

COLLECTION AGENCY BOARD MEETING

Herschler Building, 3 West

Banking Board Room

March 14, 2018, at 10:00 a.m.

MINUTES

Roll Call: The March 14, 2018, meeting of the Wyoming Collection Agency Board was called to order at 10:00 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 and Joe Mulberry. In attendance representing the Attorney General's Office was Karl Anderson.

Minutes: Bill Larson moved to approve the minutes of February 14, 2018. Rocky Edmonds seconded, and the motion passed unanimously.

New Resident Manager Applications:

1. Applications for Lisa Marie Romsa, Joseph D. Sara, Sharon L. Sara, and Lynn Huddler were reviewed. Bill Larson moved to approve all of the applications and Rocky Edmonds seconded the motion which passed unanimously.
2. Rocky Edmonds signed the Motion of Dismissals for Lisa Marie Romsa, Sharon L. Sara, and Lynn Huddler on behalf of the Board.

New Applications:

1. **American Credit Acceptance, LLC, CAB-1148; RM: Michael Mizel**
No discussion from the public regarding the new application was made. Rocky Edmonds moved to approve the application for American Credit Acceptance, LLC. The motion was seconded by Bill Larson. The motion passed unanimously.
2. **Centron Services, Inc.; RM: Shannon Fermelia**
No discussion from the public regarding the new application was made. Bill Larson moved to approve the application for Centron Services, Inc. The motion was seconded by Rocky Edmonds. The motion passed unanimously.
3. **Coast Professional, Inc. -214 Expo Circle, West Monroe, LA Branch, CAB-1161; RM: Rich McVeigh** No discussion from the public regarding the new application was made. Bill Larson moved to approve the application for Coast Professional, Inc. Bradley Chapman recused himself. The motion was seconded by Rocky Edmonds. The motion passed unanimously.
4. **Portfolio Recovery Associates, LLC-Burlington, NC Branch; RM: Susan Hopkins**
No discussion from the public regarding the new application was made. Rocky Edmonds moved to approve the application for Portfolio Recovery Associates, LLC. The motion was seconded by Bill Larson. The motion passed unanimously.
5. **Premier Advanced Financial Corporation II, CAB-1160; RM: Delana Albrecht**
No discussion from the public regarding the new application was made. Bill Larson moved to approve the application for Premier Advanced Financial Corporation II. The motion was

seconded by Rocky Edmonds. The motion passed unanimously.

6. Wipro Insurance Solutions LLC - Pune, India Branch, CAB-1173; RM: Rosalie Sherlock

No discussion from the public regarding the new application was made. Rocky Edmonds moved to approve the application for Wipro Insurance Solutions LLC. The motion was seconded by Bill Larson. The motion passed unanimously.

Renewal Applications:

1. No discussion from the public regarding the renewal applications was made. Bradley Chapman reviewed all renewals except #3, and 9-11. Rocky Edmonds moved to blanket approve all the renewals listed above. The motion was seconded by Bill Larson. The motion passed unanimously.
2. Rocky Edmonds reviewed renewals #3 and 9-11. Bill Larson moved to approve these renewals. Bradley Chapman recused himself. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

1.	Ability Recovery Services, LLC, CAB-739	Angela	Edwards
2.	Admin Recovery LLC, CAB-711	Rosalie	Sherlock
3.	Attitude Collections, LLC, CAB-1016	Bradley	Chapman
4.	Business Revenue Systems, Inc., CAB-399	Rosalie	Sherlock
5.	Capio Partners, LLC, CAB-810	Bud	Clark
6.	Client Services, Inc., CAB-443	Tracy	Wilson
7.	Collecto, Inc., CAB-139	Mark	Macy
8.	Core Recoveries, LLC, CAB-1015	William	Winter
9.	Credit Control, LLC, CAB-1084	Jennifer	Robinson
10.	Credit Control, LLC, CAB-1085	Jennifer	Robinson
11.	Credit Control, LLC, CAB-1086	Jennifer	Robinson
12.	Dyck-O'Neal, Inc., CAB-797	Tracy	Wilson
13.	Genpact Services, LLC, CAB-1092	Alfred	Duran
14.	Harvard Collection Services, Inc., CAB-655	Arnold	Tschirgi
15.	I.C. System, Inc., CAB-022	Robert	Horn
16.	Immediate Credit Recovery, Inc., CAB-944	Robert	Mizel
17.	Machol & Johannes, LLC, CAB-1011	Janae	Rupert
18.	Medicredit, Inc., CAB-809	Destine	Smith
19.	MS Services, LLC, CAB-004	Tom	Rogers
20.	NCC Business Services, Inc., CAB-324	Nina	Henry
21.	Progressive Financial Services, Inc., CAB-102	Joe	Baca
22.	Real Time Resolutions, Inc.-Phoenix, AZ Branch, CAB-1081	Maria	Cowley
23.	Real Time Resolutions, Inc.-Jamaica Branch, CAB-1082	Janine	Thompson
24.	Second Round, Limited Partnership, CAB-847	Larry	Harrington
25.	United Collection Bureau, Inc., CAB-449	Maria	Cowley

