

COLLECTION AGENCY BOARD MEETING
Herschler Building, 3 East
Resource Room 1
April 22, 2016

SPECIAL SESSION MINUTES

Roll Call: The April 22, 2016, special meeting of the Wyoming Collection Agency Board was called to order at 9:58 a.m. Present in attendance from the Board were Bradley Chapman, Bill Larson and Rocky Edmonds. In attendance representing the Division of Banking was Dawn Colarusso. In attendance representing the Attorney General's Office were Leo Caselli and Bob Walters. In attendance representing the Office of Administrative Hearings was Sean Chambers. In attendance representing Merchants Credit Guide Company were Thomas Doyle and Daniel Burtis. Court reporter recording the proceedings was Lisa Anthony.

Special Session:

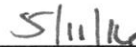
1. **Preliminary Denial Hearing:** The hearing was held in the matter of the renewal application of Merchants Credit Guide Company.

Adjournment

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



Bradley Chapman, Chairman



Date

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

IN THE OFFICE OF ADMINISTRATIVE HEARINGS
BEFORE THE COLLECTION AGENCY BOARD
OF THE STATE OF WYOMING

IN THE MATTER OF THE)
RENEWAL APPLICATION OF) OAH DOCKET NO. 16-053-031
MERCHANTS CREDIT GUIDE) BOARD DOCKET NO. CAB-2015-05
COMPANY,)
WYOMING LICENSE NO. 447)

TRANSCRIPT OF HEARING PROCEEDINGS

PURSUANT TO NOTICE duly given to all parties in
interest, this matter came on for hearing on the 22nd
day of April, 2016, at the hour of 9:58 a.m., at the
Herschler Building, 3rd Floor East, 122 West 25th
Street, Cheyenne, Wyoming, before the Wyoming Collection
Agency Board: Bradley M. Chapman, Chairman; Rocklon L.
Edmonds; William L. Larson.

Also present were Sean C. Chambers, Hearing
Examiner, presiding; Dawn Colarusso, Licensing
Specialist for the Board and Clerk of Court; Thomas E.
Doyle, CFO, and Daniel Burtis, CEO, Merchants Credit
Guide Company (by phone).

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

A P P E A R A N C E S

For the Application ROBERT WALTERS, ESQ.
 Review Committee: Senior Assistant Attorney General
 WYOMING ATTORNEY GENERAL'S OFFICE
 2424 Pioneer Avenue, 2nd Floor
 Cheyenne, Wyoming 82002

For the Board: LEO CASELLI, ESQ.
 Assistant Attorney General
 WYOMING ATTORNEY GENERAL'S OFFICE
 2424 Pioneer Avenue, 3rd Floor
 Cheyenne, Wyoming 82002

I N D E X

	Page
Introductions	4
Opening Statements	
By Mr. Walters	6
By Mr. Doyle	7
Witness for the Application Review Committee	
Bradley M. Chapman	
Examination by Mr. Walters	10
Testimony by Mr. Doyle	20
Testimony by Mr. Burtis	22
Questions by Mr. Walters	24
Questions by the Board	25
Witness for the Application Review Committee	
Dawn Colarusso	
Examination by Mr. Walters	33
Bradley M. Chapman	
Examination by Mr. Walters	35
Closing Statements	
By Mr. Walters	38
Motion to hold record open	42

1	E X H I B I T S			
2	ARC Exhibit		Reference/Admitted	
3	A	Renewal application	11	6
4	B	6/8/2015 Letter to Colarusso from Doyle	13	6
5				
6	C	5/5/2014 Letter to Jones from Doyle	14	6
7	D	Certificate of Existence from State of Illinois	15	6
8				
9	E	State of Wyoming notification, foreign profit corporation	15	6
10	F	Hartford Insurance Group continuation certificate	16	6
11				
12	G	9/14/2015 Letter to Merchants Credit Guide Company from Chapman	17	6
13				
14	H	10/2/2015 Request for hearing	18	6
15	I	--	--	--
16	J	Printout of Collection Agency Board database re Merchants Credit Guide Company	33	6
17				
18		Merchants Credit Guide Company Exhibit		Admitted
19	A	--		6
20	B	--		6
21				
22				
23				
24				
25				

1 P R O C E E D I N G S

2 (Hearing proceedings commenced
3 9:58 a.m., April 22, 2016.)

4 HEARING EXAMINER: Let's bring this matter to
5 order. We're on the record before the Wyoming
6 Collection Agency Board in the matter of the renewal
7 application of Merchants Credit Guide Company and
8 Wyoming Collection Agency -- Wyoming Collection License
9 Number 447. And this is Office of Administrative
10 Hearings Docket Number 16-053-031 and Collection Agency
11 Board Docket Number CAB-2015-05.

12 We'll begin today with a few introductions.
13 First of all, my name is Sean Chambers. I'm the hearing
14 examiner today with the Office of Administrative
15 Hearings.

16 If I could have the two hearing panel board
17 members introduce yourselves, please.

18 MR. LARSON: William Larson.

19 MR. EDMONDS: Rocky Edmonds.

20 HEARING EXAMINER: Sitting with these two
21 gentlemen is their attorney.

22 MR. CASELLI: This is Leo Caselli. I won't be
23 speaking from here on out, hopefully.

24 HEARING EXAMINER: If all goes as planned.

25 Now, for the Application Review Committee,

1 Mr. Walters.

2 MR. WALTERS: Yes. Thank you, Mr. Hearing
3 Examiner. Robert Walters from the Attorney General's
4 Office representing the Application Review Committee in
5 this matter. And the Application Review Committee is
6 Bradley Chapman, who is seated to my right.

7 HEARING EXAMINER: Then if you would also
8 introduce your other witnesses.

9 MR. WALTERS: The other person from the
10 Collection Agency Board staff is Dawn Colarusso, who is
11 to my left, after the court reporter.

12 HEARING EXAMINER: Thank you.

13 And Mr. Doyle, you want to take a minute to
14 introduce yourself and who is with you?

15 MR. DOYLE: My name is Tom Doyle. I am the
16 chief financial officer here at Merchants Credit Guide.
17 And also on the phone is Mr. Dan Burtis, who is the
18 chief executive officer and owner of the company.

19 HEARING EXAMINER: Thank you.

20 And welcome to everybody.

21 I held a prehearing conference a week ago, on
22 April 15th, and I had discussed this case briefly with
23 Mr. Walters and with Mr. Doyle. At that time we
24 discussed exhibits, and I, at that time, admitted
25 Application Review Committee's Exhibits A through I.

