

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

<u>Date: April 9, 2024</u>	2:00 p.m.	Maryland Dept. of Labor
Meeting called to order at 2:03 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: Emily Hanson</p> <p>Staff: Cliff Charland, Amy Hennen, Dana Allen, Betty Yates, Arlene Williams, and Kat Hyland</p>	
Meeting Location	Google Meet	

Acknowledgements	
Mr. Salazar	
Discussion	Mr. Salazar stated that the notice of the April 9, 2024 meeting was: (i) posted on the Dept. of Labor/Board website on March 15, 2024; and (ii) published in the Maryland Register on March 22, 2024. Additionally, Mr. Salazar stated the agenda for the April 9, 2024 meeting was posted on the Dept. of Labor/Board website on March 26, 2024.

Approval of Minutes	
Mr. Salazar	
Discussion	Mr. Salazar noted the minutes for the March 12, 2024 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 March 12, 2024 minutes.

Recognition of Public Comments

Mr. Salazar

Discussion

No members of the public were present. However, Mr. Salazar did introduce OFR's first Deputy Commissioner for Non-Depository Activities, Ms. Kat Hyland, to the SCALB meeting, and then gave an overview of the board meeting process.

1. Non-Depository Licensing Unit Report

Ms. Williams

Discussion

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

- 1. NMLS ID 1709228 National Judgment Recovery Systems LLC
- 2. NMLS ID 2565121 Healthcare Mindset Consulting LLC.

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

There were no collection agency licensee that surrendered their license in the past 30 days:

Ms. Williams reported the following five change in control approvals in the past 30 days:

- 1. NMLS ID 988275 Adler Wallach & Associates, Inc
- 2. NMLS ID 96016 Consumer Portfolio Services, Inc
- 3. NMLS ID 944152 Nationwide Credit Corporation
- 4. NMLS ID 6312 Selene Finance LP
- 5. NMLS ID 2109219 Watercress Financial Group LLC

As of 3/28/2024, the Maryland collection agency company count was 1,056 compared to the same time last year 3/28/2023 which was 1,083.

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 2024 showing that as of 3/31/2024, 113 complaints have been received, 39 are open and 74 were closed.

Ms. Mack also advised that in reference to the Consumer Service Unit's Surveys from third quarter, there was an increase in number of customer satisfaction.

3. Enforcement Unit Report

Ms. Allen

Discussion

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

4. Federal Activities

Mr. Salazar

Discussion

Medical Bill Implementation- Ms. Hanson advised the Board that there were no new updates to report at this time.

CFPB – Mr. Charland advised the Board that the CFPB announced yesterday that the CFPB found that some consumer reporting companies, banks, loan servicers, and debt collectors and furnishers (companies that provide information to consumer reporting companies) failed to ensure the accuracy of credit report data. This includes failing to exclude information resulting from alleged identity theft or human trafficking. The CFPB is aggressively looking into this matter and will continue to take regulatory and enforcement actions against these entities.

FTC- Ms. Hanson advised the Board that there were no new updates to report at this time.

5. NACARA Update

Ms. Mack

Discussion

Ms. Mack advised the Board that there was a NACARA General Membership Meeting last week on April 4, 2024 and several regulators discussed various topics of interest such as a NACCA/NACARA joint task force for student loans, future ACA Certification training, access to an AI Academy, and establishing debt standards for SES.

	<p>A poll was also taken by the state regulators at the meeting to determine how many states are currently participating in the usage of Multi-State Exams. It was concluded that several states have already adopted this process, and others were encouraged to consider an implementation target date for the future.</p> <p>Planning for the 2024 NACARA Conference is continuing and will be held in Sacramento, CA from September 30th October 2nd, 2024. This year, there will be no hotel room blocking for the conference, but a list of nearby hotels will be provided. Registration forms will also be available soon.</p>
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6. Legislative Session and Current Issues

Ms. Hennen	
Discussion	<p>Ms. Hennen advised the Board that the Legislative Session has ended and House Bill 250 on Third Party Examinations for Banks, Credit Unions, and Non-Depository Financial Institutions was passed and is pending the Governor’s signature. OFR’s other three proposed bills on Earned Wage Access Products, True Lender Act Legislation and Foreclosure Law revisions (including Zombie Mortgage foreclosures) did not pass. She also advised that her upcoming task will be schedule OFR discussions on implementation of the passed bill.</p>

7. Additional Comments

Mr. Salazar	
Discussion	<p>There were no additional comments.</p>

Adjournment	<p>Mr. Salazar informed the Board that the next scheduled meeting will be held on Tuesday, May 14, 2024, and it will take place virtually via video conference call.</p> <p>On an unanimously approved motion, the meeting adjourned at 2:22 p.m.</p>
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