

COLLECTION AGENCY BOARD MEETING

Herschler Building, 3 West

Banking Board Room

May 10, 2017, at 10:00 a.m.

MINUTES

Roll Call: The May 10, 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, Albert Forkner and Joe Mulberry. In attendance representing the Attorney General's Office was Karl Anderson. In attendance representing the Division of Audit was Dennis Grenier

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

Conversation with Attorney General Representatives: None

New Resident Manager Applications: None

New Applications:

1. AssetCare, LLC, CAB-1096; RM: Lois Clark

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

2. Portfolio Recovery Associates, LLC, CAB-1093; RM: Dawn Culpepper

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.

3. Terrill Outsourcing Group, LLC, CAB-1098; RM: Mark Macy

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

4. Veterans Financial Management Group, LLC; RM: Richard Kuskie

No discussion from the public regarding the new application was made. Rocky Edmonds moved to approve the application for Veterans Financial Management Group, LLC. 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 17 and 29. The motion was seconded by Bill Larson. The motion passed unanimously.

1.	Account Information Management, Corp., CAB-051	Darren	Nogle
2.	Allied Interstate, LLC, CAB-1023	Jimmy	Varos
3.	Allied Interstate, LLC, CAB-1025	Jimmy	Varos
4.	Allied Interstate, LLC, CAB-1026	Kerry	Fus
5.	Allied Interstate, LLC, CAB-1027	Jimmy	Varos
6.	Allied Interstate, LLC, CAB-1028	Jimmy	Varos
7.	Allied Interstate, LLC, CAB-1029	Kerry	Fus
8.	Allied Interstate, LLC, CAB-1030	Jimmy	Varos
9.	Allied Interstate, LLC, CAB-1031	Kerry	Fus
10.	ATG Credit, LLC, CAB-829	Scott	Cowley
11.	Client Services, Inc., CAB-443	Tracy	Wilson
12.	Collecto, Inc., CAB-139	Mark	Macy
13.	Contract Callers, Inc., CAB-875	Kirk	Rohde
14.	CoreLogic Services, LLC, CAB-680	Cara	Rohde
15.	Credit Control, LLC, CAB-411	Christopher	Petrie
16.	Franklin Collection Service, Inc., CAB-246	Janine	Thompson
17.	*Franklin Credit Management Corporation, CAB-644	John	Rogers
18.	Fresno Credit Bureau, CAB-822	Brian	Hunter
19.	Full Circle Financial Services, LLC, CAB-499	Jimmy	Varos
20.	International Computer Systems, Inc., CAB-348	Nesta	Romick
21.	Merchants Credit Guide Company, CAB-447	Lori	Eggleston
22.	NCC Business Services, Inc., CAB-324	Nina	Henry
23.	Professional Account Services, Inc., CAB-083	Pat	Russell
24.	Professional Recovery Consultants, Inc., CAB-652	Robert	Mizel
25.	R.A. Rogers, Inc., CAB-720	Delana	Albrecht
26.	RMS-Recovery Management Services, Inc., CAB-905	Michelle	Winter
27.	The Bureaus, Inc., CAB-656	Robert	Clark
28.	The Law Office of John P. Frye, P.C., CAB-256	Dossanne	Jenkins
29.	United Resource Systems, Inc., CAB-1021	Debra	Falk
30.	Vion Holdings, LLC, CAB-761	Jimmy	Varos
31.	Virtuoso Sourcing Group, LLC, CAB-884	Nesta	Romick
32.	Wyoming Credit Association, Inc., CAB-018	Josephine	Walton

*Discuss Renewal Applications Separately

17. ***Franklin Credit Management Corporation:** No discussion from the public regarding the renewal application was made. Rocky Edmonds moved to approve renewal applications for FY2016-2017 and FY2017-2018 for Franklin Credit Management Corporation. The motion was seconded by Bill Larson. Bradley Chapman recused himself. The motion passed unanimously.

29. **United Resource Systems, Inc.:** No discussion from the public regarding the renewal application was made. Bill Larson moved to approve the renewal application for United Resource Systems, Inc. The motion was seconded by Rocky Edmonds. Bradley Chapman recused himself. 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.	Ditech Financial, LLC-Tempe AZ Branch, CAB-650	Rick	Thompson
2.	F.H. Cann & Associates, Inc., CAB-765	Brian	Hunter
3.	Harvard Collection Services, Inc., CAB-655	Arnold	Tschirgi
4.	I.C. System, Inc., CAB-022	Robert	Horn
5.	Innovate Loan Servicing Corporation, CAB-928	Michelle	Winter
6.	MS Services, LLC, CAB-004	Tom	Rogers
7.	Phillips & Cohen Associates, Ltd., CAB-323	Arnold	Tschirgi