1 Is that all, Mr. Walters?

2 MR. WALTERS: That's all. There is nothing
3 else.

4 HEARING EXAMINER: Then Exhibits A through I
5 are admitted, and I'll note that they have been provided
6 to the board members. I also sort of provisionally
7 admitted Merchants Credit Guide Company's Exhibits A and
8 B, and those were provided to Mr. Walters and to the
9 board members. As Mr. Walters indicated before we came
10 on the record, there is no objection to the admission of
11 those exhibits. So Merchants Credit Guide Company's
12 Exhibits A and B are admitted and have been provided to
13 the board.

14 At this time I'll ask the parties just to give
15 a brief opening statement before we commence with taking
16 of the evidence.

17 Mr. Walters, we'll begin with you.

18 MR. WALTERS: Thank you, Mr. Hearing Examiner.

19 Members of the board, Mr. Caselli, I represent
20 the Application Review Committee. There was an
21 application, renewal application, that was submitted by
22 Merchants Credit Guide Company which was reviewed by
23 Mr. Chapman, the Application Review Committee. What the
24 evidence will show in this case is the application
25 contained a so-called negative disclosure, which was an

1 indication of a prior disciplinary action against
2 Merchants Credit Guide by the state of North Carolina,
3 which purportedly was based on a negative net worth.

4 Mr. Chapman reviewed that information, as well
5 as other information, including the ability to do
6 business and certificates of good standing of Merchants
7 Credit, but concluded, based on the statutory language,
8 he had no choice but to recommend a preliminary denial,
9 following which Merchants Credit requested a hearing.

10 At the close of the hearing, the Application
11 Review Committee will maintain its position that
12 Merchants Credit should not be granted a renewal
13 license. It is anticipated that Merchants Credit will
14 provide additional information to indicate that they no
15 longer have a negative net worth. But the principal
16 basis for the recommendation is a disciplinary action by
17 the state of North Carolina.

18 Thank you.

19 HEARING EXAMINER: Thank you, Mr. Walters.

20 Mr. Doyle, if you would offer a brief opening
21 statement. As I indicated to you before, this is sort
22 of a broad-strokes statement of what the case is about
23 from your perspective. So go ahead.

24 MR. DOYLE: Okay. Thank you.

25 Precisely what was just said is correct. We

1 have been licensed in the state of Wyoming for some
2 time. And filling out the application, there is that
3 question, have you ever been denied a license. And,
4 obviously, we answered that yes because we were denied a
5 license by North Carolina. It was not a disciplinary
6 type of activity. It was essentially strictly a numbers
7 decision, because we did have a negative net worth at
8 the time. And they draw a pretty hard line in the sand.
9 Negative net worth, no license. There is no ifs, ands
10 or buts about that. So they did deny us a license.

11 So other than that, there is no other issues
12 that we know of. Just little -- we've been here for --
13 since 1896. We are a fourth-generation family-owned
14 collection agency. We think, being around that long, we
15 do things -- we do things the right way, and always
16 have. Our owner, Mr. Burtis, actually sits on the
17 disciplinary committee in the state of Illinois and is
18 on the review committee.

19 I wanted to make sure that everyone understands
20 that the reason we had this negative net worth situation
21 was due to -- we were -- had made a decision to expand
22 into another state. We actually built out an office and
23 were going in the state of Arizona. And, anyway, that
24 did not work out. The revenue didn't become generated
25 there and we took some losses and had a negative net

1 worth and had been working ourselves out of that, and
2 now we are positive.

3 I also want to point out that at no time, ever,
4 in the history of our company and since our negative --
5 our net worth went negative, has our trust account ever
6 been compromised in any way. Our trust account always
7 exceeds our trust liability, each and every day, and
8 it's been that way since we've started our company.
9 None of our clients have ever suffered. We have never
10 had any problems with any trust payments or trust
11 issues.

12 So, hopefully, we would ask that you would take
13 a look at the application and, because of our
14 circumstances, obviously, we're asking that you would
15 please renew our application and let us remain licensed
16 in the state of Wyoming.

17 HEARING EXAMINER: Thank you.

18 Mr. Walters, your first witness.

19 MR. WALTERS: Yes. The ARC calls the ARC,
20 Mr. Chapman.

21 HEARING EXAMINER: Mr. Chapman, you've been
22 called to testify. I need to remind you your testimony
23 is given under oath, and I'd like to place you under
24 oath.

25 (Witness sworn.)

1 MR. WALTERS: Thank you.

2 BRADLEY CHAPMAN,
3 having been sworn, was examined and testified as
4 follows:

5 EXAMINATION

6 BY MR. WALTERS:

7 Q. Could you please identify yourself to the board
8 for the record.

9 A. My name is Bradley Chapman. I am the chairman
10 of the Wyoming Collection Agency Board and am the
11 application review member for the board.

12 Q. Please briefly describe what your duties and
13 responsibilities are as an Application Review Committee.

14 A. Anytime an application for a new license or a
15 renewal license is questionable or has issues that do
16 not meet certain criteria, mostly -- almost check-box
17 criteria, for practical purposes, the board staff brings
18 those applications to me so that I may review them, read
19 our rules and statutes, and determine whether or not the
20 applicant is eligible for initial or renewal license.

21 Q. Based on your experience and understanding of
22 the requirements imposed by law, are there items that
23 would essentially function as an automatic
24 disqualification?

25 A. Yes.

1 Q. What would those be?

2 A. Certain criminal convictions, failure to be
3 re-licensed in another state, disciplinary action
4 involving suspension, revocation or denial of a license
5 in another state for reasons other than bonding
6 requirements, and negative net worth, which is the --
7 the statutory definition we have is a sound business,
8 and we have always defined that as being of a positive
9 net worth.

10 Q. Thank you. And for purpose of clarification,
11 could we characterize these possible disqualification
12 factors as negative disclosures in an application?

13 A. Certainly.

14 Q. I'm going to hand -- before I ask that
15 question, as Application Review Committee, did you have
16 any occasion to review an application by Merchants
17 Credit Guide Company, who is the petitioner in this
18 matter?

19 A. Yes.

20 Q. I'm going to hand to you what has been
21 previously marked as Respondent's Exhibit A. And if
22 you could please take a look at that. Are you familiar
23 with this document?

24 A. Yes.

25 Q. And could you tell the board what this document

1 represents?

