

**COLLECTION AGENCY BOARD MEETING**  
**Herschler Building, 3 West**  
**Banking Board Room**  
**April 12, 2017, at 10:00 a.m.**  
**MINUTES**

**Roll Call:** The April 12, 2017, 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, Bill Larson, and Rocky Edmonds. In attendance representing the Division of Banking were Dawn Colarusso and Joe Mulberry. In attendance representing the Attorney General's Office was Mike Robinson.

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

**Conversation with Attorney General Representatives:** None

**New Resident Manager Applications:** None

**New Applications:**

**1. A.R.M. Solutions, Inc., CAB-1077; RM: Dawn Culpepper**

No discussion from the public regarding the new application was made. Rocky Edmonds moved to approve the application for A.R.M. Solutions, Inc. The motion was seconded by Bill Larson. The motion passed unanimously.

**2. Genpact Services, LLC, CAB-1092; RM: Alfred Duran**

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

**3. LTD Financial Services, L.P., CAB-1090; RM: Cheryl McVeigh**

No discussion from the public regarding the new application was made. Bill Larson moved to approve the application for LTD Financial Services, L.P. The motion was seconded by Rocky Edmonds. Bradley Chapman recused himself from the vote. The motion passed unanimously.

**4. LTD Financial Services, L.P., CAB-1091; RM: Amanda Roberts**

No discussion from the public regarding the new application was made. Rocky Edmonds moved to approve the application for LTD Financial Services, L.P. The motion was seconded by Bill Larson. The motion passed unanimously.

**5. Teffia, Inc., CAB-1094; RM: Elizabeth Batton**

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

**Renewal Applications:**

No discussion from the public regarding the renewal applications was made. Rocky Edmonds moved to blanket approve all renewal applications except numbers 7, 13 and 25. The motion was seconded by Bill Larson. The motion passed unanimously.

Bill Larson moved to approve renewal application number 7, Carrington Resolution Services, LLC. The motion was seconded by Rocky Edmonds. Bradley Chapman recused himself. The motion passed unanimously.

Bill Larson moved to approve renewal application number 13, Credit World Services, Inc. The motion was seconded by Rocky Edmonds. Bradley Chapman recused himself. The motion passed unanimously.

1.	Advanced Call Center Technologies, LLC, CAB-248	Maria	Cowley
2.	A.R.C. Accounts Recovery (U.S.A.) Corporation, LLC	Sarah	N'Tula
3.	ARS Portfolio Solutions, LLC, CAB-546	Cara	Rohde
4.	Automated Collection Services, Inc., CAB-764	Sue	Davidson
5.	Business Revenue Systems, Inc., CAB-399	Rosalie	Sherlock
6.	Capio Partners, LLC, CAB-810	Bud	Clark
7.	Carrington Resolution Services, LLC, CAB-815	Cheryl	McVeigh
8.	Cavalry Portfolio Services, LLC, CAB-254	Larry	Harrington
9.	Credit Bureau of Carbon County, Inc., CAB-770	Shannon	Martinez
10.	Credit Control Services, Inc., CAB-1013	Dan	Russell
11.	Credit Corp Solutions, Inc., CAB-758	Nesta	Romick
12.	Credit Service Company, Inc., CAB-876	Angela	Edwards
13.	Credit World Services, Inc., CAB-391	Cheryl	McVeigh
14.	Dyck-O'Neal, Inc., CAB-797	Tracy	Wilson
15.	EGS Financial Care, Inc., CAB-075	Rob	Knaus
16.	Fair Collections & Outsourcing, Inc., CAB-358	Michael	Mizel
17.	Five Brothers Mortgage Company Services and Securing Inc., CAB-691	Jimmy	Varos
18.	FrontLine Asset Strategies, LLC, CAB-536	Brian	Hanify
19.	General Revenue Corporation, CAB-207	Michelle	Winter
20.	Hunter Warfield, Inc., CAB-388	Arnold	Tschirgi
21.	Infosys McCamish Systems, LLC, CAB-645	Cara	Rohde
22.	Immediate Credit Recovery, Inc., CAB-944	Robert	Mizel
23.	Lamont, Hanley & Associates, Inc., CAB-392	Jason	Johnson
24.	National Recovery Solutions, LLC, CAB-549	Cheryl	Brown
25.	*Executive Session Item #2 May Become Public Docket		
26.	Pioneer Credit Recovery, Inc., CAB-929	Brian	Hunter
27.	R.M. Galicia, Inc., CAB-192	Lori	Eggleston
28.	Sage Capital Recovery, LLC, CAB-548	Thelton	Skipper
29.	Source Receivables Management, LLC, CAB-1020	Marlene	Sullivan
30.	States Recovery Systems, Inc., CAB-143	Cheryl	Brown
31.	United Collection Bureau, Inc., CAB-449	Maria	Cowley
32.	Vanderbilt Mortgage and Finance, Inc., CAB-991	Sue	Davidson
33.	Vanderbilt Mortgage and Finance, Inc., CAB-990	Sue	Davidson
34.	Van Ru International, Inc., CAB-435	Sarah	N'Tula

