

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

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

Acknowledgements

Mr. Salazar	
Discussion	Mr. Salazar stated that the notice of the February 11, 2025 meeting was: (i) posted on the Dept. of Labor/Board website on January 21, 2025; and (ii) published in the Maryland Register on January 10, 2025. Additionally, Mr. Salazar stated the agenda for the February 11, 2025 meeting was posted on the Dept. of Labor/Board website on January 30, 2025.

Approval of Minutes

Mr. Salazar	
Discussion	Mr. Salazar noted the minutes (open and closed) for the January 14, 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. Rezvani, the Board unanimously approved the January 14, 2025 minutes (open and closed).

Recognition of Public Comments

Mr. Salazar

Discussion

There was one member of the public present, who did not have any questions nor comments.

1. Non-Depository Licensing Unit Report

Ms. Johnson

Discussion

Ms. Johnson advised the Board that the Licensing Unit had reviewed fourteen 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. NMLS ID 2337677 RKGoBig, LLC
2. NMLS ID 2347300 McConnell & Associates, LLC
3. NMLS ID 1984107 Forsythe Finance, LLC
4. NMLS ID 1656408 Niles, Barton & Wilmer
5. NMLS ID 1797424 First States Financial Services Corp.
6. NMLS ID 1668479 Quasar Property Management and Real Estate
7. NMLS ID 1886351 HPS Management of MD LLC
8. NMLS ID 1691795 Kenneth N. Brown
9. NMLS ID 2348342 APM Professionals LLC
10. NMLS ID 2490528 MIA Share Inc.
11. NMLS ID 2474463 Social Loans LLC
12. NMLS ID 2657599 OptumRx Inc.
13. NMLS ID 2678170 MedImpact Healthcare Systems Inc
14. NMLS ID 2410655 Wallace H. Campbell & Co, INC.

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

There were no collection agency licensees who surrendered in the past 30 days.

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

1. Seattle Service Bureau, Inc. (1133332)
2. BIFI Loan Servicing LLC (2106411)
3. Admin Recovery LLC (1103081)
4. P&B Capital Group, LLC (954491)
5. Universal Account Servicing, LLC (1060516)
6. Consumer Portfolio Services, Inc. (96016)
7. Security Credit Services, LLC (1009856)
8. Credit Control, LLC (870875)

	<p>9. Concord Servicing LLC (365917)</p> <p><u>The 2024 Collection Agency Renewal Update as of 1/31/2025:</u></p> <p>Licenses whose renewals have been approved - 978 Licenses who are pending renewal approval - 15 Licenses who voluntarily decided not to renew - 1 Licenses who did not submit a renewal application (marked in NMLS as “Terminated-Expired”) - 70</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 current report for Fiscal Year 2025 showing that as of 1/31/2025, 56 complaints have been received, 29 are open and 27 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	
Mr. Salazar	
Discussion	<p>Medical Bill Implementation- There were no new updates to report at this time.</p> <p>CFPB – Mr. Charland advised the Board of developments with the CFPB following the last SCALB Meeting. The Trump administration terminated former CFPB Director Rohit Chopra on February 1st and replaced him with Scott Bessant on February 3rd. Bessant then ordered the CFPB’s staff to stop working on CFPB activities, including the issuance of final rules, settlement enforcement actions, or participation in legal cases. On February 8th, Russel Vought took over the CFPB and ordered that the CFPB headquarters close. The CFPB’s website has changed so it has only limited functions, including the consumer complaint portal. On February 10th, CFPB staff received an email from Mr. Vought instructing staff to not perform any work duties and to remain home.</p> <p>Mr. Charland and Mr. Salazar advised the Board that the OFR will continue to monitor any new developments surrounding the CFPB and how it may impact Maryland consumers.</p>

	FTC- There were no new updates to report at this time.
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5. NACARA Update

Ms. Mack	
Discussion	Ms. Mack advised the Board of some information from presentations shared at the 2024 NARACA Annual Conference during September 30 th -October 2 nd , 2024. Mr. Salazar made remarks about the benefits of attending the Conference with the opportunity to meet other regulators in the United States and Canada. He also extended the invitation to the Board Members to attend the Conference next year.

6. Legislative Session and Current Issues

Ms. Hennen	
Discussion	<p>In Ms. Hennen’s absence, Ms. Daugherty advised the Board that Ms. Hennen stated that they may be interested in the following bills along with several others mentioned in the last meeting:</p> <p>HB 769 Materially Delinquent Mortgage Bill HB 1294 Earned Wage Access Bill HB 1020 Medical Debt Credit Reporting Bill SB 936 AI Consumer Protection Bill</p> <p>If anyone would like to discuss these or any other bills, please contact Ms. Hennen.</p>

7. Additional Comments

Mr. Salazar	
Discussion	There were no additional comments.

Adjournment

Mr. Salazar informed the Board that the next regular meeting is scheduled to be held on Tuesday, March 11, 2025 virtually, via video conference call.

On an unanimously approved motion, the meeting adjourned at 2:23 p.m.