2 A. This is the 2015-16 license period renewal
3 application for Merchants Credit Guide.

4 MR. WALTERS: I'm going to deviate for a
5 second, Mr. Hearing Examiner. It's possible that the
6 copies that were made of this application are not
7 particularly legible or clear. I do have the original
8 file here, which is much clearer and available to the
9 board to review if necessary.

10 Q. (By Mr. Walters) I'm going to ask you to,
11 Mr. Chapman, go to page 3 of Exhibit A. Could you
12 please tell the board what information is disclosed
13 there.

14 A. It is an explanation to question 13 on the
15 application itself, which is, Has your agency or any
16 member had a license to conduct a collection agency
17 denied, not renewed, suspended, or revoked by this state
18 or any other state? Check boxes Yes and No. If yes,
19 attach an explanation, is also instructed. The box is
20 marked Yes, and the application -- excuse me --
21 explanation is page 3. And it states that on July 22nd,
22 2013, we received notification from the state of North
23 Carolina that our collection agency license number 3993
24 that expired June 30th, 2013, would not be renewed. The
25 reason for this was due to our negative net worth status

1 And it has the name Thomas Doyle, CPA, Merchants Credit
2 Guide.

3 Q. Thank you. Is it your understanding that
4 subsequent to the preliminary review of this
5 application, communications were made with Merchants
6 Credit to indicate -- or to acknowledge the negative net
7 worth situation?

8 A. Yes.

9 Q. I'm going to hand to you what's been previously
10 marked as Respondent's Exhibit B. If you would please
11 take a look at that. Are you familiar with this
12 document?

13 A. Yes.

14 Q. Could you please tell the board what it
15 represents.

16 A. It is a June 8, 2015, letter to Dawn,
17 Ms. Colarusso, from Tom Doyle of Merchants Credit Guide
18 Company, providing an explanation of how the negative
19 net worth came about during the license period applied
20 for.

21 Q. Thank you. Could you just generally tell the
22 board what the explanation was?

23 A. Yes. The business incurred expenses, loans and
24 whatnot in expansion. That expansion did not generate
25 the revenue expected. And in the process of dealing

1 with this, they became negative net worth due to
2 depreciation expenses and the loan having to be repaid
3 in the amount of more than \$3 million.

4 Q. This was not a new situation for Merchants
5 Credit, was it?

6 A. As I understood it and remember it, no, it was
7 not the first year they had disclosed a negative net
8 worth.

9 Q. I'm going to hand you now what's been
10 previously marked as Respondent's Exhibit C. Could you
11 please take a look at that document.

12 A. I'm going to need the original. This one is a
13 little bit more faded. Thank you.

14 Q. Are you familiar with this document?

15 A. Yes.

16 Q. Could you please tell the board what this
17 represents.

18 A. This is a May 5th, 2014, letter from -- to
19 Jessica Jones from Thomas Doyle. Ms. Jones was our
20 previous licensing specialist, prior to Ms. Colarusso
21 coming on. It is essentially the same letter that was
22 sent in June of 2015 regarding the negative net worth of
23 Merchants Credit Guide.

24 Q. Ordinarily, when the board receives information
25 from a licensee or an applicant of negative net worth,

1 how is that generally treated?

2 A. The file is reviewed to see if this is an
3 ongoing pattern or if it was a onetime event. If it is
4 a onetime event, then essentially a letter would be sent
5 to the licensee/applicant saying that you have a year to
6 get yourself in order and come within our definition of
7 a sound business.

8 Q. Thank you. I am going to now hand you what's
9 been previously marked as Respondent's Exhibit D. If
10 you would take a moment to review that as well. Are you
11 familiar with that document?

12 A. Yes.

13 Q. Please tell the board what it represents.

14 A. An authenticated copy of the Certificate of
15 Existence from the State of Illinois for Merchants
16 Credit Guide Company, provided to the board as part of
17 the renewal packet proving they are in good standing in
18 their domicile state.

19 Q. Thank you. I'm going to hand you now what's
20 been previously marked as Respondent's Exhibit E. If
21 you'll take a moment to look at that as well. Are you
22 familiar with that document?

23 A. Yes.

24 Q. Could you please tell the board what that
25 represents.

1 A. This is the Wyoming secretary of state's
2 notification that, as of March 31, 2015, the state of
3 Wyoming has Merchants Credit Guide Company registered as
4 a foreign profit corporation.

5 Q. Would that represent and indicate that
6 Merchants is in good standing in the state of Wyoming?

7 A. With the secretary of state, yes.

8 Q. I'm going to hand you now what's been
9 previously marked as Respondent's Exhibit F. If you'll
10 take a moment to review that. And if it's difficult to
11 read, here is the original from the file.

12 A. This one I can read.

13 Q. Okay. Very good.

14 A. Would you like me to identify it?

15 Q. Are you familiar with this document?

16 A. Yes.

17 Q. Could you please tell the board what it
18 represents.

19 A. It is a continuation certificate from the
20 Hartford Insurance Group for the Wyoming bond in the
21 amount of \$10,000 for Merchants Credit Guide Company.

22 Q. Thank you. Now, collectively, and considering
23 Exhibits A through F, as you have before you, is this
24 the sum total of the information you reviewed as
25 Application Review Committee with respect to Merchants

1 Credit's renewal application for the year 2015-2016?

2 A. Yes.

3 Q. Did you come to a determination, based on your
4 review of that information?

5 A. I did.

6 Q. What was that determination?

7 A. In light of the financial situation with the
8 applicant and, more importantly at this point, the
9 decision by North Carolina to not renew the applicant's
10 license in that state, I had no choice, under our
11 statutes, but to deny a 2015-2016 renewal.

12 Q. All right. Thank you. I'm going to hand you
13 now what's been previously marked as Respondent's
14 Exhibit G. If you'll take a moment to review this
15 document. Are you familiar with that?

16 A. Yes.

17 Q. Could you please tell the board what Exhibit G
18 represents.

19 A. This is my September 14, 2015, letter to
20 Merchants Credit Guide informing them that, due to their
21 negative net worth status -- correction -- that based on
22 North Carolina's determination of their negative net
23 worth status and decision subsequent to that to deny
24 their North Carolina license, I had to deny --
25 preliminarily deny their license in Wyoming.

1 Q. Do you understand this to be a notice
2 requirement that would be provided to an applicant based
3 on a determination which would be adverse to licensure?

4 A. Correct, yes.

5 Q. I'm going to now hand you what's been
6 previously marked as Respondent's Exhibit H. If you'll
7 take a moment to look at that.