35.	Williams & Fudge, Inc., CAB-140	Linda	Russell
36.	Windham Professionals, Inc., CAB-890	Amanda	Roberts
37.	Windham Professionals, Inc., CAB-891	Amanda	Roberts
38.	Windham Professionals, Inc., CAB-892	Amanda	Roberts
39.	Windham Professionals, Inc., CAB-896	Amanda	Roberts
40.	Windham Professionals, Inc., CAB-889	Amanda	Roberts
41.	Windham Professionals, Inc., CAB-894	Amanda	Roberts

\*Discuss Renewal Applications Separately

25. **\*NCB Management Services; RM: Cheryl McVeigh:** No discussion from the public regarding the new application was made. Rocky Edmonds moved to approve the application for NCB Management Services. The motion was seconded by Bill Larson. Bradley Chapman recused himself from the vote. 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.	Collections, Inc., CAB-979	Lola	Pheasant
2.	Firstsource Advantage, LLC, CAB-318	Richard	Kuskie
3.	Prince-Parker & Associates, Inc., CAB-744	Cheryl	Brown

**Financial Statement:** The financial statement dated March 2017, was reviewed and acknowledged.

**Administrative Report:** The administrative report dated March 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. Cavalry Portfolio Services, LLC, CAB-254
3. Collection Technology Incorporated, CAB-946
4. Complete Payment Recovery Services, Inc., CAB-111
5. Credico, Inc., CAB-015
6. Credit Control Services, Inc., CAB-1013
7. Credit Management, LP, CAB-003
8. Hunter Warfield, Inc., CAB-388
9. I.C. System, Inc., CAB-022
10. Northstar Location Services, LLC, CAB-316
11. Performant Recovery, Inc., CAB-066
12. Ray Klein, Inc., CAB-856
13. The Affiliated Group, Inc., CAB-878

14. TRS Recovery Services, Inc., CAB-072

**b. Officer/Director Changes:**

1. Convergent Outsourcing, Inc., CAB-124
2. Zenta Recoveries, Inc., CAB-572

**c. Change of Address:**

1. TrueAccord Corp., CAB-1009

**d. Voluntary Surrender of License:**

1. Walled Lake Credit Bureau LLC, CAB-727

2. **Name Change:** None

3. **Notice of Change in Ownership:** The Board acknowledged the following and thanked the company for providing it:

- a. Grand Vacations Services, LLC, CAB-693

4. **Request for Exemption:**

- a. **Brightwater Capital, LLC** - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. The motion carried.
- b. **C.S.T. CO.** - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. The motion carried.
- c. **NCC Business Services of Ohio, Inc.** – 2<sup>nd</sup> Request - Rocky Edmonds moved and Bill Larson seconded that the exemption be denied due to questions two and five. The motion carried.
- d. **Ocwen Financial Solutions Private Limited** - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. The motion carried.
- e. **Stonegate Mortgage Corporation** - Bill Larson moved and Rocky Edmonds seconded that the exemption be approved. The motion carried.
- f. **Sutherland Mortgage Services, Inc.** - 2<sup>nd</sup> Request - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. The motion carried.

