

COLLECTION AGENCY BOARD MEETING

Herschler Building, 3 West

Banking Board Room

November 9, 2016, at 10:00 a.m.

MINUTES

Roll Call: The November 9, 2016, 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 and Joe Mulberry. In attendance representing the Attorney General's Office was Mike Robinson.

Minutes: Rocky Edmonds moved to approve the minutes of October 5, 2016. Bill Larson seconded, and the motion passed unanimously.

Conversation with Attorney General Representatives: None

New Resident Manager Applications: None

New Applications:

1. Car Contract Servicing, LLC; RM: Jennifer Robinson

No discussion from the public regarding the new application was made. Bill Larson moved to approve the application for Car Contract Servicing, LLC. Bradley Chapman recused himself from voting. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

2. Focus Receivables Management, LLC, CAB-1074; RM: Janine Thompson

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

3. L J Ross Associates, Inc., CAB-1071; RM: Delana Albrecht

No discussion from the public regarding the new application was made. Bill Larson moved to approve the application for L J Ross Associates, Inc. The motion was seconded by Rocky Edmonds. The motion passed unanimously.

4. Midland Credit Management, Inc. - Costa Rica Branch, CAB-1033; RM: Richard Kuskie

5. Midland Credit Management, Inc. - Phoenix, AZ Branch, CAB-1037; RM: Shelly Flot

6. Midland Credit Management, Inc. - Plot 28P, Haryana India Branch, CAB-1034; RM: Shelly Flot

7. Midland Credit Management, Inc. - Roanoke, VA Branch, CAB-1035; RM: Shelly Flot

8. Midland Credit Management, Inc. - St Cloud, MN Branch, CAB-1036; RM: Shelly Flot

9. Midland Credit Management, Inc. - Warren, MI Branch, CAB-1038; RM: Shelly Flot

No discussion from the public regarding the new applications were made. Rocky Edmonds moved to blanket approve Midland Credit Management, Inc. numbers 4-9. The motion was seconded by Bill Larson. The motion passed unanimously.

10. PRA Receivables Management, LLC, CAB-1073; RM: William Winter

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

11. Regional Adjustment Bureau, Inc., CAB-1072; RM: Elizabeth Batton

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

12. The Traf Group, Inc., CAB-1070; RM: Kirk Rohde

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

Renewal Applications:

No discussion from the public regarding the renewal applications were made. Rocky Edmonds moved to blanket approve all renewal applications except numbers 6, 26, and 30. The motion was seconded by Bill Larson. The motion passed unanimously.

1.	Aargon Agency, Inc., CAB-528	Nesta	Romick
2.	Accelerated Receivables Solutions (A.R.S.), Inc., CAB-149	Robert	Clark
3.	American Recovery Services Incorporated, CAB-577	Sarah	N'Tula
4.	AscensionPoint Recovery Services, LLC, CAB-909	Merle	Smith
5.	AscensionPoint Recovery Services, LLC, CAB-522	Merle	Smith
6.	Associated Credit Services, Inc., CAB-947	Bradley	Chapman
7.	Brown and Joseph, Ltd., CAB-737	Troy	Decker
8.	BYL Collection Services, LLC, CAB-584	Robert	Mizel
9.	Client Services, Inc., CAB-919	Michael	Winter
10.	Coast Professional, Inc., CAB-593	Elizabeth	Batton
11.	Credit Management Services, Inc., CAB-565	Maria	Cowley
12.	FirstPoint Collection Resources, Inc., CAB-295	Troy	Decker
13.	Frost-Arnett Company, CAB-579	Sue	Davidson
14.	Gatestone & Co. International, Inc., CAB-074	Patricia	Kofakis
15.	Gateway One Lending & Finance, LLC, CAB-845	Rosalie	Sherlock
16.	Gateway One Lending & Finance, LLC, CAB-846	Rosalie	Sherlock
17.	Global Credit and Collection Corporation, CAB-419	Gerald	Russell
18.	Grand Vacations Services LLC, CAB-693	Scott	Cowley
19.	Jefferson Capital Systems, LLC, CAB-576	Marlene	Sullivan
20.	Merchants Association Collection Division, CAB-795	Destiny	Smith
21.	National Credit Systems, Inc., CAB-586	Troy	Decker
22.	Nations Recovery Center, Inc., CAB-117	James	Salisbury
23.	Northland Group, Inc., CAB-903	Dani	Hall
24.	Optio Solutions, LLC, CAB-465	Tracy	Wilson
25.	Phoenix Financial Services, LLC, CAB-841	John	Rogers
26.	*Praxis Financial Solutions, Inc., CAB-684	Scott	Cowley
27.	RCS Recovery Services, LLC, CAB-624	Troy	Decker

28.	Real Time Resolutions, Inc., CAB-636	Scott	Cowley
29.	Receivables Performance Management, LLC, CAB-274	Janine	Thompson
30.	SKO . Brenner . American, Inc., CAB-729	Cheryl	McVeigh
31.	SRA Associates, Inc., CAB-913	Sara	N'Tula
32.	SRA Associates, Inc., CAB-302	Sara	N'Tula
33.	Systems & Services Technologies, Inc., CAB-578	Robert	Knaus
34.	Tate & Kirlin Associates, Inc., CAB-288	Timothy	Kingston
35.	TRS Recovery Services, Inc., CAB-921	Cheryl	Brown
36.	Value Recovery Holding, Limited Liability Company, CAB-564	Shelly	Flot