*Discuss Renewal Applications Separately

Renewal Applications with Fines:

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

1.	CFAM Financial Services, LLC, CAB-966	Kirk	Rohde
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Financial Statement: The financial statement dated February 2018 was reviewed and acknowledged.

Administrative Report: The administrative report dated February 2018 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. Cavalry Portfolio Services, LLC, CAB-254
3. Collection Technology Incorporated, CAB-946
4. Credico, Inc., CAB-015
5. Credit Management, LP, CAB-003
6. Northstar Location Services, LLC, CAB-316
7. Performant Recovery, Inc., CAB-066, CAB-1144, CAB-1145 & CAB-1152
8. Ray Klein, Inc., CAB-856
9. TRS Recovery Services, Inc., CAB-072

b. Officer/Director Changes:

1. Carrington Mortgage Services, LLC, CAB-813, CAB-965 & CAB-1069
2. Gila, LLC, CAB-674
3. Global Receivables Solutions, Inc., CAB-907
4. Nationstar Mortgage LLC, CAB-
5. Ocwen Loan Servicing, LLC, CAB-280

c. Change of Address:

1. ICT Accounts Receivable Management, Inc., CAB-526
2. TRS Recovery Services, Inc., CAB-072

d. Voluntary Surrender of License:

1. Pioneer Credit Recovery, Inc. - Lake City, FL Branch, CAB-882
2. TRS Recovery Services, Inc. - Denver, CO Branch, CAB-921
3. Van Ru Credit Corporation, CAB-435

2. Name Change: None

3. Notice of Change in Ownership:

- a. Veripro Solutions Inc.-678 – Board determined that they need more information.

4. Request for Exemption: None

5. **Licenses to be Reissued:**
 - a. D & A Services, LLC, CAB-1075
6. **License Closures:** None
7. **Meeting Schedule: July 2018 - December 2018**
 - a. A Rules and Regulations meeting was scheduled for April 9, 2018, at 10:30 a.m.
 - b. The June 6, 2018, at 10:00 a.m. meeting was moved to June 18, 2018, at 2:30 p.m.
 - c. The July 11, 2018 at 10:00 a.m. meeting was moved to July 16, 2018, at 10:00 a.m.
8. **Hearing Meeting Schedule**
 - a. A new stacked hearing date was scheduled for September 26, 2018, at 10:00 a.m.
9. **Review Resident Manager's Exams**
 - a. The exams were passed out to the Board to review and make suggested changes. A meeting will be scheduled at a later time to make revisions.
10. **Conversation with Department of Audit, Division of Banking**
 - a. NMLS – Joe Mulberry informed the Board with the passing of Senate File 26 the Division of Banking has a conference call with the NMLS tomorrow to start the process. The Division of Banking will write a letter notifying the licensees of the changes to occur with the new system. We will return renewals from this point forward because they now have until December 31. A notice will be produced, for the Board's approval, to send with the returned renewals. Joe will provide the Board with suggested language for the Rules and Regulations regarding the NMLS.
 - b. The Board will require the NMLS to collect credit reports and criminal background checks for new applications.

Resident Manager Changes: None

Miscellaneous Correspondence: The Board acknowledged the following:

1. Ocwen Financial Corporation and Subsidiaries-March 2, 2018

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

- a. Ability Recovery Services, LLC, CAB-739
- b. CB1, Inc.
- c. Commonwealth Financial Systems, Inc.
- d. ICT Accounts Receivable Management, Inc., CAB-526
- e. Midland Credit Management, Inc., CAB-1035
- f. Midland Credit Management, Inc., CAB-1037
- g. Midland Credit Management, Inc., CAB-1038
- h. National Enterprise Systems, Inc., CAB-1111
- i. Rent Recovery Solutions, LLC