5. **Licenses to be Reissued:** None

6. **License Closures:** None

7. **Conversation with Department of Audit, Division of Banking:**

- a. Joe Mulberry
  - i. Still reworking application forms. They are almost ready for the Board's review.
  - ii. The Department of Audit has created a Tracking form for open cases to help streamline the process. This will be shared on the Google Drive.
  - iii. It would be more efficient, if the Board went to electronic signatures on documents.
  - iv. Would like to be copied on emails and attend any meetings involving the Licensing Specialist.

**8. Proposed Rules and Regulations Meeting Schedule:**

- a. Board meeting scheduled for May 9, 2017, at 10:00 a.m.

**Resident Manager Changes:** The Board acknowledged the following:

1. Aspire Resources Inc., CAB-802– Brian Hanify to Christopher Brennan

**Miscellaneous Correspondence:** The Board acknowledged the following:

1. Ocwen Loan Servicing, LLC, CAB-280 – California Consent Orders
2. The Affiliated Group, Inc., CAB-878-Changed Financial Institutions

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

1. AssetCare, LLC
2. EGS Financial Care, Inc., CAB-075
3. Genpact Services, LLC, CAB-1092
4. JNR Adjustment Company, Inc.
5. LTD Financial Services, L.P., CAB-1090
6. LTD Financial Services, L.P., CAB-1091
7. National Recovery Solutions, LLC,
8. Portfolio Recovery Associates, LLC, CAB-1093
9. Steel River Systems, LLC

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

1. A.R.M. Solutions, Inc., CAB-1077; RM: Dawn Culpepper
2. Genpact Services, LLC, CAB-1092; RM: Alfred Duran
3. LTD Financial Services, L.P.CAB-1090; RM: Cheryl McVeigh
4. LTD Financial Services, L.P.CAB-1091; RM: Amanda Roberts
5. Teffia, Inc., CAB-1094; RM: Elizabeth Batton

**New Resident Manager Licenses to be signed:** None

**Executive Session:**

A motion was made by Rocky Edmonds to go into Executive Session at 10:09 a.m. Bill Larson seconded the motion. The motion passed unanimously.

A motion was made by Rocky Edmonds to go out of Executive Session at 10:14 a.m. Bill Larson seconded the motion. The motion passed unanimously.

2. **Pending Renewal Item #25** – Item #25 was put back on the public docket for consideration under renewals.

A motion was made by Bill Larson to go into Executive Session at 10:44 a.m. Rocky Edmonds seconded the motion. The motion passed unanimously.

A motion was made by Rocky Edmonds to go out of Executive Session at 10:50 a.m. Bill Larson seconded the motion. The motion passed unanimously.

1. **Complaint #17-04** - The Board referred this matter over to counsel. The answers will determine the next step the Board needs to take in this matter. No further action was taken at this time.

**Miscellaneous Board Signatures:** The following miscellaneous documents were signed:

March 2017, Minutes

New Licenses

Renewal Licenses


Reissued Licenses

Bonds

Vouchers

### **Adjournment**

There being no further business, the Chairman declared the meeting adjourned at 10:51 a.m.

  
\_\_\_\_\_  
**Bradley Chapman, Chairman**

5/10/17  
\_\_\_\_\_  
**Date**

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
<b>Active Agencies</b>										
New Agencies to the file	12	1	7	0	12	2	3	3	3	
Total Active Agencies	443	470	461	464	454	460	461	471	465	
Agencies Closed	2	4	3	0	4	0	0	0	1	
<b>Total Active Agencies at Month End</b>	<b>453</b>	<b>467</b>	<b>465</b>	<b>464</b>	<b>462</b>	<b>462</b>	<b>464</b>	<b>468</b>	<b>467</b>	
Out-of-State Agencies	436	449	447	447	445	445	447	451	450	
In-State Agencies	17	18	18	17	17	17	17	17	17	
<b>1. Pending New Applications:</b>										
a) In Progress	74	76	83	86	88	93	96	96	100	
<b>2. Renewals:</b>										
a) In Progress	94	77	88	100	74	81	57	35	55	
b) Completed to File	38	28	34	22	36	37	26	57	28	
<b>3. Resident Manager Replacements</b>	0	3	1	1	1	0	1	4	1	
<b>4. Agency Name Changes Completed</b>	0	0	0	0	2	0	0	0	0	
<b>6. General Phone Calls &amp; Emails Rec'd</b>	231	291	223	285	414	268	391	363	485	
<b>8. Complaint Phone Calls Received</b>	0	4	0	4	1	2	1	2	4	
<b>9. Cease &amp; Desist Letters Sent</b>	0	1	0	1	0	0	0	0	1	
<b>10. Resident Manager Positions Available</b>	377	353	365	376	363	381	379	376	365	