***Discuss Renewal Applications Separately**

6. Associated Credit Services, Inc., CAB-947 - Rocky Edmonds moved to approve the renewal for Associated Credit Services, Inc. Bradley Chapman recused himself from the vote. The motion was seconded by Bill Larson. The motion passed unanimously

26. Praxis Financial Solutions, Inc., CAB-684 - Rocky Edmonds moved to approve the renewal for Praxis Financial Solutions, Inc. with the stipulation of the proposed settlement agreement in place. The motion was seconded by Bill Larson. The motion passed unanimously.

30. SKO . Brenner . American, Inc., CAB-729 - Rocky Edmonds moved to approve the renewal for SKO . Brenner . American, Inc. Bradley Chapman recused himself from the vote. The motion was seconded by Bill Larson. The motion passed unanimously

Financial Statement: The financial statement dated October 2016, was reviewed and acknowledged. It is in a new format and the Board requested the Department of Audit review it with them at the next meeting.

Administrative Report: The administrative report dated October 2016, 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., CAB-745
2. Cavalrey Portfolio Services, LLC, CAB-254
3. Collection Technology, Inc., CAB-946
4. Complete Payment Recovery Services, Inc., CAB-111
5. Credico, Inc., CAB-015
6. Credit Control Services, Inc., CAB-176
7. Credit Management, LP, CAB-003
8. Express Recovery Services, Inc., CAB-114
9. Northland Group, Inc., Edina, MN, CAB-509

10. Northland Group, Inc., Louisville, KY Branch, CAB-930
11. Northland Group, Inc., Monticello, MN Branch, CAB-904
12. Northland Group, Inc., Thorofare, NY Branch, CAB-903
13. Northstar Location Services, LLC, CAB-316
14. Performant Recovery, Inc., CAB-066
15. Ray Klein, Inc., CAB-856
16. TRS Recovery Services, Inc., CAB-072

b. Officer/Director changes:

1. Altus GTS, Inc., CAB-837
2. Convergent Healthcare Recoveries, Inc., CAB-851
3. Convergent Outsourcing, Inc., CAB-124
4. Credit Control, LLC, CAB-411
5. Enterprise Recovery Systems, Inc.-CAB-716, CAB-873 & CAB-872
6. Medical Data Systems, Inc., CAB-351
7. Reverse Mortgage Solutions, Inc., CAB-750
8. Specialized Loan Servicing, LLC, CAB-707
9. Vanderbilt Mortgage and Finance, Inc., CAB-991

c. Change of Address:

1. Borenstein & Associates, LLC, CAB-942
2. National Recoveries, Inc., CAB-1040 & REF-38510

d. Voluntary Surrender of License:

1. Enterprise Recovery Systems, Inc., Rochester, MN Branch, CAB-871, 872 873
2. Gatestone & Co. International, Inc.-Mexico Branch, CAB-854

2. Name Change: The Board acknowledged the following name changes.

- a. Enterprise Recovery Systems, Inc. to Alltran Education, Inc., CAB-716
- b. United Recovery Systems, LP to Alltran Financial, LP, CAB-543

3. Notice of Change in Ownership: The Board acknowledged the following ownership changes.

- a. Northland Group, Inc., CAB-509, 904, 903, & 930

4. Request for Exemption:

- a. Ad Astra Recovery Services, Inc. – Bradley Chapman moved and Bill Larson seconded that the exemption be denied due to questions 2 and 5. The motion carried.
- b. Portfolio Financial Servicing Company - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved based on the additional information provided in the attached letter. The motion carried.
- c. RentDebt Automated Collections, LLC - Rocky Edmonds moved and Bill Larson seconded that the exemption be approved based on the answers provided. The motion carried.

5. Licenses to be Reissued:

- b. Central Credit Services LLC - St. Charles, MO Branch, CAB-1055

6. License Closures: None

7. Meeting schedule:

- a. Board Meeting schedule for January, 2017 – July, 2017 – Board had no changes.
- b. Schedule Hearing for NCB Management Services, Inc., CAB-106 – Reschedule to April 5, 2016 at 10:00 a.m.

8. Procedures Manual Review & Update – Dawn Colarusso and Cecil Alice Johnstone will review and recommend changes at next Board meeting.