8 A. Okay.

9 Q. Could you -- are you familiar with that
10 document?

11 A. Yes.

12 Q. Please tell the board what that represents.

13 A. This is the October 2, 2015, request for
14 hearing from Merchants Credit Guide with, essentially, a
15 restatement of the May 2014 and the June 2015 letters
16 regarding the negative net worth status of the company
17 and their situation.

18 Q. And is it fair to say that that letter also
19 contains a request for a hearing before this board to
20 make a determination whether their license should be
21 renewed?

22 A. Yes. I thought I said that, but I guess not.

23 Q. Maybe you did. Somehow it didn't register.

24 Thank you.

25 As of today's date, have you, as Application

1 Review Committee, reviewed any additional information?

2 A. Only the applicant's prehearing disclosures.

3 Q. Okay. Generally speaking, what is your
4 understanding of that information?

5 A. They reflect what appears to be a positive net
6 worth at this time. However, they have not addressed
7 the North Carolina denial.

8 Q. So as of today's date, your recommendation is
9 to, at this point, to deny Merchants Credit's renewal
10 application for the 2015-2016 year?

11 A. Yes, sir, until such time as the North Carolina
12 licensure situation has been remedied and they are once
13 again eligible in North Carolina.

14 MR. WALTERS: Very good.

15 No further questions, Mr. Hearing Examiner.

16 HEARING EXAMINER: Thank you.

17 And Mr. Doyle, do you have any questions for
18 Mr. Chapman?

19 MR. DOYLE: No. I think not. He obviously
20 went over all the exhibits, and that information was
21 provided by me. And, yeah, I think he summed it up
22 fine.

23 HEARING EXAMINER: Thank you.

24 Mr. Walters, anything further on your case?

25 MR. WALTERS: No, unless the board members have

1 any questions for either myself or Mr. Chapman.

2 MR. EDMONDS: Rocky Edmonds has no questions.

3 MR. LARSON: William Larson has no questions.

4 HEARING EXAMINER: No questions from the board
5 members.

6 Mr. Doyle, at this time I'll turn it over to
7 you. What I would like to do is, I'd like to put you
8 and Mr. Burtis under oath at this time. As I told you
9 in our prehearing, anything you say on your behalves,
10 respectively, is testimony. So I'll swear you in
11 together.

12 (Witnesses sworn.)

13 HEARING EXAMINER: You've both been sworn. So,
14 Mr. Doyle, at this point, I'll just turn it over to you
15 and let you proceed as you see fit. Either you or
16 Mr. Burtis, however you'd like to proceed.

17 MR. DOYLE: Well --

18 HEARING EXAMINER: I apologize. Just because
19 you're on the phone, if you would just indicate who is
20 speaking and identify yourself.

21 THOMAS E. DOYLE,
22 having been sworn, testified as follows:

23 MR. DOYLE: This is Thomas Doyle. I'm the
24 financial man here. I'm the one that's been signing the
25 letters and sending the applications in and responding,

1 et cetera. And everything that has been laid out and
2 what I've already said is essentially what the situation
3 is. I mean, that's -- the only thing that appears to
4 have come up here, this whole thing, obviously, to me,
5 looks like it's hinged on our North Carolina denial,
6 which there was that, of course, and why hasn't that
7 been remedied. Well, it hasn't been remedied yet
8 because we needed to get to a positive net worth
9 situation. That took place in February of this year. I
10 just finished our March statements, and it's continued
11 through March. And so we are going to go to North
12 Carolina and resubmit an application, but I needed to
13 wait until we were in a positive net worth situation,
14 which has now occurred.

15 And I also -- I guess I'll just make sure that
16 everyone understands also, on the financial statements,
17 we have loans from our officers that I've always
18 supported to the bank. So when you look at that, and if
19 you consider that to be an equity position, we've been
20 in a positive net worth for quite a while. But it is
21 technically debt, et cetera.

22 But we are going back to North Carolina. We
23 are going to make an application there. But, no, you're
24 correct that has not been done yet. I would say that
25 based on how we're operating, our trust accounts are

1 always in shape, we've never missed any bills. Really,
2 we got into one jig that we've worked ourselves out of.
3 We'd ask that you would issue a license in the state of
4 Wyoming.

5 Dan, do you have anything else you would like
6 to add to that?

7 DANIEL BURTIS,
8 having been sworn, testified as follows:

9 MR. BURTIS: No. Like Tom alluded to earlier,
10 I do understand your position. I am on the licensing
11 and disciplinary committee for the state of Illinois's
12 Department of Professional Regulation, and so I
13 certainly understand what this entails and understand
14 where you're coming from.

15 So what we have -- and the reason for us trying
16 to meet and discuss this issue, we have, in several
17 states, other states, we've, again, we've answered, in
18 the same manner, questions. And there has been some
19 discretion given to the licensing board to make some
20 additional -- or leeway given, and given -- in some
21 cases, providing quarterly reports or continued status
22 updates and so on, which we've done. And they've worked
23 with us. I understand the ethics. And some allow for a
24 little bit of leeway or discretion by the board, others
25 do not. It sounds like this does not, in Wyoming, other

1 than, obviously, giving us the year to remedy. It took
2 us longer to do that. But, nevertheless, we have done
3 it. Again, at no time were we, again, on trust.

4 But in addition to that, as far as the Wyoming
5 residents are concerned, we don't have any Wyoming
6 clients. Our reach into Wyoming is relatively -- I
7 mean, it's very small. We maintain licenses throughout
8 the country, simply because we do have a few national
9 clients that we work for that require that licensing,
10 and certainly we want to maintain that. But the overall
11 reach into Wyoming is really quite -- very small. It's
12 in the thousands of dollars, not -- a few thousand
13 dollars, not even close to tens of thousands.

14 MR. DOYLE: This is Tom Doyle again. Our 2015
15 statistics show that we collected from 109 Wyoming
16 residents, and our earnings were less than \$3,000 in
17 total in the year of 2015, just to kind of give you an
18 idea of what our impact is in the state.

19 MR. BURTIS: So, anyway, yeah, it was our hope
20 that there was some sort of additional discretionary
21 that could be granted. There may not be. And if there
22 is not, then we will obviously work -- continue to work
23 to remedy that, our situation with North Carolina, and
24 then subsequently we'll -- hopefully, we can get our
25 renewal back to Wyoming and approved to go forward.