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

1. American Credit Acceptance, LLC, CAB-1148; RM: Michael Mizel
2. Coast Professional, Inc. -214 Expo Circle, West Monroe, LA Branch, CAB-1161; RM: Rich McVeigh
3. Premier Advanced Financial Corporation II, CAB-1160; RM: Delana Albrecht
4. Wipro Insurance Solutions LLC - Pune, India Branch, CAB-1173; RM: Rosalie Sherlock

New Resident Manager Licenses to be signed: The following license was signed:

1. Lisa Marie Romsa
2. Joseph D. Sara
3. Sharon L. Sara

Executive Session:

A motion was made by Rocky Edmonds to go into Executive Session at 10:03 a.m. Bill Larson seconded the motion. The motion passed unanimously.

The Board came out of Executive Session at 10:08 a.m.

1. Legal Advice – Legal Advice received

A motion was made by Bill Larson to go into Executive Session at 10:37 a.m. Rocky Edmonds seconded the motion. The motion passed unanimously.

The Board came out of Executive Session at 10:43 a.m.

2. Complaint #17-16 – The Investigating Member made a recommendation to dismiss the complaint with a warning to the respondent licensee. Rocky Edmonds moved and Bill Larson seconded the motion. The motion carried.

Miscellaneous Board Signatures: The following miscellaneous documents were signed:

February 2018 Minutes

New Licenses

Renewal Licenses

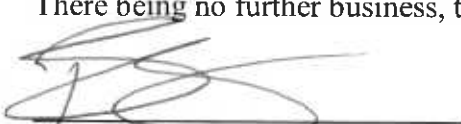
Resident Manager Licenses

Bonds

Vouchers

Adjournment

There being no further business, the Chairman declared the meeting adjourned at 10:45 a.m.


Bradley Chapman, Chairman

4/11/18
Date

COLLECTION AGENCY BOARD MONTHLY ADMINISTRATIVE REPORT

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Active Agencies								
New Agencies to the file	11	4		7	1	11	7	5
Total Active Agencies	473	491		495	511	526	498	494
Agencies Closed	8	1		1	1	0	2	2
Total Active Agencies at Month End	476	494		501	511	515	503	497
Out-of-State Agencies	459	477		484	494	498	486	480
In-State Agencies	17	17		17	17	17	17	17
1. Pending New Applications:								
a) In Progress	99	85		102	92	95	83	85
2. Renewals:								
a) In Progress	59	0		52	41	43	42	41
b) Completed to File	31	21		42	27	42	26	31
3. Resident Manager Replacements	0	0		3	0	1	0	1
4. Agency Name Changes Completed	0	0		0	0	0	0	0
6. General Phone Calls & Emails Rec'd	388	484		467	491	448	230	280
8. Complaint Phone Calls Received	4	1		3	3	0	1	0
9. Cease & Desist Letters Sent	0	0		0	1	0	0	0
10. Resident Manager Positions Available	374	356		379	369	365	294	298

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	1,804.60 x	1,673.41 x	108,440.92 x	110,114.33
		Current Expense Budget(90,2)	Unobligated Expense Budget(90,2)	Percent Remaining
		169,358.00 x	59,243.67	34.98%

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	11,850.00 x	11,850.00
0105	Employer Pd Benefits	02	Social Security-Employer Share	68.85 x	0.00 x	906.53 x	906.53
Total for Object Class: 100 - Personal Services				968.85 x	0.00 x	12,756.53 x	12,756.53
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					14,841.00 x	2,084.47	14.05%

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	155.40 x	0.00 x	4,522.11 x	4,522.11
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
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
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
0228	In-State Bd/Comm Travel Reimbu	04	In-State Bd/Cm M&IE	654.00 x	0.00 x	7,412.00 x	7,412.00
0231	Office Suppl-Printng	03	Copy Charges	5.12 x	823.26 x	330.05 x	1,153.31
0252	Equipment Rental	01	Office Equipment Rentals	21.23 x	850.15 x	607.05 x	1,457.20

	Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
Total for Object Class: 200 - Supportive Services	835.75 x	1,673.41 x	22,834.40 x	24,507.81
		Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
		26,921.00 x	2,413.19	8.96%

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	0.00 x	0.00 x	2,101.99 x	2,101.99
Total for Object Class: 900 - Special Services				0.00 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				1,804.60	1,673.41	108,440.92	110,114.33
					Current Expense Budget(90,2)	Unobligated Expense Budget(90,2)	Percent Remaining
					169,358.00	59,243.67	34.98%