

**State Collection Agency Licensing Board
Open Session Minutes**

<u>Date: December 13, 2022</u>	2:00 p.m.	Maryland Dept. of Labor
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Meeting called to order at 2:00 p.m. by	Antonio P. Salazar, Chairman (attended via video conference call)
Administrator	Ayanna Daugherty (attended via video conference call)
Attendees	Members: Sandra Holland and Eric Friedman (attended via video conference call) Counsel: Kenneth Krach, Esq. (attended via video conference call) Staff: Shereefat Balogun, Clifford Charland, Dana Allen, Betty Yates, and Kelly Mack (each attended via video conference call)

Acknowledgements

Mr. Salazar	
Discussion	Mr. Salazar stated that the notice of the December 13, 2022 meeting was: (i) posted on the Dept. of Labor/Board website on November 15, 2022; and (ii) published in the Maryland Register on December 2, 2022. Additionally, Mr. Salazar stated the agenda for the December 13, 2022 meeting was posted on the Dept. of Labor/Board website on December 2, 2022.

Approval of Minutes

Mr. Salazar	
Discussion	Mr. Salazar noted the minutes for the November 10, 2022 Board meeting had previously been circulated for review and asked for questions or comments. There were none, and, on a Holland/ Friedman motion, the Board unanimously approved the November 10, 2022 minutes.

Recognition of Public Comments

Mr. Salazar	
Discussion	No members of the public were present.

1. Non-Depository Licensing Unit Report

Ms. Yates

Ms. Yates advised the Board the Licensing Unit has reviewed eleven pending applications together with all supporting materials and determined these eleven applicants met the requirements for licensure. Accordingly, Ms. Yates recommended that the Board grant a collection agency license to the following entities:

1. NMLS ID 2406384 Ness Well Financial, LLC
2. NMLS ID 2318064 Z Loan Services LLC
3. NMLS ID 1134251 General Audit Corporation
4. NMLS ID 2437513 Default Legal Solutions LLC
5. NMLS ID 2439630 EGS Financial Care, Inc (Branch)
6. NMLS ID 2437722 EGS Financial Care, Inc (Branch)
7. NMLS ID 2424516 EGS Financial Care, Inc (Branch)
8. NMLS ID 2436300 EGS Financial Care, Inc (Branch)
9. NMLS ID 2434143 Select Portfolio Servicing, Inc (Branch)
10. NMLS ID 2434142 Select Portfolio Servicing, Inc (Branch)
11. NMLS ID 2434140 Select Portfolio Servicing, Inc (Branch)

On a Friedman/Holland motion, which was unanimously approved, the Board voted to issue licenses to the 11 recommended applicants.

Discussion

Ms. Yates reported that the following four collection agency licensees surrendered their license in the past 30 days:

1. GS Services Limited Partnership - NMLS ID 1002123 - Branch - Closed for business
2. ARS National Services, Inc - NMLS ID 944368 - Branch - The branch closed
3. Jefferson Capital Systems, LLC - NMLS ID 223965 - Branch - The company made a business decision to cease collections at this branch.
4. Fay Servicing, LLC - NMLS ID 1241817 - Branch - Location permanently closed

Ms. Yates reported the following ten change in control approvals:

1. Concentrix Daksh Services Philippines Corporation (1075781)
2. ARstrat, LLC (1456896)
3. AssetCare, LLC (1559262)
4. NPAS, Inc (1112260)
5. NPAS Solutions, LLC (1112256)
6. Watercress Financial Group LLC (2109219)
7. ICT Accounts Receivable Management, Inc (934433)
8. American Coradius International LLC (816187)
9. JHPDE SPV II, LLC (1757925)
10. JHPDE Finance I, LLC (1717313)

	<p>Ms. Holland asked if Concentrix Daksh Services Philippines Corporation (1075781) was based in the United States. Ms. Yates confirmed that they were based in the United States. Mr. Salazar stated that change in control notifications for collection agencies are notices that the Board receives but do not require Board approval.</p> <p>Mr. Salazar asked Ms. Yates about current collection agency renewals and if licensees have encountered any NMLS system issues. Ms. Yates stated the renewal process was at the halfway mark, things are running smoothly, and there have been no issues at this time.</p>
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2. Consumer Services Unit Report	
Ms. Mack	
Discussion	Ms. Mack advised the Board that the Consumer Services Unit circulated its report to the Board prior to the meeting showing that as of 11/30/2022, 60 complaints had been received, 23 are open and 37 were closed.

3. Enforcement Unit Report	
Ms. Allen	
Discussion	Ms. Allen reported to the Board that there are four current/on-going collection agency cases in pre-charge status.

4. Legislative Session	
Mr. Salazar	
Discussion	Mr. Salazar reported to the Board there is no activity from the past Legislative Session.

5. Medical Bill Implementation and CFPB

Mr. Charland	
Discussion	<p>Medical Bill Implementation- Mr. Charland advised the Board that the regulation comments are still currently being reviewed and Mr. Krach added that there was a temporary hold on the review of the comments, as the Commission had to work on some internal matters. He expected some updates by next month.</p> <p>CFPB – Mr. Salazar mentioned that the CFPB put out a request for proposal on December 12, 2022, where they are going to create a registry database. The database is for individuals, entities, and institutions who have violated laws and are subject to enforcement orders. The database will allow other state regulators and consumers to have general access to this information.</p> <p>Mr. Charland advised that this is a proposal for the creation of a database and that the actual database is in the initial stages of development and will take time before it is launched and accessible for use.</p>

6. NACARA Update

Ms. Mack	
Discussion	<p>Ms. Mack advised the Board that the 2023 NACARA Conference has now been scheduled for September 17-20, 2022, in Denver, Colorado. Also, she mentioned that the Association is currently managing the application process for the meeting and event incentive cash rebates pursuant to the House Bill 1187. Mr. Salazar encouraged the Board members to attend the next conference.</p>

7. Additional Comments

Mr. Salazar	
Discussion	<p>Mr. Salazar advised the Board that there will be changes in the State Administration as the result of the elections but the effect on OCFR is not yet known. He noted that the next Legislative session will begin on January 11, 2023, and the new Governor will be sworn in on January 18, 2023.</p> <p>Ms. Holland asked about membership of the State Collection Agency Licensing Board. Because the Board currently has two vacancies, Ms. Holland wanted to know with the new administration coming in, how will that process work? Mr. Salazar stated that Ms. Holland and Mr. Friedman are currently on the Board for their terms, and either the Board or the</p>

	<p>administration will provide a name(s) to the Governor. If the Governor approves the name(s) submitted, the Governor then submits the name(s) to the General Assembly for approval. If approved by the General Assembly, the new members would take their seats on the Board.</p>
Adjournment	<p>Mr. Salazar concluded by thanking the members for their service during the previous year and expressing his gratitude for the opportunity to work with them and the Board. He informed the Board that the next scheduled meeting will be held on Tuesday, January 10, 2023, and it will take place again virtually via video conference call.</p> <p>On an unanimously approved motion, the meeting adjourned at 2:14 p.m.</p>