1 HEARING EXAMINER: Thank you, Mr. Doyle. Thank
2 you, Mr. Burtis. Anything further?

3 MR. BURTIS: No.

4 MR. DOYLE: I think that's it.

5 HEARING EXAMINER: Mr. Walters, do you have any
6 questions?

7 MR. WALTERS: Yes, just very briefly.

8 There was a statement made indicating that as
9 of today's date there has been no application with the
10 North Carolina board for licensure. Is that correct?

11 MR. DOYLE: Yes. Yeah, they're on a June 30th
12 cycle. And, yes, it's absolutely our intention that
13 when the cycle ends, that we will then make an
14 application for the new cycle that starts in July.

15 MR. WALTERS: So just to be clear, when do you
16 intend to submit an application to North Carolina?

17 MR. DOYLE: The exact date I do not know, but
18 it will be subsequent to July 1st and prior to the due
19 date. Quite frankly, I'm not looking at the North
20 Carolina requirements now. But it is a June 30th
21 cutoff, and then the new application period starts after
22 that. And, of course, we always strive to, of course,
23 fill the applications out on time, if you will. So
24 after July 1st and subsequent to the due date for an
25 application.

1 MR. WALTERS: All righty. Thank you.

2 No further questions.

3 HEARING EXAMINER: Thank you.

4 Questions from board members?

5 MR. EDMONDS: Yes.

6 This is Rocky Edmonds. Do either of you know
7 when your Wyoming license expires, or the renewal
8 expires, the current renewal?

9 MR. DOYLE: I believe we -- let's see. That
10 was one of the exhibits, I believe. Right? I'm looking
11 at the State of Wyoming Office of Secretary of State,
12 and the license was issued March 31, 2015. Yeah. So I
13 guess specifically the answer to that question is no.
14 But I'm looking at the license, and it would make the
15 new application -- if it's an annual license, it would
16 run from March to March.

17 HEARING EXAMINER: Mr. Chapman.

18 MR. CHAPMAN: Dawn went to get the complete
19 applicant file. That will have a copy of the most
20 recently issued license with its expiry date, as that is
21 a separate date from the secretary of state's annual
22 report due date.

23 HEARING EXAMINER: Okay. So Dawn will get that
24 file and get the answer to that question.

25 You had something else, Mr. Edmonds?

1 MR. EDMONDS: Yes, I do.

2 Do either of you know if there is an
3 opportunity procedurally to expedite the North Carolina
4 licensing renewal or resubmission process?

5 MR. BURTIS: We do not know that. I don't.

6 MR. DOYLE: No, we do not. Like I say, it was
7 the intention to let the cycle end and then go into
8 whatever -- the mainstream cycle and reapply. But, no,
9 we have not contacted them yet.

10 MR. EDMONDS: Is it your understanding that the
11 only reason that denial occurred from that state was the
12 negative net worth issue?

13 MR. DOYLE: Yes, absolutely. Yes, because we
14 didn't go through -- they don't have a formal hearing
15 process, like we're going through now. But, as
16 Mr. Burtis stated, we fill out applications through
17 many, many states throughout the country, and most of
18 them ask the same question, you know, that you guys
19 asked, have you ever been denied a license. And, of
20 course, we answer it truthfully. And just like you were
21 questioning it, other states have questioned it. But
22 we've always gone back and explained to them, here's
23 what's happening, here's what we're doing.

24 Dan mentioned follow-up. Yes, we've had
25 situations where we've been asked to provide a quarterly

1 statement for a year, just so they could see that things
2 are going smoothly and that type of thing. But, yes,
3 the only reason we were denied North Carolina,
4 absolutely, because they said -- it was black-and-white.
5 If you're negative by one dollar, we can't do it; where
6 other states, they say, hey, if there's extenuating
7 circumstances, if there's explanations, you know, we can
8 grant the license.

9 So in every case, except for North Carolina,
10 when we've been asked to provide an explanation, we have
11 done it, and that explanation has been accepted and we
12 have repaid our license.

13 So, yes, I fully expect that when we reapply to
14 North Carolina, we will absolutely -- it's my
15 expectation that we will be granted a license because
16 we'll turn the license in and they'll see that we have a
17 positive net worth and they'll grant the license.
18 That's certainly what we believe is going to happen.

19 MR. EDMONDS: So do you think that you could
20 ask North Carolina to expedite that process?

21 MR. DOYLE: Yes. I will do that -- I will
22 initiate contact with them today.

23 MR. EDMONDS: I kind of misunderstood your
24 testimony about expiration and renewal there. Were you
25 saying that the cycle is June 30th? And by that do you

1 mean that's -- if you had a license, that's when it
2 would expire?

3 MR. DOYLE: Correct. Correct.

4 MR. EDMONDS: So it seems to me that your
5 application should be prior to expiration.

6 MR. DOYLE: Well, I agree with you.

7 MR. EDMONDS: When do you think a reasonable --
8 I know this is speculative to a certain extent, but when
9 do you think a reasonable date would be to expect
10 renewal in North Carolina?

11 MR. DOYLE: Well, I am going to reach out to
12 North Carolina today because, obviously, I've got my
13 file, I've got the people I talked to when we were
14 denied. And so, yes, I will call them today and follow
15 up with an email and ask that question, hey, how can we
16 get this thing moving up and can we fill out a new
17 application?

18 MR. EDMONDS: Honestly, sir, my concern is, our
19 statute is harsh, but it is what it is, and I'm trying
20 to inquire as to maybe some way to -- I'll just throw it
21 out there -- keep the record open for a time to get that
22 done so that that's not the domino that falls which
23 requires us to act a certain way.

24 MR. DOYLE: And we would appreciate that.
25 That's why we requested this hearing, because -- and

1 this is why we try to provide these explanations and we
2 try to work with every state that we can, because,
3 obviously, this is exactly what we don't want to happen,
4 right. One state denies us and then the next state
5 denies us because the previous state denied us, and then
6 we have two states. It's -- like you say, it's a
7 domino, one after the other.

8 So, absolutely, if Wyoming could keep this open
9 until we get it straightened out with North Carolina and
10 then finalize it in Wyoming, yes, that would be helpful.

11 MR. EDMONDS: Of course, that would take the
12 consent of all sorts of people besides me, but I wanted
13 to inquire as to whether or not that was a possibility.
14 And if it's something that can be expedited, that
15 certainly opens that door even further.

16 That's all the questions I have.

17 MR. DOYLE: Like I say, I can reach out today
18 and get a sense -- whether we can contact them today or
19 not, we will see. But as quickly as I can contact
20 somebody, of course, I can give a status, to any party
21 that's on this call or otherwise, with a projected
22 timetable.

