

**WYOMING COLLECTION AGENCY BOARD**  
**Herschler Building, 3 East**  
**Resource Room 1**  
**Tuesday, December 8, 2015**  
**10:00 a.m.**

**Roll Call:**

**Preliminary Denial Hearing:**

1. Vision Financial Corp., Docket No. CAB 2015-02

**Minutes:** November 12, 2015

**Conversation with Attorney General Representatives:**

1. Innovate Loan Servicing Corporation, CAB-928, Preliminary Denial Hearing Dismissal

**New Resident Manager Application:** None

**New Applications:**

1. Collections Acquisition Company, Inc.  
RM: Billie Ruth Edwards
2. Collections, Inc.  
RM: Lola Pheasant
3. Genpact Services, LLC-Andhra Pradesh, India Branch  
RM: Clark Fuerstenberger
4. Genpact Services, LLC-Plot 22, Haryana, India Branch  
RM: Debra Falk
5. Genpact Services, LLC-Genpact Towers, Phase 5, Haryana, India Branch  
RM: Debra Falk
6. Genpact Services, LLC-Gachibowli, Hyderabad, India Branch  
RM: Clark Fuerstenberger
7. Genpact Services, LLC-Tonk Road, Jaipur, Rajasthan, India Branch  
RM: Delana Albrecht
8. Genpact Services, LLC- Malviya Nagar, Jaipur, Rajasthan, India Branch  
RM: Alfred Duran
9. Genpact Services, LLC–Sector 59, Noida, India Branch  
RM: Ginger Fuerstenberger
10. Genpact Services, LLC-Cyberpark, Alabang, Muntinlupa City, Philippines Branch  
RM: Debra Falk
11. Genpact Services, LLC–Northgate Cyberzone, Alabang, Muntinlupa City, Philippines Branch  
RM: Debra Falk
12. Genpact Services, LLC-Filinvest Corporate City, Alabang, Muntinlupa City, Philippines Branch  
RM: Debra Falk
13. Genpact Services, LLC–Northgate Cyberzone, Fininvest Corporate City, Muntinlupa City, Philippines Branch  
RM: Delana Albrecht
14. Genpact Services, LLC–Guatemala City, Guatemala Branch  
RM: Debra Falk
15. Innovate Loan Servicing Corporation, CAB-928

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- RM: Michelle Winter
- 16. Michael Andrews & Associates, LLC  
RM: Maria Cowley
- 17. North Shore Agency, LLC  
RM: Shelly Flot
- 18. Pacific Point Services, LLC  
RM: Brian Hanify
- 19. Penn Credit Corporation - Mt. Laurel, NJ Branch  
RM: Patricia Kofakis
- 20. Penn Credit Corporation - State College, PA Branch  
RM: Patricia Kofakis
- 21. Penn Credit Corporation - Phoenix, AZ Branch  
RM: Patricia Kofakis
- 22. Vanderbilt Mortgage and Finance, Inc. - Maryville, TN  
RM: Sue Davidson
- 23. Vanderbilt Mortgage and Finance, Inc. - Greensboro, NC Branch  
RM: Sue Davidson

**Renewal Applications:**

1. Attitude Collections, LLC, CAB-488	Bradley	Chapman
2. Convergent Healthcare Recoveries, Inc. CAB-851	Janae	Rupert
3. Credit Bureau Collection Services, Inc., CAB-221	Rick	Thompson
4. Gatestone & Co. International, Inc.-Mexico Branch, CAB-854	Patricia	Kofakis
5. Gatestone & Co. International Inc. - Phoenix, AZ Branch, CAB-074	Patricia	Kofakis
6. Gatestone & Co. International Inc.-Toronto, ON Branch, CAB-853	Patricia	Kofakio
7. Granada Services, Inc., CAB-596	Bradley	Chapman
8. ICT Accounts Receivable Management Inc., CAB-526	Maria	Cowley
9. ISGN Solutions, Inc., CAB-687	Dan	Russell
10. Malcolm S. Gerald & Associates, Inc., CAB-160	Teresa	Hays
11. National Credit Systems, Inc., CAB-586	Troy	Decker
12. Pioneer Credit Recovery, Inc.-Perry, NY Branch, CAB-880	Brian	Hunter
13. Pioneer Credit Recovery, Inc.-Muncie, IN Branch, CAB-881	Brian	Hunter
14. Pioneer Credit Recovery, Inc.-Moorestown, NJ Branch, CAB-879	Brian	Hunter
15. Pioneer Credit Recovery, Inc.-Lake City, FL Branch, CAB-882	Brian	Hunter
16. Recovery Partners, LLC, CAB-377	Rob	Knaus
17. Southwest Credit Systems, LP, CAB-848	Michael	Mizel
18. SRA Associates, Inc.-CAB-302	Sara	N'Tula

