | Jenkins |
| 4. | Audit Systems, Inc., CAB-374 | Alfred | Duran |
| 5. | Debt Recovery Solutions, LLC, CAB-993 | William | Winter |
| 6. | Estate Information Services, LLC, CAB-359 | Scott | Cowley |
| 7. | *First Financial Asset Management, Inc., CAB-1017 | Lois | Clark |
| 8. | *First Financial Asset Management, Inc.-Phoenix, AZ Branch, CAB-1018 | Lois | Clark |
| 9. | First National Collection Bureau, Inc., CAB-864 | Scott | Cowley |
| 10. | Firstsource Advantage, LLC, CAB-318 | Richard | Kuskie |
| 11. | Genpact Services LLC-Plot 22, Haryana, India Branch, CAB-992 | Debra | Falk |
| 12. | Genpact Services LLC-Guatemala City, Guatemala Branch, CAB-994 | Debra | Falk |
| 13. | Genpact Services LLC-Juarez Chih, Mexico Branch, CAB-999 | Debra | Falk |
| 14. | Michael Andrews & Associates, LLC, CAB-984 | Maria | Cowley |
| 15. | Pioneer Credit Recovery, Inc.-Moorestown, NJ Branch, CAB-879 | Brian | Hunter |
| 16. | Pioneer Credit Recovery, Inc.-Perry, NY Branch, CAB-880 | Brian | Hunter |
| 17. | Pioneer Credit Recovery, Inc.-Lake City, FL Branch, CAB-882 | Brian | Hunter |
| 18. | Reliant Capital Solutions, LLC-Elma, NY Branch, CAB-978 | Troy | Decker |
| 19. | Reverse Mortgage Solutions, Inc., CAB-750 | Nina | Henry |
| 20. | SCSI, CAB-224 | Robert | Mizel |
| 21. | Wipro Insurance Solutions, LLC, CAB-820 | Kirk | Rohde |

*Discuss Renewal Applications Separately

*7. & 8. First Financial Asset Management, Inc., CAB-1017 and CAB-1018 – These renewals are about to expire. There was an issue with their mailing address. It was finally resolved and they have already submitted the renewals for the 2018-2019 licensing period. Rocky Edmonds moved to approve the 2017-2018 renewals. The motion was seconded by Bill Larson. The motion passed unanimously.

Renewal Applications with Fines:

No discussion from the public regarding the renewal applications was made. Rocky Edmonds moved to accept the settlements and blanket approve all renewal applications. The motion was seconded by Bill Larson. The motion passed unanimously.

| | | | |
|----|--|---------|--------|
| 1. | Cedars Business Services, LLC, CAB-1022 | Nina | Henry |
| 2. | Collection Professionals, Inc. – Cody, CAB-792 | Bradley | Taylor |
| 3. | Collection Professionals, Inc. – Gillette, CAB-793 | Bradley | Taylor |
| 4. | Collection Professionals, Inc. – Sheridan, CAB-794 | Bradley | Taylor |
| 5. | Immediate Credit Recovery, Inc., CAB-485 | Robert | Mizel |

Financial Statement: The financial statement dated December 2017 was reviewed and acknowledged.

Administrative Report: The administrative report dated December 2017 was reviewed and acknowledged.

Old Business: None

New Business:

1. **Acknowledgement Items:** The Board acknowledged the following and thanked the companies for providing it:
 - a. **Alias/Desk Name changes**
 1. Americollect, Inc., CAB-745
 2. Bridgecrest Credit Company, LLC, CAB-1134
 3. Cavalry Portfolio Services, LLC, CAB-254
 4. Collection Technology Incorporated, CAB-946
 5. Credico, Inc., CAB-015
 6. I.C. System, Inc., CAB-022
 7. Northstar Location Services, LLC, CAB-316
 8. Performant Recovery, Inc., CAB-066
 9. Ray Klein, Inc., CAB-856
 10. The Affiliated Group, Inc., CAB-878
 11. TRS Recovery Services, Inc., CAB-072
 - b. **Officer/Director Changes:**
 1. Portfolio Recovery Associates, LLC, CAB-142, 1093, 971, 973, 976, 972, and 974
 2. PRA Receivables Management, LLC, CAB-107, 977, and 1073
 3. Systems & Services Technologies, Inc., CAB-578
 - c. **Change of Address:**
 1. Credit Service Company, Inc. - The Accounts Receivable Professionals, CAB-876
 2. Full Circle Financial Services, LLC, CAB-499
 3. TRS Recovery Services, Inc. - Denver, CO Branch, CAB -921
 4. TRS Recovery Services, Inc., CAB-072
 5. USCB Corporation, CAB-671
 - d. **Voluntary Surrender of License:**
 1. LoanCare, LLC, CAB-812
 2. Vion Holdings LLC, CAB-761
2. **Name Change:** None
3. **Notice of Change in Ownership:**
 - a. The Receivable Management Services Corporation, CAB-766, 1044, 1066, 1045, 1047, 1043, 1050, 1048, and 1049 - The Board determined that they need to apply for a new license due to a majority ownership change.