23 MR. EDMONDS: Thank you. That's all the
24 questions I have.

25 HEARING EXAMINER: Any questions here?

1 MR. LARSON: I'm fine.

2 HEARING EXAMINER: This is the Hearing
3 Examiner, Sean Chambers. I was just consulting with
4 Mr. Caselli, who is the board's attorney. In light of
5 Mr. Edmonds' suggestion -- and it certainly seems like
6 the reasonable solution here, that we keep the record
7 open in today's hearing to give you all an opportunity
8 to work with North Carolina to correct that. And we
9 need to set up some sort of time frame that you've
10 maintained contact with the Wyoming board as far as the
11 status on North Carolina. Because, obviously, the
12 alternative is we close the evidence today, I begin
13 preparation of my proposed decision. At some point in
14 the future these gentlemen will consider that and will
15 issue a final decision. And, obviously, that's going to
16 have negative consequences for your company.

17 So what -- Mr. Caselli has proposed that we
18 keep the record open until August 1st.

19 MR. CASELLI: Or September 1st. Mr. Doyle, if
20 you guys have any ideas, I think we're all ears on this
21 end.

22 MR. DOYLE: I would say that if you were
23 willing to keep this matter open until September 1st,
24 yes, I will -- I think that's reasonable. And I will do
25 everything I can to get this thing wrapped up, I'll just

1 say, well before that, if possible. I'll initiate --
2 like I say, I'll initiate the process today. And I
3 think giving us until September 1st is reasonable.

4 HEARING EXAMINER: Mr. Walters.

5 MR. WALTERS: Mr. Hearing Examiner, just a
6 matter of procedure. And I appreciate the openness of
7 the advisory attorney, as well as at least one of the
8 board members, to keep the record open. On behalf of
9 the Application Review Committee, since we're all here
10 and we've got information, can we just proceed to the
11 conclusion of this, and if that is the ultimate
12 determination of the board, we proceed in that manner.

13 HEARING EXAMINER: You mean conclude the
14 hearing --

15 MR. WALTERS: Yes.

16 HEARING EXAMINER: -- and then allow the
17 hearing panel to vote on how to proceed?

18 MR. WALTERS: Yes.

19 HEARING EXAMINER: And that seems like a
20 procedurally correct way to go.

21 This is the Hearing Examiner. In light of what
22 Mr. Walters said, obviously, we've got a proposed
23 resolution here on the table. Where we're at now is
24 we've had this hearing and we're at the conclusion of
25 the hearing, or very near the conclusion of the hearing.

1 So let's wrap up this hearing, and then we'll give the
2 two board members here an opportunity to consult with
3 their attorney. And, really, what needs to happen is
4 they need to have a discussion and a vote on the record,
5 because it is up to them. If the decision is, well,
6 we've had evidence and we move forward, or if the
7 decision is let's hold it open and see if we can solve
8 this, that decision needs to be put in place by the two
9 decision-makers that are here today.

10 Does that make sense, gentlemen?

11 MR. DOYLE: Yes.

12 MR. BURTIS: Yes.

13 HEARING EXAMINER: Would you like to offer a
14 closing statement, Mr. Walters?

15 MR. WALTERS: Actually, what I would like to
16 offer is -- or request is additional opportunity to
17 present evidence on some of the questions that had not
18 been answered --

19 HEARING EXAMINER: Okay. Go ahead.

20 MR. WALTERS: -- as well as the understanding
21 of the North Carolina situation. For this purpose, what
22 I'm going to ask is that you swear Ms. Colarusso in as a
23 witness.

24 HEARING EXAMINER: Ms. Colarusso, you're in the
25 hot seat. If you would please raise your right hand.

1 (Witness sworn.)

2 HEARING EXAMINER: Go ahead, Mr. Walters.

3 DAWN COLARUSSO,

4 having been sworn, was examined and testified as
5 follows:

6 EXAMINATION

7 BY MR. WALTERS:

8 Q. Ms. Colarusso, would you please tell the board
9 what your formal position is.

10 A. I'm a licensing specialist to the Collection
11 Agency Board.

12 Q. You were here, present, earlier when there was
13 a question about what the applicant's current licensure
14 status is?

15 A. Yes.

16 Q. Did you undertake any activities to determine
17 what the current status is?

18 A. Yes. I went and pulled it from the database.

19 MR. WALTERS: I'm sorry I don't have a copy for
20 the applicants, but I'm going to make representations
21 for purposes of the record.

22 Q. (By Mr. Walters) Ms. Colarusso, I'm going to
23 hand you a -- what appears to be a printout of computer
24 information and ask you to identify it.

25 MR. WALTERS: And if we could mark that

1 Exhibit J.

2 A. This is a snapshot of the database for the
3 Wyoming Collection Agency Board for the record for the
4 Merchants Credit Guide Company.

5 Q. Okay. Let me just ask some foundation
6 questions, to start with. Would it be fair to say that
7 that is a printout of the electronic information that is
8 maintained by the Collection Agency Board with respect
9 to all licensees or applicants in the state?

10 A. Yes.

11 Q. And this is specifically related to Merchants
12 Credit, who is the applicant today?

13 A. Yes.

14 Q. And the -- one of the information that can be
15 retrieved is their license anniversary date?

16 A. Yes.

17 Q. What does that mean? Does that mean that once
18 a license is issued, it gets renewed on or before the
19 expiration of the date a year later? Is that correct?
20 It just indicates an anniversary date?

21 A. Yes.

22 MR. WALTERS: No further questions on that.

23 HEARING EXAMINER: Okay.

24 MR. WALTERS: Excuse me. One more question.

25 Q. (By Mr. Walters) What date is reflected as the

1 anniversary date?

2 A. May 16, 2015.

3 MR. WALTERS: All right. Thank you.

4 HEARING EXAMINER: Okay. Thank you.

5 At this time --

6 MR. WALTERS: I have one more witness.

7 HEARING EXAMINER: Okay. We've got one more
8 witness.

9 MR. WALTERS: Do they have any questions?

10 HEARING EXAMINER: Gentlemen, do either of you
11 have any questions for Ms. Colarusso?

12 MR. DOYLE: No.

13 MR. BURTIS: No.

14 HEARING EXAMINER: You've got one more witness,
15 Mr. Walters?

16 MR. WALTERS: Yes. Again calling Mr. Chapman.

17 HEARING EXAMINER: I'll remind you you're still
18 under oath.

19 MR. CHAPMAN: Okay.

20 BRADLEY CHAPMAN,
21 having been previously sworn, was further examined and
22 testified as follows:

23 EXAMINATION

24 BY MR. WALTERS:

25 Q. Mr. Chapman, Exhibit J, which was described by

1 Ms. Colarusso, what is your understanding of this as
2 relates to the expiration date of Merchants' current
3 licensure status?