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	1,114.48 x	1,055.33 x	16,308.80 x	17,364.13
		Current Expense Budget(90,2)	Unobligated Expense Budget(90,2)	Percent Remaining
		169,358.00 x	151,993.87	89.75%

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	450.00 x	0.00 x	4,500.00 x	4,500.00
0105	Employer Pd Benefits	02	Social Security-Employer Share	34.41 x	0.00 x	344.25 x	344.25
<b>Total for Object Class: 100 - Personal Services</b>				<b>484.41 x</b>	<b>0.00 x</b>	<b>4,844.25 x</b>	<b>4,844.25</b>
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					11,841.00 x	6,996.75	59.09%

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	227.90 x	0.00 x	2,010.80 x	2,010.80
0207	Dues-Licenses-Regist	02	Registration & Conferences Fee	0.00 x	0.00 x	1,050.00 x	1,050.00
0222	Travel Out Of State	01	Common Carrier	0.00 x	0.00 x	1,326.58 x	1,326.58
0222	Travel Out Of State	02	Lodging	0.00 x	0.00 x	1,590.16 x	1,590.16
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	516.67 x	516.67
0222	Travel Out Of State	08	Other Travel Expenses	0.00 x	0.00 x	73.44 x	73.44
0227	Out-of-State Bd/Comm Travel Reim	04	Out-of-State Bd/Cm M&IE	0.00 x	0.00 x	327.00 x	327.00
0228	In-State Bd/Comm Travel Reimbu	04	In-State Bd/Cm M&IE	327.00 x	0.00 x	2,943.00 x	2,943.00
0231	Office Suppl-Pinning	03	Copy Charges	42.80 x	620.01 x	179.99 x	800.00
0252	Equipment Rental	01	Office Equipment Rentals	32.37 x	435.32 x	414.68 x	850.00
<b>Total for Object Class: 200 - Supportive Services</b>				<b>630.07 x</b>	<b>1,055.33 x</b>	<b>10,512.56 x</b>	<b>11,567.89</b>
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					29,921.00 x	18,353.11	61.34%

Object Class 300 -

Object	Object Name	Sub-object	Sub-object name	Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
				0.00	0.00	0.00	0.00
<b>Total for Object Class: 300 -</b>				<b>0.00 x</b>	<b>0.00 x</b>	<b>0.00 x</b>	<b>0.00</b>
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					4,596.00 x	4,596.00	100.00%

Object Class 800 -

Object	Object Name	Sub-object	Sub-object name	Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
				0.00	0.00	0.00	0.00
<b>Total for Object Class: 800 -</b>				<b>0.00 x</b>	<b>0.00 x</b>	<b>0.00 x</b>	<b>0.00</b>
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					120,000.00 x	120,000.00	100.00%

Object Class 900 - Special Services

Object	Object Name	Sub-object	Sub-object name	Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
9901	Professional Fees	06	Court Services	0.00 x	0.00 x	951.99 x	951.99
<b>Total for Object Class: 900 - Special Services</b>				<b>0.00 x</b>	<b>0.00 x</b>	<b>951.99 x</b>	<b>951.99</b>
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					3,000.00 x	2,048.01	68.27%

	Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
<b>Grand Total</b>	<b>1,114.48</b>	<b>1,055.33</b>	<b>16,308.80</b>	<b>17,364.13</b>
		Current Expense Budget(90,2)	Unobligated Expense Budget(90,2)	Percent Remaining
		169,358.00	151,993.87	89.75%