4. Request for Exemption:

- a. **Avant, LLC** - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. The motion passed unanimously.
- b. **Biehl & Biehl, Inc.** - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. The motion passed unanimously.
- c. **Scratch Services, LLC** - Bill Larson moved and Rocky Edmonds seconded that the exemption be approved. The motion passed unanimously.

5. Licenses to be Reissued:

- a. Atlantic Credit & Finance Special Finance Unit III, LLC, CAB-742

6. License Closures: None

7. Rules and Regulations Meeting Schedule:

- a. The next Rules and Regulations meeting was scheduled tentatively for January 31, 2018, at 10:00 a.m. Dawn Colarusso will check with the Attorney General's Office to see if this date works for Karl Anderson.

8. Hearing Schedule:

- a. The next Hearing dates were tentatively scheduled for March 28, 2018, and June 18, 2018, at 10:00 a.m. Dawn Colarusso will check with the Attorney General's Office to see if these dates work for them.

9. Conversation with Department of Audit, Division of Banking:

- a. Revised Application – Joe Mulberry reviewed the revised application with the Board. The new application will become active and mandatory, with the Board's recommended changes, on February 1, 2018.
- b. NMLS Bill – Albert Forkner advised the Board that the Division of Banking will be mailing out correspondence to the licensees advising them of this legislation bill.

10. Regulation of Process Servers:

- a. George and Julie Gliem, Owners of Day & Night Process Serving, LLP – They gave a presentation to the Board regarding the Collection Agency Board licensing process servers.

Resident Manager Changes: The Board acknowledged the following:

1. Jason Johnson – Address Change

Miscellaneous Correspondence: The Board acknowledged the following:

1. Office of Administrative Hearing's Billing Invoices
2. Portfolio Recovery Associates, LLC, CAB-971
3. Reverse Mortgage Solutions, Inc., CAB-750

New Bonds to be signed: The following bonds were signed:

1. Account Control Technology, Inc.- Mason, OH Branch
2. Account Control Technology, Inc.- San Angelo, TX Branch
3. Account Control Technology, Inc.- Bakersfield, CA Branch

4. Atlantic Credit & Finance Special Finance Unit III, LLC, CAB-742
5. Atlantic Credit & Finance Special Finance Unit III, LLC, CAB-741
6. Carrington Mortgage Services, LLC
7. Coast Professional, Inc.
8. Coast Professional, Inc.
9. Convergent Outsourcing, Inc.-Guatemala City, Guatemala Branch
10. Ditech Financial, LLC-Jacksonville, FL Branch
11. Ditech Financial, LLC
12. Ditech Financial, LLC
13. Gatestone & Co. International Inc.
14. Gatestone & Co. International Inc.
15. McCarthy Burgess & Wolff, Inc.-Middleburg Heights, OH Branch
16. McCarthy Burgess & Wolff, Inc.-Tulsa, OK Branch
17. Portfolio Recovery Associates, LLC
18. Professional Placement Services, LLC
19. Wilber Insurance Services Enterprise, Inc.
20. Wipro Insurance Solutions, LLC-Pune, India Branch

New Licenses to be signed: The following licenses were signed:

1. Bell & Williams Associates, Inc., CAB-1103
2. Convergent Outsourcing, Inc. - Guatemala City, Guatemala Branch, CAB-1157
3. McCarthy, Burgess & Wolff, Inc., CAB-1156
4. McCarthy, Burgess & Wolff, Inc., CAB-1155
5. Performant Recovery, Inc. - San Angelo, TX Branch, CAB-1145
6. Performant Recovery, Inc. - Lathrop, CA Branch, CAB-1152
7. Professional Placement Services, LLC, CAB-1153
8. Wilber Insurance Services Enterprise, Inc., CAB-1154

New Resident Manager Licenses to be signed: None

Executive Session:

The Board went into Executive Session at 11:18 a.m.

The Board came out of Executive Session at 11:20 a.m.