**\*Discuss Renewal Applications Separately**

Revised 12/7/15

**Financial Statement:** November 2015

**Administrative Report:** November 2015

**Old Business:** None

**New Business:**

**1. Acknowledgement Items**

**a. Alias/Desk Name changes**

1. Americollect, Inc., CAB-745
2. Client Services Inc., CAB-919
3. Collection Technology Incorporated, CAB-333
4. Complete Payment Recovery Services, Inc., CAB-111
5. Credit Management, LP, CAB-003
6. J.C. Christensen & Associates, Inc., CAB-861
7. Northland Group, Inc., Edina, MN Branch, CAB-509
8. Northland Group, Inc., Louisville, KY Branch, CAB-930
9. Northland Group, Inc., Monticello, MN Branch, CAB-904
10. Northland Group, Inc., Thorofare, NY Branch, CAB-903
11. Northland Group, Inc., Willmar, MN Branch, CAB-774
12. Ray Klein, Inc., CAB-856
13. United Recovery Systems, LP, CAB-543

**b. Officer/Director changes:**

1. Franklin Credit Management Corporation, CAB-644
2. LoanCare, LLC, CAB-812
3. Specialized Loan Servicing, LLC, CAB-707
4. Wipro Insurance Solutions, LLC, CAB-820

**c. Change of Address:**

1. ICT Accounts Receivable Management, Inc., CAB-526
2. Reverse Mortgage Solutions, Inc., CAB-750

**d. Voluntary Surrender of License:**

1. Core Resolutions, Inc., CAB-924

**2. Name Change:**

- a. West Asset Management, Inc. name changed to Global Receivables Solutions, Inc., CAB-907

**3. Notice of Change in Ownership:**

- a. Carrington Mortgage Services, LLC, CAB-813
- b. Carrington Resolution Services, LLC, CAB-815
- c. RGS Financial, Inc., CAB-354

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**4. Request for Exemption**

- a. Advantage Assets II, Inc.
- b. Flagship Credit Acceptance LLC
- c. Hilco Receivables LLC
- d. Pallida, LLC
- e. Robinson, Reagan & Young, PLLC

**5. Licenses to be reissued: None**

**6. License closures:**

- b. Dynamic Recovery Services, Inc., CAB-452

**7. Meeting schedule: January, 2016 – July, 2016**

**8. Board Election**

**Resident Manager Changes:**

1. Recovery Partners, LLC, CAB-377-Ann Schnelzer to Rob Knaus

**Miscellaneous Correspondence: None**

**New Bonds to be signed:**

1. CDI Affiliated Services Inc.
2. Collections Acquisition Company, Inc.
3. Genpact LLC, Danville, IL Branch
4. Genpact Services, LLC- Andhra Pradesh, India Branch
5. Genpact Services, LLC-Gachibowli Hyderabad, India Branch
6. Grand Vacations Services LLC
7. Pacific Point Services LLC
8. Penn Credit Corporation-Phoenix, AZ Branch
9. Penn Credit Corporation-State College, PA
10. Penn Credit Corporation-Mt. Laurel, NJ Branch
11. Reliant Capital Solutions, LLC
12. Seattle Service Bureau, Inc.

**New Licenses to be signed:**

1. Collections Acquisition Company, Inc., CAB-980  
RM: Billie Ruth Edwards
2. Collections, Inc., CAB-979  
RM: Lola Pheasant
3. Genpact, LLC, Danville, IL Branch  
RM: Lori Eggleston
4. Genpact Services, LLC-Andhra Pradesh, India Branch  
RM: Clark Fuerstenberger
5. Genpact Services, LLC-Plot 22, Haryana, India Branch  
RM: Debra Falk
6. Genpact Services, LLC-Gachibowli, Hyderabad, India Branch  
RM: Clark Fuerstenberger

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7. Innovate Loan Servicing Corporation  
RM: Michelle Winter
8. Michael Andrews & Associates, LLC  
RM: Maria Cowley
9. North Shore Agency, LLC  
RM: Shelly Flot
10. Pacific Point Services, LLC  
RM: Brian Hanify
11. Penn Credit Corporation - Mt. Laurel, NJ Branch  
RM: Patricia Kofakis
12. Penn Credit Corporation - State College, PA Branch  
RM: Patricia Kofakis
13. Penn Credit Corporation - Phoenix, AZ Branch  
RM: Patricia Kofakis
14. Seattle Service Bureau, Inc.  
RM: Bradley Chapman
15. Vanderbilt Mortgage and Finance, Inc. - Maryville, TN  
RM: Sue Davidson
16. Vanderbilt Mortgage and Finance, Inc. - Greensboro, NC Branch  
RM: Sue Davidson

**Reissued Resident Manager Certificates to be signed:** None

**Executive Session:** None

**Miscellaneous Board Signatures:**

November 12, 2015, minutes

Renewal Licenses

New Licenses

Reissued licenses

Bonds

Vouchers

**Adjournment**