

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

<u>Date: February 14, 2023</u>	2:00 p.m.	Maryland Dept. of Labor
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Meeting called to order at 2:01 p.m. by	Antonio P. Salazar, Chairman (attended via video conference call)
Board Administrator	Kelly Mack (attended via video conference call)
Attendees	Members: Sandra Holland and Eric Friedman (both attended via telephone call) Counsel: Emily Hansen (attended via video conference call) Staff: Clifford Charland, Dana Allen, Betty Yates, Shereefat Balogun and Kelly Mack (each attended via video conference call)

Acknowledgements	
Mr. Salazar	
Discussion	Mr. Salazar stated that the notice of the February 14, 2023, meeting was appropriately posted and published as was the Agenda. The dates for each were as follows: (i) posted on the Dept. of Labor/Board website on January 18, 2023; and (ii) published in the Maryland Register on February 10, 2023. The agenda for the February 14, 2023, meeting was posted on the Dept. of Labor/Board website on February 7, 2023.

Approval of Minutes	
Mr. Salazar	
Discussion	Mr. Salazar noted the minutes for the January 10, 2023, Board meeting had previously been circulated for review and asked for questions or comments. There was one minor edit made and, on a Holland/ Friedman motion, the Board unanimously approved the January 10, 2023 minutes.

Recognition of Public Comments	
Mr. Salazar	
Discussion	There were two members of the public in attendance. Adam Polsky, PKO Lender Services and Chad Older, PKO Lender Services. There were no comments from the public guests.

1. Non-Depository Licensing Unit Report

Ms. Yates

Ms. Yates advised the Board the Licensing Unit has reviewed eighteen pending applications together with all supporting materials and determined these eighteen 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 2410655 Wallace H. Campbell & Co, Inc
2. NMLS ID 2398076 AR Assist Revenue Cycle Management, L.L.C.
3. NMLS ID 2431411 Revenue Management Group Inc
4. NMLS ID 1668479 Quasar Property Management and Real Estate LLC
5. NMLS ID 1691795 Kenneth Nolan Brown (Reapplication)
6. NMLS ID 2394116 D.H. Bader Management, Inc
7. NMLS ID 2434098 AH Khan Brothers LLC
8. NMLS ID 2451154 Delmarva Collections, Limited Liability Company
9. NMLS ID 2410856 AKCP LLC
10. NMLS ID 1135103 Rozlin Financial Group Inc
11. NMLS ID 1742965 Servicing Solutions LLC
12. NMLS ID 1678144 Legum & Norman Realty, Inc
13. NMLS ID 1960939 OCW Limited Liability Company
14. NMLS ID 1677814 Emporia Credit Service, Inc
15. NMLS ID 1671647 Cornerstone Financial Services, Inc
16. NMLS ID 2442715 Receivables Management Partners LLC (Branch)
17. NMLS ID 2449308 TRS Recovery Services Inc (Branch)
18. NMLS ID 2449796 One Touch Direct, LLC (Branch)

Discussion

On a Friedman/Holland motion, which was unanimously approved, the Board voted to issue licenses to the 18 recommended applicants.

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

1. Lifeline Billing Systems, LLC - NMLS ID 1608117 - Branch - No response from the licensee, this branch office was not renewed.
2. Account Control Technology - NMLS ID 907337 - Company - The company ceased operations.
3. Icon Equities, LLC - NMLS ID 1239858 - Company - Ceased conducting business.
4. Alltran Financial LP - NMLS ID 998533 - Branch - No response from the licensee, this branch office was not renewed.
5. Credit Management LP - NMLS ID 1913992 - Branch - This branch office was closed due to consolidation with another branch office.

	<p>Ms. Yates reported the following eight change in control approvals:</p> <ol style="list-style-type: none"> 1. AMCOL Systems, Inc. (1151816) 2. CardWorks Servicing, LLC (1565896) 3. Coforge BPS Phillippines, Inc (1617487) 4. Concord Servicing LLC (1365917) 5. First Financial Investment Fund VI LLC (1414386) 6. McBurberod Financial, Inc (2057952) 7. Receivables Performance Management, LLC (934167) 8. Systems & Services Technologies, Inc (950746) <p>Ms. Yates also provided the Board with a chart reflecting the 2022-2023 renewal comparison that show the renewals are basically the same with 93% of the licensees renewed.</p>

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 Fiscal Year 2023, 85 complaints had been received, 23 are currently open and 62 were closed; an increase of 13 from last month.

3. Complaint Trend Analysis Report	
Mr. Ambruster	
Discussion	No report this month.

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

5. Legislative Session

Mr. Salazar	
Discussion	Mr. Salazar reported to the Board that Legislative Session is still in progress. He reiterated there is one bill (HB50/SB165) relating to information needed to be filed for the collection of student loans is under consideration.

6. Medical Bill Implementation, Legislation and CFPB

Mr. Charland	
Discussion	<p>Medical Debt and MD Bill Implementation- CFPB released a report on 2/14/23 as to the number of collection agency tradelines which have declined. There are fewer medical collections being reported nationwide. Maryland continues discussion of rules on the medical debt law passed last year.</p> <p>Legislation: There is no Legislation to report other than the student loan collection bill now under legislative review as noted by Commissioner Salazar. There are also a few foreclosure bills being reviewed, i.e. condo/homeowner related bill stating borrowers must immediately start paying assessments upon purchase. Likely not to see any new collection-agency related legislation this session.</p> <p>District of Columbia Collection Law has been significantly updated which became effective January 1, 2023. The changes apply to all debt such as credit cards, medical, condo and HOA fees, and debt buying. As requested by the Board, an Advisory was disseminated to all Maryland licensees on 2/13/23 notifying those licensees who do business in DC, making them aware of the new provisions of the law which will be enforced by the DC Attorney General's Office.</p>

7. NACARA Update

Ms. Mack	
Discussion	Ms. Mack advised the Board that the next NACARA Executive Committee meeting is scheduled for March 2, 2023, Conference Planning Committee meeting is scheduled for February 22, 2023 and there are two new recruited members from respective states California and Maine. She also provided an Executive Committee Update stating that the recent CFPB issued Proposed Rule requiring certain non-bank covered person entities to register certain agency court orders with the Bureau is being reviewed and NACARA is expected to submit requested comments in the upcoming week.

8. Additional Comments

Mr. Salazar

Discussion

Ms. Holland stated she received the Notice involving the new law which does impact DC; however, she appreciates the tools and resources and is glad to have received this information.

Mr. Friedman indicated he was appreciative of having an applicant for the open Board member position as a name was submitted to the Governor who is considering the candidate. Chairman Salazar made a recommendation to the Executive Nominations Committee for the consumer member open position.

Mr. Friedman also reported he received notice of Baltimore City opening a local Consumer Protection Office which may serve as a good resource for potential new Board Member candidates.

Adjournment

Mr. Salazar concluded by informing the Board that the next scheduled meeting will be held on Tuesday, March 21, 2023 and not the initially scheduled date of March 14, 2023. The meeting will take place again virtually via video conference call.

On an unanimously approved motion, the meeting adjourned at 2:20 p.m.