

**COLLECTION AGENCY BOARD MEETING**

**Herschler Building, 3 West  
Banking Board Room  
November 8, 2017, at 10:00 a.m.  
MINUTES**

**Roll Call:** The November 8, 2017, meeting of the Wyoming Collection Agency Board was called to order at 10:04 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 CecilAlice Johnstone. In attendance representing the Attorney General’s Office was Karl Anderson.

**Minutes:** Bill Larson moved to approve the minutes of October 11, 2017. Rocky Edmonds seconded, and the motion passed unanimously.

Rocky Edmonds moved to approve the minutes of October 30, 2017. Bill Larson seconded, and the motion passed unanimously.

**New Resident Manager Applications:** None

**New Applications:**

**1. SN Servicing Corporation, CAB-1143; RM: Dawn Culpepper**

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

**Renewal Applications:**

No discussion from the public regarding the renewal applications was made. Bradley Chapman reviewed renewals #2-16 and #18-23. Rocky Edmonds moved to approve the renewals. The motion was seconded by Bill Larson. The motion passed unanimously.

Rocky Edmonds reviewed renewals #1 and #17. Bill Larson moved to approve the renewals. Bradley Chapman recused himself. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

1.	Accelerated Financial Solutions L.L.C., CAB-582	Bradley	Chapman
2.	Alltran Financial, LP, CAB-543	Bud	Clark
3.	Atlantic Credit & Finance Special Finance Unit III, LLC, CAB-742	Dossanne	Jenkins
4.	Atlantic Credit & Finance Special Finance Unit, LLC, CAB-741	Dossanne	Jenkins
5.	BC Services, Inc., CAB-216	Robert	Clark
6.	Carrington Mortgage Services, LLC, CAB-1069	Dawn	Culpepper
7.	Five Lakes Agency, Inc., CAB-743	Rosalie	Sherlock
8.	Genpact Services, LLC, CAB-380	Clark	Fuerstenberger
9.	Genpact Services, LLC, CAB-982	Clark	Fuerstenberger
10.	Genpact Services, LLC, CAB-983	Clark	Fuerstenberger

11.	Genpact Services, LLC, CAB-998	Clark	Fuerstenberger
12.	Genpact Services, LLC, CAB-995	Delana	Albrecht
13.	Genpact Services, LLC, CAB-1010	Lori	Eggleston
14.	Genpact Services, LLC, CAB-1004	Delana	Albrecht
15.	Genpact Services, LLC, CAB-996	Alfred	Duran
16.	ICT Accounts Receivables Management, Inc., CAB-526	Maria	Cowley
17.	iQuantified Management Services, LLC, CAB-659	Jennifer	Robinson
18.	North Shore Agency, LLC, CAB-985	Shelly	Flot
19.	Peterson Enterprises, Inc., CAB-747	Kirk	Rohde
20.	Real Time Resolutions, Inc., CAB-636	Scott	Cowley
21.	Rushmore Service Center, LLC, CAB-640	Tracy	Wilson
22.	Specialized Loan Servicing, LLC, CAB-707	Troy	Decker
23.	The Traf Group, Inc., CAB-1070	Kirk	Rohde

\*Discuss Renewal Applications Separately

**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.	Gatestone & Co. International Inc. - Phoenix, AZ Branch, CAB-074	Patricia	Kofakis
2.	GC Services Limited Partnership, CAB-1062	Arnold	Tschirgi
3.	Media Collections, Inc., CAB-501	Kirk	Rohde
4.	Synergetic Communication, Inc., CAB-409	Christopher	Petrie

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

**Administrative Report:** The administrative report dated October 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.
    2. Cavalry Portfolio Services, LLC, CAB-254
    3. Collection Technology Incorporated, CAB-946
    4. Complete Payment Recovery Services, Inc., CAB-111
    5. Credit Management, LP, CAB-003
    6. Express Recovery Services, Inc., CAB-114
    7. Northstar Location Services, LLC, CAB-316
    8. Performant Recovery, Inc., CAB-066
    9. Ray Klein, Inc., CAB-856

10. SCSi aka State Collection Services, Inc., CAB-224

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

**b. Officer/Director Changes:**

1. Affiliate Asset Solutions, LLC-Peachtree Corners, GA Branch, CAB-1120
2. LoanCare, LLC, CAB-812

**c. Change of Address:**

1. A.R.C. Accounts Recovery (U.S.A.) Corporation, LLC - Victoria, BC Branch, CAB-814
2. Atlantic Recovery Solutions, LLC, CAB-1106
3. Phoenix Financial Services, LLC, CAB-841

**d. Voluntary Surrender of License:**

1. Monarch Recovery Management, Inc., CAB-583

2. **Name Change:** None

3. **Notice of Change in Ownership:** None

**4. Request for Exemption:**

- a. Home Point Financial Corporation – Rocky Edmonds moved and Bill Larson seconded that the exemption be approved. The motion carried.
- b. Vion Holdings, LLC– 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. Meeting Schedule: January, 2018 – July, 2018**

- a. The Board changed the June 13, 2018, meeting to June 6, 2018.
- b. Hearing on December 6, 2017, at 1:00 p.m.
- c. The Board set a Rules and Regulations change meeting on December 11, 2017, at 10:00 a.m.
- d. Next hearing date set for March 21, 2017.

**8. Board Election:** Bill Larson moved to re-elect Bradley Chapman as Chairman of the Collection Agency Board. Rocky Edmonds seconded, and the motion passed

**Resident Manager Changes:** None

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

1. Altus GTS Inc., CAB-837 – Add Trade Name of Johnson Morgan & White
2. Portfolio Recovery Associates, LLC – Dunning Letters

**New Bonds to be signed:** None

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

1. SN Servicing Corporation, CAB-1143

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

**Executive Session:**

A motion was made by Bill Larson to go into Executive Session at 10:25 a.m. Rocky Edmonds seconded the motion. The motion passed unanimously. Rocky Edmonds left the room for Complaint #17-05.

The Board came out of Executive Session at 10:30 a.m.

1. Complaint #17-05 – This matter is referred over to the Chairman. The Chairman needs to discuss with the Prosecuting Attorney General, how to find an external investigator to handle the prosecution witness duties in this matter. This will resolve a conflict, as one Board member is unavailable. Bill Larson moved to approve the motion. Rocky Edmonds recused himself. The motion was seconded by Bradley Chapman. The motion passed unanimously.
2. Complaint #17-11 – The investigating member briefed the Board in Executive Session on the results of the investigation. His recommendation was for the complaint to be dismissed with no further action taken. A letter to go out to the complainant and licensee upon finding no violations; the case is dismissed. Rocky Edmonds moved to approve the motion. The motion was seconded by Bill Larson. The motion passed unanimously.
3. Complaint #17-17 – Upon initial review, it was determined that the collection agency complained against, Damascus Financial, is not a licensee in the State of Wyoming, and; therefore, is not a matter for Executive Session. Only licensees are entitled to confidentiality from complaints. This has been moved to the public agenda. At this time, the Board would instruct Mr. Anderson to prepare and send a Cease and Desist letter to their last known address. Rocky Edmonds moved to approve the motion. The motion was seconded by Bill Larson. The motion passed unanimously.

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

October, 2017 Minutes

New Licenses


Renewal Licenses

Bonds

Vouchers

**Adjournment**

There being no further business, the Chairman declared the meeting adjourned at 10:40 a.m.

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

12/6/17  
\_\_\_\_\_  
Date