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

Administrative Report: The administrative report dated April 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. Account Control Technology, Inc., CAB-844
2. Americollect, Inc., CAB-745
3. Complete Payment Recovery Services, Inc., CAB-111
4. Credico, Inc., CAB-015
5. Credit Management, LP, CAB-003
6. LTD Financial Services, L.P., CAB-1090
7. Performant Recovery, Inc., CAB-066
8. State Collection Service, Inc., CAB-224
9. TRS Recovery Services, Inc., CAB-072

b. Officer/Director Changes:

1. Account Control Technology, Inc., CAB-844
2. Alltran Health, Inc., CAB-861
3. Collecto, Inc., CAB-139
4. Convergent Healthcare Recoveries, Inc., CAB-851
5. Nationwide Recovery Systems, Ltd., CAB-969
6. Veripro Solutions, CAB-678

c. Change of Address:

1. Ability Recovery Services, LLC, CAB-739
2. Immediate Credit Recovery, Inc., CAB-485 and CAB-944
3. Windham Professionals, Inc., CAB-892

d. Voluntary Surrender of License: None

2. Name Change: The Board acknowledged the following:

- a. Northland Group, Inc. to Northland Group, LLC, CAB-509, CAB-904, CAB-903, CAB-930 and Pending Applications

3. Notice of Change in Ownership:

- a. Credit Bureau of Napa County, Inc., CAB-260 - The Board acknowledged.
- b. JH Portfolio Debt Equities, LLC, CAB-585 – The Board determined that they need to apply for a new license due to a majority ownership change.

4. Request for Exemption:

- a. **CDI Affiliated Services, Inc.-Boise, ID** - Bill Larson moved and Rocky Edmonds seconded that the exemption be denied due to question two. The motion carried.
- b. **CDI Affiliated Services, Inc.-Pocatello, ID** - Bill Larson moved and Rocky Edmonds seconded that the exemption be denied due to question two. The motion carried.
- c. **Linebarger Goggan Blair & Sampson, LLP** - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. The motion carried.
- d. **OneMain Consumer Loan, Inc.** - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. Bradley Chapman recused himself. The motion carried.
- e. **OneMain Financial Group, LLC** - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. Bradley Chapman recused himself. The motion carried.

5. Licenses to be Reissued: The Board signed the following:

- a. Windham Professionals, Inc. - Anoka, MN Branch, CAB-892 – Changed Branch Location
- b. Northland Group, LLC - Monticello, MN Branch, CAB-904-Name Change
- c. Northland Group, LLC - Thorofare, NJ Branch, CAB-903-Name Change
- d. Northland Group, LLC - Louisville, KY Branch, CAB-930-Name Change

6. License Closures: The Board acknowledged the following:

- a. Pacific Point Services, LLC, CAB-986

7. Affirmation of Preliminary Denial:

- a. Choice Recovery, Inc., CAB-831 – Rocky Edmonds moved and Bill Larson seconded that having received no correspondence from Choice Recovery, Inc. regarding the Preliminary Denial of their license; heretofore, denies said license. The motion carried.

8. Conversation with Department of Audit:

- a. Albert Forkner – Reviewed the Board’s Financials
- b. Dennis Grenier – Reviewed the Board’s Financials

9. Hearing Meeting Schedule: The Board scheduled them all in a stacked session for December 6, 2017 at 1:00 p.m.

- a. I.Q. Data International, Inc. – Main, CAB-1087
- b. I.Q. Data International, Inc. - Renton, WA Branch, CAB-1088

c. TrueAccord Corp., CAB-1009

10. Next Rules and Regulations Schedule: The Board scheduled it for June 12, 2017, at 10:00 a.m.

Resident Manager Changes: None

Miscellaneous Correspondence: The Board acknowledged the following:

1. Carson Smithfield, LLC, CAB-704 – 1995 Consent Order
2. Credit Service Company, Inc., CAB-876 – Dunning Letters

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

1. Asset Resolution Corporation, CAB-1076
2. Bell & Williams Associates, Inc.
3. Land Home Financial Services, Inc.
4. National Recoveries, Inc.
5. Resurgent Capital Services, L.P.
6. Reverse Mortgage Solutions, Inc.
7. RGS Financial, Inc.
8. Wipro Insurance Solutions LLC, CAB-820

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

1. AssetCare, LLC, CAB-1096; RM: Lois Clark
2. Portfolio Recovery Associates, LLC, CAB-1093; RM: Dawn Culpepper
3. Terrill Outsourcing Group, LLC, CAB-1098; RM: Mark Macy

New Resident Manager Licenses to be signed: None

Executive Session:

A motion was made by Bill Larson to go into Executive Session at 10:43 a.m. Rocky Edmonds seconded the motion. The motion passed unanimously.