1. Complaint #17-08 – The Board concludes there is no compliance with the Board’s Rules or Statutes on this complaint against licensee. Since the Board has no jurisdiction, it is recommended this complaint be dismissed. Bill Larson moved to dismiss this complaint. Bradley Chapman recused himself. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

Miscellaneous Board Signatures: The following miscellaneous documents were signed:

December 2017 Minutes

New Licenses

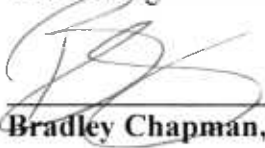
Renewal Licenses

Bonds

Vouchers

Adjournment

There being no further business, the Chairman declared the meeting adjourned at 11:21 p.m.



Bradley Chapman, Chairman

2/14/18

Date

COLLECTION AGENCY BOARD MONTHLY ADMINISTRATIVE REPORT

| | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|--|------------|------------|--------|------------|------------|------------|------------|
| Active Agencies | | | | | | | |
| New Agencies to the file | 11 | 4 | | 7 | 1 | 11 | 7 |
| Total Active Agencies | 473 | 491 | | 495 | 511 | 526 | 498 |
| Agencies Closed | 8 | 1 | | 1 | 1 | 0 | 2 |
| Total Active Agencies at Month End | 476 | 494 | | 501 | 511 | 515 | 503 |
| Out-of-State Agencies | 459 | 477 | | 484 | 494 | 498 | 486 |
| In-State Agencies | 17 | 17 | | 17 | 17 | 17 | 17 |
| 1. Pending New Applications: | | | | | | | |
| a) In Progress | 99 | 85 | | 102 | 92 | 95 | 83 |
| 2. Renewals: | | | | | | | |
| a) In Progress | 59 | 0 | | 52 | 41 | 43 | 42 |
| b) Completed to File | 31 | 21 | | 42 | 27 | 42 | 26 |
| 3. Resident Manager Replacements | 0 | 0 | | 3 | 0 | 1 | 0 |
| 4. Agency Name Changes Completed | 0 | 0 | | 0 | 0 | 0 | 0 |
| 6. General Phone Calls & Emails Rec'd | 388 | 484 | | 467 | 491 | 448 | 230 |
| 8. Complaint Phone Calls Received | 4 | 1 | | 3 | 3 | 0 | 1 |
| 9. Cease & Desist Letters Sent | 0 | 0 | | 0 | 1 | 0 | 0 |
| 10. Resident Manager Positions Available | 374 | 356 | | 379 | 369 | 365 | 294 |

BFY 2017 **Fund** 031 **Dept** 031
Division 0100 **Appr** 031 **Unit** 0101

| | Current Month Expenditure | Encumbered | ITD Expenditure | Total Obligations |
|---|---------------------------|-------------------------------------|---|--------------------------|
| Total for Budget Unit 2017,031,031,0100,031,0101 | 2,101.50 x | 1,699.76 x | 106,636.32 x | 108,336.08 |
| | | Current Expense Budget(90,2) | Unobligated Expense Budget(90,2) | Percent Remaining |
| | | 169,358.00 x | 61,021.92 | 36.03% |

Object Class 100 - Personal Services

| Object | Object Name | Sub-object | Sub-object name | Current Month Expenditure | Encumbered | ITD Expenditure | Total Obligations |
|--|----------------------|------------|--------------------------------|---------------------------|-------------------------------------|---|--------------------------|
| 0104 | Salaries Other | 01 | Temporary | 900.00 x | 0.00 x | 10,950.00 x | 10,950.00 |
| 0105 | Employer Pd Benefits | 02 | Social Security-Employer Share | 68.85 x | 0.00 x | 837.68 x | 837.68 |
| Total for Object Class: 100 - Personal Services | | | | 968.85 x | 0.00 x | 11,787.68 x | 11,787.68 |
| | | | | | Current Expense Budget(90,3) | Unobligated Expense Budget(90,3) | Percent Remaining |
| | | | | | 11,841.00 x | 53.32 | 0.45% |