Resident Manager Changes: The Board acknowledged the following:

1. Allied Interstate, LLC, CAB-1041 & 1064 – Thelton Skipper to Delana Albrecht

Miscellaneous Correspondence: The Board acknowledged the following:

1. Carrington Mortgage Services, LLC, CAB-813 - Notice of Regulatory Disclosure

New Bonds to be signed:

1. Coast Professional, Inc.
2. Jefferson Capital Systems, LLC
3. MRS BPO, L.L.C.
4. Systems & Services Technologies, Inc.
5. The Traf Group, Inc.
6. Vital Recovery Services, LLC

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

1. Focus Receivables Management, LLC, CAB-1074; RM: Janine Thompson
2. L J Ross Associates, Inc., CAB-1071; RM: Delana Albrecht
3. Midland Credit Management, Inc.-Costa Rica Branch, CAB-1033; RM: Richard Kuskie
4. Midland Credit Management, Inc.-Phoenix, AZ Branch, CAB-1037; RM: Shelly Flot
5. Midland Credit Management, Inc.-Haryana, India Branch, CAB-1034; RM: Shelly Flot
6. Midland Credit Management, Inc.-Roanoke, VA Branch, CAB-1035; RM: Shelly Flot
7. Midland Credit Management, Inc.-St Cloud, MN Branch, CAB-1036; RM: Shelly Flot
8. Midland Credit Management, Inc.-Warren, MI Branch, CAB-1038; RM: Shelly Flot
9. PRA Receivables Management, LLC, CAB-1073; RM: William Winter
10. Regional Adjustment Bureau, Inc., CAB-1072; RM: Elizabeth Batton
11. The Traf Group, Inc., CAB-1070; RM: Kirk Rohde

Executive Session:

A motion was made by Bill Larson to go into Executive Session at 10:50 a.m. Rocky Edmonds seconded the motion. The motion passed unanimously.

The Board went back into public session at 11:09 a.m.

1. Complaint #16-11 – Rocky Edmonds moved and Bill Larson seconded that the complaint be dismissed with a letter of warning to the company regarding the issue of their form letter. The motion carried.

Department of Audit/Division of Banking Items:

1. Joe Mulberry – The Division of Banking will update the corporation application form and then the other application forms to create a more unified application for companies to fill out and for licensing to review. These will be provided to the Board for their approval before being implemented.
2. Joe Mulberry discussed the procedure regarding cease and desist orders with the Board and the Attorney General’s Office.
3. Joe Mulberry will send out the language needed in the statutes for the Board’s review.

Miscellaneous Board Signatures: The following miscellaneous documents were signed:

October 2016, Minutes

New Licenses

Renewal Licenses

Reissued Licenses

Bonds

Vouchers

Adjournment

There being no further business, the Chairman declared the meeting adjourned at 11:12 a.m.



Bradley Chapman, Chairman

12/14/16

Date

ADMINISTRATIVE REPORT

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Active Agencies					
New Agencies to the file	12	1	7	0	12
Total Active Agencies	443	470	461	464	454
Agencies Closed	2	4	3	0	4
Total Active Agencies at Month End	453	467	465	464	462
Out-of-State Agencies	436	449	447	447	445
In-State Agencies	17	18	18	17	17
1. Pending New Applications:					
a) In Progress	74	76	83	86	88
2. Renewals:					
a) In Progress	94	77	88	100	74
b) Completed to File	38	28	34	22	36
3. Resident Manager Replacements	0	3	1	1	1
4. Agency Name Changes Completed	0	0	0	0	2
6. General Phone Calls & Emails Rec'd	231	291	223	285	414
8. Complaint Phone Calls Received	0	4	0	4	1
9. Cease & Desist Letters Sent	0	1	0	1	0
10. Resident Manager Positions Available	377	353	365	376	363

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	2,916.80 x	1,459.15 x	7,629.42 x	9,088.57
		Current Expense Budget(90,2)	Unobligated Expense Budget(90,2)	Percent Remaining
		169,358.00 x	156,766.46	92.57%

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	450.00 x	0.00 x	1,800.00 x	1,800.00
0105	Employer Pd Benefits	02	Social Security-Employer Share	34.44 x	0.00 x	137.70 x	137.70
				Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
Total for Object Class: 100 - Personal Services				484.44 x	0.00 x	1,937.70 x	1,937.70
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					11,841.00 x	9,418.89	79.54%

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	274.30 x	0.00 x	1,010.95 x	1,010.95
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	1,299.93 x	0.00 x	1,299.93 x	1,299.93

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	327.00	x	0.00	x	981.00	x	981.00
0231	Office Suppl-Printng	03 Copy Charges	33.33	x	737.95	x	62.05	x	800.00
0252	Equipment Rental	01 Office Equipment Rentals	77.80	x	721.20	x	128.80	x	850.00

	Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
Total for Object Class: 200 - Supportive Services	2,012.36	1,459.15	4,859.73	6,318.88
		Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
		29,921.00	20,703.56	69.19%

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	0.00	0.00	0.00
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					4,596.00	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	0.00	0.00	0.00
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					120,000.00	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	420.00 x	0.00 x	831.99 x	831.99
Total for Object Class: 900 - Special Services				420.00 x	0.00 x	831.99 x	831.99
					Current Expense Budget(90,3)	Unobligated Expense Budget(90,3)	Percent Remaining
					3,000.00 x	2,048.01	68.27%
				Current Month Expenditure	Encumbered	ITD Expenditure	Total Obligations
Grand Total				2,916.80	1,459.15	7,629.42	9,088.57
					Current Expense Budget(90,2)	Unobligated Expense Budget(90,2)	Percent Remaining
					169,358.00	156,766.46	92.57%