The Board came out of Executive Session at 10:56 a.m.

1. **Complaint #17-04** – The Board concludes there is a facially stated violation of the Board's Rules and/or the Wyoming Collection Agency Act. Rocky Edmonds moved and Bill Larson seconded that the complaint be referred over to the Chairman for investigation. The motion carried.
2. **Unlicensed Activity** – The Board found the company in violation of the Board's Rules and/or the Wyoming Collection Agency Act. Bill Larson moved and Rocky Edmonds seconded to refer the matter over to the Attorney General's Office to issue a Cease and Desist Order.

Miscellaneous Board Signatures: The following miscellaneous documents were signed:

April 2017, Minutes

New Licenses

Renewal Licenses

Reissued Licenses
Bonds
Vouchers

Adjournment

There being no further business, the Chairman declared the meeting adjourned at 11:02 a.m.



Bradley Chapman, Chairman

May 10, 2017

Date

	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
1													
2													
3		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
4	Active Agencies												
5	New Agencies to the file	12	1	7	0	12	2	3	3	3	5	4	
6	Total Active Agencies	443	470	461	464	454	460	461	471	465	465	472	
7													
8	Agencies Closed	2	4	3	0	4	0	0	0	1	1	1	
9													
10	Total Active Agencies at Month End	453	467	465	464	462	462	464	468	467	469	475	
11													
12													
13	Out-of-State Agencies	436	449	447	447	445	445	447	451	450	452	458	
14	In-State Agencies	17	18	18	17	17	17	17	17	17	17	17	
15													
16													
17	1. Pending New Applications:												
18	a) In Progress	74	76	83	86	88	93	96	96	100	104	93	
19													
20	2. Renewals:												
21	a) In Progress	94	77	88	100	74	81	57	35	55	35	68	
22	b) Completed to File	38	28	34	22	36	37	26	57	28	44	39	
23													
24	3. Resident Manager Replacements	0	3	1	1	1	0	1	4	1	1	0	
25													
26	4. Agency Name Changes Completed	0	0	0	0	2	0	0	0	0	0	4	
27													
28	6. General Phone Calls & Emails Rec'd	231	291	223	285	414	268	391	363	485	347	287	
29													
30	8. Complaint Phone Calls Received	0	4	0	4	1	2	1	2	4	2	0	
31													
32	9. Cease & Desist Letters Sent	0	1	0	1	0	0	0	0	1	2	0	
33													
34	10. Resident Manager Positions Available	377	353	365	376	363	381	379	376	365	365	375	

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	1,791.34 x	979.07 x	18,100.14 x	19,079.21
		Current Expense Budget(90,2)	Unobligated Expense Budget(90,2)	Percent Remaining
		169,358.00 x	150,278.79	88.73%

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	750.00 x	0.00 x	5,250.00 x	5,250.00
0105	Employer Pd Benefits	02	Social Security-Employer Share	57.38 x	0.00 x	401.63 x	401.63
				Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
Total for Object Class: 100 - Personal Services				807.38 x	0.00 x	5,651.63 x	5,651.63
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					11,841.00 x	6,189.37	52.27%

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	242.70 x	0.00 x	2,253.50 x	2,253.50
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 Rei	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	545.00 x	0.00 x	3,488.00 x	3,488.00
0231	Office Suppl-Printng	03	Copy Charges	43.89 x	576.12 x	223.88 x	800.00
0252	Equipment Rental	01	Office Equipment Rentals	32.37 x	402.95 x	447.05 x	850.00

	Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
Total for Object Class: 200 - Supportive Services	863.96 x	979.07 x	11,376.52 x	12,355.59
		Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
		29,921.00 x	17,565.41	58.71%

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
Total for Object Class: 300 -				0.00 x	0.00 x	0.00 x	0.00
					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
Total for Object Class: 800 -				0.00 x	0.00 x	0.00 x	0.00
					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
0901	Professional Fees	06	Court Services	120.00 x	0.00 x	1,071.99 x	1,071.99
Total for Object Class: 900 - Special Services				120.00 x	0.00 x	1,071.99 x	1,071.99
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					3,000.00 x	1,928.01	64.27%
				Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations

Grand Total	1,791.34	979.07	18,100.14	19,079.21
		Current Expense Budget(90,2)	Unobligated Expense Budget(90,2)	Percent Remaining
		169,358.00	150,278.79	88.73%