4 A. The indication suggests that the most recent
5 renewal was received in April of 2015, which, while it
6 may or may not have been timely under the 45-day time
7 period set in our rules for renewal applications, it
8 indicates that there is no valid open collection agency
9 license in the state of Wyoming for Merchants Credit
10 Guide.

11 Q. As of what date?

12 A. It would have expired May 15 -- excuse me --
13 May 16, 2015.

14 Q. All right. And based on the testimony provided
15 by the petitioner, would you understand them to have
16 been engaging in collection agency practice after the
17 expiration of their license?

18 A. Very possibly, not knowing what dates the funds
19 they claimed to have collected in the state of Wyoming
20 were, in fact, recovered.

21 Q. Do you have a general understanding of how the
22 state of North Carolina works with respect to licenses
23 of collection agencies?

24 A. Yes.

25 Q. What is that understanding?

1 A. The North Carolina Department of Insurance is
2 the licensing entity. And North Carolina operates, like
3 many states do, on a uniform expiry date, where all
4 collection agency licenses in the state expire on
5 June 30th of a given year. Basically, the reason they
6 were talking about -- as I would understand the reason
7 you would discuss a cycle in North Carolina was to avoid
8 essentially paying two annual license application fees,
9 or whatever North Carolina calls it, within a,
10 basically, a 90-day period.

11 MR. WALTERS: All right. Thank you very much.

12 No further questions.

13 HEARING EXAMINER: Mr. Doyle, Mr. Burtis, any
14 questions for Mr. Chapman?

15 MR. DOYLE: No.

16 MR. BURTIS: No.

17 HEARING EXAMINER: Gentlemen here, any
18 questions?

19 MR. EDMONDS: No questions.

20 HEARING EXAMINER: No further questions.

21 Mr. Walters, anything further?

22 MR. WALTERS: No.

23 HEARING EXAMINER: At this time, my suggestion
24 is that -- I think the evidence is on the table and
25 speaks for itself. I'm not sure that closing statements

1 further anything. I don't want to foreclose anybody's
2 opportunity to give a final word.

3 Mr. Walters.

4 MR. WALTERS: Just very briefly, Your Honor.

5 HEARING EXAMINER: Okay. Go ahead.

6 MR. WALTERS: Board members, thank you very
7 much for your attention in this matter. As Mr. Chambers
8 suggests, it's not a complicated case. The petitioner,
9 Merchants Credit, duly made a disclosure, and credit is
10 given to them for having done so. I just would like to
11 remind the board that it, obviously, under state law,
12 has certain obligations with respect to applications.

13 And we're looking at Wyoming Statute 31-11-105,
14 subsection (a), which imparts, As the board shall
15 investigate the qualifications of the applicant, if the
16 board finds the applicant fails to meet the required
17 qualifications, the board shall reject the application.

18 And then in subsection (b), it goes on to say,
19 the board shall -- meaning mandatorily, as opposed to
20 discretionarily -- refuse to issue a renewal license,
21 and then reading on to Romanette (iv) and then sub (b),
22 if the applicant has had a license to conduct a
23 collection agency denied, not renewed, suspended or
24 revoked by this state or any other state for any reason
25 other than nonpayment of license fees or failure to meet

1 bonding requirements.

2 So what we have in this case is a clear
3 mandatory statute that does not permit the board to
4 exercise discretion. As alluded to by the petitioner,
5 some states do have that capability. Unfortunately,
6 Wyoming is not one of those.

7 So on behalf of the Application Review
8 Committee, we would maintain that, under the present
9 circumstances, Merchants Credit cannot be issued a
10 renewal application and would continue to stand on its
11 recommendation that the board deny the application.

12 Thank you.

13 HEARING EXAMINER: Thank you, Mr. Walters.

14 Mr. Doyle, do you wish to say anything in
15 closing?

16 MR. DOYLE: No. I agree with what you said
17 before. Yeah, we pretty much laid it out what the
18 circumstances are.

19 HEARING EXAMINER: Okay. Thank you.

20 I will close the evidence at this time for
21 purposes of the hearing that we've just held.

22 Mr. Caselli and board members, I don't know how
23 you wish to proceed from here, but let's stay on the
24 record for a moment.

25 MR. CASELLI: Mr. Doyle, this is Leo Caselli.

1 It's highly unusual for me to speak at these sort of
2 things. But my suggestion for both parties is that --
3 this is a public meeting. There is an exception to the
4 Public Meetings Act for purposes of the board, not
5 including Mr. Chapman, to receive confidential legal
6 advice. They can go into executive session and
7 essentially have a frank discussion with me about any
8 recommendations. I believe Mr. Chambers' intent is to
9 have the board members vote on whether they think it's
10 appropriate to have any sort of stay or keep the record
11 open.

12 And if that is something that is acceptable for
13 Mr. Chambers and to the parties, we would then go off
14 the record, close the door -- I suppose everyone could
15 take a quick bathroom break or grab some water -- and
16 deliberate in executive session about this procedural
17 aspect of this case, which would be closed to the
18 public, including the parties and Mr. Chapman, and
19 Mr. Chambers as well, I believe. It would just be me
20 and the two board members.

21 MR. DOYLE: Yes. So that would occur right
22 now, you're saying?

23 HEARING EXAMINER: That's my understanding.

24 MR. DOYLE: Okay. Yes, that will be fine with
25 us, yes.

1 HEARING EXAMINER: Okay. So stay near the
2 phone, and we'll -- let's just go ahead and go off the
3 record.

4 (Discussion off the record.)

5 (Recess from 10:53 a.m. to 11:10 a.m.)

6 HEARING EXAMINER: Real quick, before we
7 proceed, Mr. Walters wanted to formally introduce an
8 exhibit that he was speaking about in his rebuttal case.

9 Go ahead, Mr. Walters.

10 MR. WALTERS: Thank you, Mr. Hearing Examiner.
11 My apologies, and appreciate your indulgence in allowing
12 me the opportunity, despite closing the evidence in the
13 record.

14 There was some discussion about an Exhibit J,
15 and I neglected to formally move its admission into
16 evidence, and I do so now.

