

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

<u>Date: March 11, 2025</u>		2:00 p.m.	Maryland Dept. of Labor
Meeting called to order at 2:00 p.m. by	Deputy Commissioner Kat Hyland		
Administrator	Ayanna Daugherty		
Attendees	<p>Members: Tracy Rezvani, Sandra Holland, Shawn Kennedy, and Eric Friedman</p> <p>Counsel: Emily Hanson</p> <p>Staff: Cliff Charland, Shereefat Balogun, Kelly Mack, Dana Allen, Arlene Williams, and Monyette Johnson</p>		
Meeting Location	Google Meet		

Acknowledgements	
Ms. Hyland	
Discussion	Ms. Hyland stated that the notice of the March 11, 2025 meeting was: (i) posted on the Dept. of Labor/Board website on February 13, 2025; and (ii) published in the Maryland Register on February 7, 2025. Additionally, Ms. Hyland stated the agenda for the March 11, 2025 meeting was posted on the Dept. of Labor/Board website on February 27, 2025.

Approval of Minutes	
Ms. Hyland	
Discussion	Ms. Hyland noted the minutes for the February 11, 2025 Board meeting had previously been circulated for review and asked for questions or comments. On Mr. Kennedy’s motion, with a second from Ms. Holland, the Board unanimously approved the February 11, 2025 minutes.

Recognition of Public Comments

Ms. Hyland

Discussion

There were no members of the public present.

1. Non-Depository Licensing Unit Report

Ms. Johnson

Discussion

Ms. Johnson advised the Board that the Licensing Unit had reviewed seventeen pending applications with all the supporting materials and determined the fourteen applicants met the requirements for licensure. Accordingly, Ms. Johnson recommended that the Board grant a collection agency license to the following entities:

1. The Judgment Group, LLC (NMLS ID 2685443)
2. Schwartz Vays MD, LLC (NMLS ID 2036384)
3. Fellner Legal Services, LLC (NMLS ID 1766971)
4. Comsource Management Inc. (NMLS ID 1678009)
5. Susquehanna Credit Group, LLC (NMS ID 2572076)
6. National Judgment Recovery Systems, LLC (NMLS ID 1709228)
7. Flexible Finance Servicing, Inc. (NMLS ID 2256673)
8. Mission Rock Residential, LLC (NMLS ID 2593077)
9. Maury Cobb, Attorney at Law, LLC (NMLS ID 1404618)
10. Prestige Servicing Company LLC (NMLS ID 2541861)
11. Quest Management Group, LLC (NMLS ID 2667111)
12. RGN Management Services, Inc. (NMLS ID 2431640)
13. Credit Bureau of York Inc. (NMLS ID 1647568)
14. Summit Collection Services NJ, LLC (NMLS ID 1705114)
15. Community Associate Services, Inc.(NMLS ID 2402456)
16. Onewall Communities LLC (NMLS ID 2673133)
17. Lutheran Immigration and Refugee Services (NMLS ID 1682257)

On Mr. Kennedy’s motion and Ms. Rezvani’s second, the Board voted unanimously to issue a license to the fourteen recommended applicants.

There were four collection agency licensees who surrendered in the past 30 days.

1. Pendrick Capital Partners, LLC (1144505)
2. Pendrick Capital Partners Asset Management, LLC (2331710)
3. Financial Corp. of America (951408)
4. All Debt Solutions, Inc. (1491400)

Ms. Johnson reported that there were thirteen changes in control approvals in the past 30 days.

1. DigniFi Tech, Inc. (1274329)
2. Velocity Investments, L.L.C. (922827)
3. CKS Prime Investments, LLC (1615276)
4. InDebted USA, Inc. (908487)
5. Servicing Solutions, LLC (1742965)
6. Capital Collection Management LLC (1631249)
7. Splash Financial, Inc. (1630038)
8. Social Loans LLC (2474463)
9. A.R.M. Solutions, Inc. (937594)
10. Hollis Cobb Associates, LLC (1224682)
11. Ouro Global, Inc. (932678)
12. Skopos Financial, LLC (1660115)
13. Concord Servicing LLC (365917)

The 2024 Collection Agency Renewal Update as of 2/26/2025:

Licensees whose renewals have been approved - 995
 Licensees who are pending renewal approval - 16
 Licensees who voluntarily decided not to renew - 2
 Licensees who did not submit a renewal application (marked in NMLS as “Terminated-Expired”) – 70

2. Consumer Services Unit Report

Ms. Mack

Discussion

Ms. Mack advised the Board that the Consumer Services Unit circulated its current report for Fiscal Year 2025 showing that as of 2/28/2025, 74 complaints have been received, 34 are open and 40 were closed.

3. Enforcement Unit Report

Ms. Allen

Discussion

Ms. Allen advised the Board that there are seven current/on-going collection agency cases in a pre-charge status.

4. Federal Activities

Ms. Hyland

Discussion

Medical Bill Implementation- Ms. Hanson advised the Board that regulations have been submitted to the system, and now are considered as proposed regulations.

CFPB – Mr. Charland advised the Board that there are no new updates from the CFPB. However, OFR will continue to monitor any new developments surrounding CFPB and how it may impact Maryland consumers.

Mr. Charland advised the Board that state regulators across the country are actively continuing to work with their consumers, and looking forward to collaborating with one another on the state level, since the status of the CFPB is uncertain. Ms. Rezvani offered her support to OFR if any input is needed to assist our Maryland consumers on the local level.

FTC- Ms. Hanson advised the Board that she attended a FTC Quarterly Collection Protection working group meeting. At the meeting, they discussed a new trend of debt collection activities being conducted via social media, which is inappropriate and may violate collection agency laws.

5. NACARA Update

Ms. Mack

Discussion

Ms. Mack advised the Board that they are preparing the agenda for the 2025 NACARA Conference and they are looking for topics and panelists. Mr. Shawn Kennedy submitted a topic to be considered. Recently there was an Executive Committee meeting and the committee members were informed that their Federal counterparts will not be participating in this year's conference.

Ms. Mack also advised the Board that the State of NY has recently prepared legislation for debt collection licensure. The city of NY has been the only one to hold a license.

This year's NARACA Annual Conference will be held in Boise, Idaho and Ms. Mack extended the invitation to the Board Members to attend the Conference. The membership and registration forms will be available in late April.

6. Legislative Session and Current Issues

Ms. Hyland	
Discussion	There were no new updates to report at this time.

7. Additional Comments

Ms. Hyland	
Discussion	There were no additional comments.

Adjournment	<p>Ms. Hyland informed the Board that the next regular meeting is scheduled to be held on Tuesday, April 8, 2025 virtually, via video conference call.</p> <p>On an unanimously approved motion, the meeting adjourned at 2:25 p.m.</p>
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