Object Class 200 - Supportive Services

| Object | Object Name | Sub-object | Sub-object name | Current Month Expenditure | Encumbered | ITD Expenditure | Total Obligations |
|--------|---------------------------------|------------|--|---------------------------|------------|-----------------|-------------------|
| 0204 | Communication | 05 | Postal | 0.46 x | 0.00 x | 4,366.71 x | 4,366.71 |
| 0207 | Dues-Licenses-Regist | 01 | Dues And Memberships | 0.00 x | 0.00 x | 400.00 x | 400.00 |
| 0207 | Dues-Licenses-Regist | 02 | Registration & Conferences Fee | 0.00 x | 0.00 x | 1,750.00 x | 1,750.00 |
| | | | | 0.00 | | | |
| 0222 | Travel Out Of State | 01 | Common Carrier | 0.00 x | 0.00 x | 2,060.60 x | 2,060.60 |
| 0222 | Travel Out Of State | 02 | Lodging | 0.00 x | 0.00 x | 3,319.84 x | 3,319.84 |
| 0222 | Travel Out Of State | 03 | Vehicle Reimbursement | 0.00 x | 0.00 x | 80.24 x | 80.24 |
| 0222 | Travel Out Of State | 05 | Actual Meal Expense (Rcpt >15) | 0.00 x | 0.00 x | 1,137.85 x | 1,137.85 |
| 0222 | Travel Out Of State | 08 | Other Travel Expenses | 0.00 x | 0.00 x | 152.20 x | 152.20 |
| | | | | 0.00 | | | |
| 0227 | Out-of-State Bd/Comm Travel Rei | 03 | Out-of-State Bd/Cm Vehicle Reimbursement | 0.00 x | 0.00 x | 190.46 x | 190.46 |
| 0227 | Out-of-State Bd/Comm Travel Rei | 04 | Out-of-State Bd/Cm M&IE | 0.00 x | 0.00 x | 872.00 x | 872.00 |
| | | | | 0.00 | | | |
| 0228 | In-State Bd/Comm Travel Reimbu | 04 | In-State Bd/Cm M&IE | 327.00 x | 0.00 x | 6,758.00 x | 6,758.00 |
| 0231 | Office Suppl-Printng | 03 | Copy Charges | 5.12 x | 828.38 x | 324.93 x | 1,153.31 |
| 0252 | Equipment Rental | 01 | Office Equipment Rentals | 10.07 x | 871.38 x | 585.82 x | 1,457.20 |

| | Current Month Expenditure | Encumbered | ITD Expenditure | Total Obligations |
|--|---------------------------|-------------------------------------|---|--------------------------|
| Total for Object Class: 200 - Supportive Services | 342.65 x | 1,699.76 x | 21,998.65 x | 23,698.41 |
| | | Current Expense Budget(90,3) | Unobligated Expense Budget(90,3) | Percent Remaining |
| | | 29,921.00 x | 6,222.59 | 20.80% |

Object Class 300 - Restrictive Costs & Service

| Object | Object Name | Sub-object | Sub-object name | Current Month Expenditure | Encumbered | ITD Expenditure | Total Obligations |
|--|-----------------|------------|----------------------|---------------------------|-------------------------------------|---|--------------------------|
| 0301 | Cost Allocation | 01 | Cost Allocation Payt | 0.00 x | 0.00 x | 2,298.00 x | 2,298.00 |
| Total for Object Class: 300 - Restrictive Costs & Service | | | | 0.00 x | 0.00 x | 2,298.00 x | 2,298.00 |
| | | | | | Current Expense Budget(90,3) | Unobligated Expense Budget(90,3) | Percent Remaining |
| | | | | | 4,596.00 x | 2,298.00 | 50.00% |

Object Class 800 - Non-Operating Expend

| Object | Object Name | Sub-object | Sub-object name | Current Month Expenditure | Encumbered | ITD Expenditure | Total Obligations |
|--|---------------------|------------|-----------------|---------------------------|-------------------------------------|---|--------------------------|
| 0881 | Fund Shift - Fiscal | 05 | Inter-Agency | 0.00 x | 0.00 x | 68,450.00 x | 68,450.00 |
| Total for Object Class: 800 - Non-Operating Expend. | | | | 0.00 x | 0.00 x | 68,450.00 x | 68,450.00 |
| | | | | | Current Expense Budget(90,3) | Unobligated Expense Budget(90,3) | Percent Remaining |
| | | | | | 120,000.00 x | 51,550.00 | 42.96% |

Object Class 900 - Special Services

| Object | Object Name | Sub-object | Sub-object name | Current Month Expenditure | Encumbered | ITD Expenditure | Total Obligations |
|---|-------------------|------------|-----------------|---------------------------|-------------------------------------|---|--------------------------|
| 0901 | Professional Fees | 06 | Court Services | 790.00 x | 0.00 x | 2,101.99 x | 2,101.99 |
| Total for Object Class: 900 - Special Services | | | | 790.00 x | 0.00 x | 2,101.99 x | 2,101.99 |
| | | | | | Current Expense Budget(90,3) | Unobligated Expense Budget(90,3) | Percent Remaining |
| | | | | | 3,000.00 x | 898.01 | 29.93% |
| Grand Total | | | | 2,101.50 | 1,699.76 | 106,636.32 | 108,336.08 |
| | | | | | Current Expense Budget(90,2) | Unobligated Expense Budget(90,2) | Percent Remaining |
| | | | | | 169,358.00 | 61,021.92 | 36.03% |