17 HEARING EXAMINER: Okay.

18 And, Mr. Doyle, this is the computer printout
19 that Ms. Colarusso and Mr. Chapman testified to. I'm
20 going to ask Mr. Walters -- I think probably the best
21 way to handle this, so that it is formally included with
22 the board's records, is if you file a notice of filing
23 exhibit or some pleading --

24 MR. WALTERS: Yes, be happy to do that.

25 HEARING EXAMINER: -- that is filed with the

1 board, filed with my office and, of course, served on
2 Mr. Doyle. That's how I'm going to ask you to handle
3 that.

4 MR. WALTERS: Not a problem. Thank you.

5 HEARING EXAMINER: So with that, I'm out of it
6 at this point.

7 MR. EDMONDS: I would move, on behalf of the
8 board, to approve holding the record open to
9 September 1st, 2016, for the following purposes: A, to
10 allow the petitioner to submit to us proof of current
11 North Carolina licensure; and B, to submit to the
12 Wyoming board an outside accounting firm summary of
13 their current financials that would demonstrate positive
14 net worth.

15 If those two things arrive here prior to
16 September 1st, then the implication, of course, is that
17 we're good; and if not, certainly not.

18 Is there a second?

19 MR. LARSON: There is a second.

20 MR. EDMONDS: All in favor say aye.

21 MR. LARSON: Aye.

22 MR. EDMONDS: Aye.

23 HEARING EXAMINER: Okay. So this is the
24 hearing examiner.

25 The board has voted to hold the record open to

1 September 1st, as Mr. Edmonds described.

2 And so the question, I suppose, for
3 Mr. Caselli, are you going to prepare a board order to
4 that effect? For my purposes, I am fine to hold the
5 record open and just keep it where I'm at.

6 MR. CASELLI: Sorry, Mr. Chambers.

7 Mr. Doyle, this is Leo Caselli, the advisory
8 attorney, again, for the board. The board holds
9 regularly scheduled meetings, usually on the second
10 Wednesday of every month. I would suggest -- since we
11 have the September 1st date, I would suggest to the
12 parties and the board members that we will have a --
13 some sort of a recommended final order in place or --
14 actually, I misspoke -- that I will prepare the final
15 order for the board by November 9th. The October 12th
16 board meeting, I have a meeting with the state building
17 commission that day.

18 MR. EDMONDS: I'm sorry. You said
19 November 9th?

20 MR. CASELLI: Yes, November 9th, Rocky.

21 That's what I would suggest to the parties and
22 the board members, that that's the date at which the
23 final order, either way, will be presented to the board.
24 And I believe that any schedule regarding the bill of
25 exceptions, recommended or proposed final order,

1 et cetera, that comes from Mr. Chambers would, likely,
2 come from his office.

3 Thank you.

4 HEARING EXAMINER: So my clarification, do you
5 want me to proceed with drafting a proposed order at
6 this time or wait until after September 1st?

7 MR. CASELLI: Mr. Doyle, this is Leo Caselli
8 again.

9 Mr. Chambers, I believe the intent of the board
10 is to wait for -- to see how this pans out and hold off
11 on drafting any kind of -- on asking Mr. Chambers'
12 office to draft any kind of a proposed final order until
13 after that September 1st deadline.

14 HEARING EXAMINER: Okay. So I apologize. My
15 first question to you was not clear. My question was if
16 you would prepare an order for the board reflecting the
17 record was being held open till September 1st, along
18 with the two requirements that Mr. Edmonds indicated.
19 I'm just suggesting that some order from the board
20 should be entered in this record so that -- and filed
21 and served on Mr. Doyle so that everybody knows exactly
22 what the direction of the two board members is.

23 MR. CASELLI: Mr. Chambers, Mr. Doyle, I'd be
24 happy to prepare that order. I expect that it would go
25 out by the -- you know, actually, that is going to have

1 to be considered at the next board meeting, which will
2 be May -- I would have to prepare the order for the
3 board and then the board members would have to -- the
4 two board members would have to approve it at the next
5 meeting, which I believe is May 11th. So I expect that
6 order would go out the week of May 11th or sometime
7 around then.

8 HEARING EXAMINER: Okay. So this is the
9 Hearing Examiner again, just to wrap up today's hearing
10 before we go off the record. The board will issue an
11 order setting forth the September 1st deadline, as well
12 as the two requirements that the board voted on. For my
13 purposes, I will hold the record open until
14 September 1st or unless and until I'm instructed
15 otherwise from the board.

16 And unless there's anything else, we'll go off
17 the record. Anything from Mr. Walters?

18 MR. WALTERS: Just for a point of
19 clarification, what that means is that if Merchants
20 Credit cannot satisfy what's in the interim order by
21 September 1st, OAH will be alerted, and at that point in
22 time you would be preparing the recommended decision, to
23 which the parties would have the capability to submit
24 exceptions, and then that would be presented to the
25 board for consideration at a subsequent meeting.

1 HEARING EXAMINER: I think that is what's
2 understood by implication. But I should state on the
3 record that I will not be preparing anything until I'm
4 directed to do so by the board.

5 MR. WALTERS: Correct. Okay.

6 MR. EDMONDS: Yeah.

7 MR. WALTERS: Very good.

8 HEARING EXAMINER: Anything further from you,
9 Mr. Doyle, any questions?

10 MR. DOYLE: No.

11 HEARING EXAMINER: An order clarifying all of
12 this should be forthcoming.

13 MR. DOYLE: No. Appreciate that. So the board
14 will -- May 11th we'll get a letter with these two
15 requirements. And, as I stated, we're going to move
16 ahead with this. And while we had our ten-minute break
17 here, I already reviewed my North Carolina file and I'm
18 going to contact them today.

19 HEARING EXAMINER: Okay. Thank you.

20 With that, this will bring the hearing to a
21 close. And Mr. Chapman, as board chairman, I'll turn
22 this over to you.

23 (Hearing proceedings adjourned at
24 11:19 a.m., April 22, 2016.)

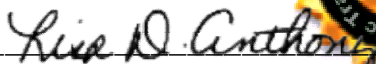
25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

REPORTER'S CERTIFICATE

I, Lisa D. Anthony, a Registered Professional Reporter and Certified Realtime Reporter, do hereby certify that I stenographically recorded the foregoing proceedings contained herein, constituting a full, true and correct transcript.

Dated this 26th day of April, 2016.



Lisa D. Anthony, RPR, CRR

