

State Collection Agency Licensing Board (SCALB)

Meeting Minutes

Tuesday, December 9, 2025, 2:00 p.m. – 3:00 p.m.

Participation Options

Join by Google Meet:

<https://meet.google.com/ahz-mgnk-jsu>

Join by Phone:

1-530-738-1353 PIN: 815 799 863# US

More phone numbers: <https://tel.meet/ahz-mgnk-jsu?pin=1097700804795>

Board Members in Attendance

- Kat Hyland (Deputy Commissioner and Chair Alternate)
- Tracy Rezvani
- Sandra Holland
- Shawn Kennedy
- Eric Friedman

OFR Staff, Deputy Chair and Counsel

- Ayanna Daugherty (Senior Analyst and Board Administrator)
- Amy Hennen (Assistant Commissioner)
- Arlene Williams (Director of Licensing)
- Monyette Johnson (Interim Assistant Director of Licensing)
- Dana Allen (Director of Enforcement)
- Stacy Lewis (Financial Examiner)
- Clifford Charland (Assistant Commissioner)
- Meredith Merchant (Operations Director)
- Kenneth Krach (Advice Counsel)

Members of the Public

- Susan Wilson

Topics

1. Call to Order

Ms. Kat Hyland, Deputy Commissioner and Board Chairman Alternate of Financial Regulation called the meeting to order at 2:00 p.m. and a quorum was established.

2. Acknowledgements

Ms. Hyland stated that the notice of the December 9, 2025, meeting was: (i) posted on the Dept. of Labor/Board website on November 19, 2025; and (ii) published in the Maryland Register on December 1, 2025. Additionally, Ms. Hyland stated the agenda for the December 9, 2025, meeting was posted on the Dept. of Labor/Board website on November 26, 2025.

3. Approval of Minutes

Ms. Hyland noted the open and closed session minutes for the November 13, 2025, Board meeting had previously been circulated for review and asked for questions or comments. On Ms. Holland's motion, with a second from Ms. Rezvani, the Board unanimously approved both November 13, 2025 minutes.

4. Recognition of Public Members and Comments

There was one member of the public present, Susan Wilson with the Judgment Group.

5. Licensing Unit Report

Ms. Monyette Johnson

Ms. Johnson advised the Board that the Licensing Unit had reviewed seven (7) pending applications with all the supporting materials and determined that these applicants met the requirements for licensure. Accordingly, Ms. Johnson recommended that the Board grant a collection agency license to the following entities:

1. Meridian Servicing LLC (NMLS ID 2298942)
2. Entrata Utility LLC (NMLS ID 2705653)
3. Sterling Capital LLC (NMLS ID 2779960)
4. Platinum Auto & Truck Center (NMLS ID 2370244)
5. Marqeta Services LLC (NMLS ID 2665998)
6. CapexMD LLC (NMLS ID 2326897)
7. Arra Finance Series Trust (NMLS ID 2729903)

On Ms. Holland's motion, with a second from Ms. Rezvani, the Board voted unanimously to issue a license to the seven recommended applicants.

There were three (3) collection agency licensees that **surrendered** their license in the past 30 days.

1. Lime Residential Ltd. (NMLS ID 1197083)
2. Emergent Business Group Inc. (NMLS ID 1644874)
3. Alliance Group & Associates LLC (NMLS ID 1671534)

Ms. Johnson reported that there were thirteen (13) **changes in control** approvals in the past 30 days.

1. Splash Financial, Inc. (1630038)
2. HealthCare Associates, Inc. (2488423)
3. Solar Servicing LLC (2744383)
4. TCS e-Serve International Limited (934023)
5. J.M. Adjustment Services, L.L.C. (934189)
6. Marlette Servicing, LLC (1849345)
7. Paramount Capital Group, LLC (1114719)
8. Supernova Lending, LLC (1543400)
9. Lakeview Loan Servicing, LLC (391521)
10. Lakeview Community Capital, LLC (1612582)
11. Southwood Financial LLC (2490252)
12. Freedom Financial Asset Management, LLC (227977)
13. Rawlings Financial Services, LLC (952175)

TOTAL COLLECTION AGENCY LICENSES IN THE SYSTEM as of 12/1/2025: 1,075

Collection Agency Licensee Renewal Update as of December 1, 2025

Number of renewable licenses – 1,074

Number of renewals requested – 751

Number of renewals approved – 684

6. Consumer Services Unit Report

Ms. Stacy Lewis

Ms. Lewis advised the Board that the Consumer Services Unit circulated its current report for Fiscal Year 2026 showing that as of 11/30/2025, 49 complaints have been received, 33 are open and 16 were closed.

7. Enforcement Unit Report

Ms. Dana Allen

Ms. Allen advised the Board that there are nine (9) current/on-going collection agency cases in a pre-charge status.

8. Legislative Update

Ms. Amy Hennen

Ms. Hennen advised the Board that OFR has submitted their concepts for the next Legislative session to the Governor's office for review and consideration, and OFR is awaiting feedback. She also stated that if any member plans on testifying or potentially lobbying, please let her know so we can notify the Department of Labor if necessary.

Ms. Hennen also advised the Board that, consistent with the recently passed HB 1516, the inaugural meeting of the MD Licensing Workgroup was held on Friday, December 5, 2025. SCALB Board Members Ms. Tracy Rezvani and Mr. Shawn Kennedy attended the meeting and shared their roles and perspectives of the SCALB.

9. Federal Activities

a. Medical Debt Bill Implementation

Ken Krach

Mr. Krach advised the Board that the new regulations by the Health Services Cost Review Commission have been published and go into effect on December 11, 2025. Mr. Krach offered to provide a summary of the Regulation's key provisions impacting collection agencies at a future SCALB meeting.

b. CFPB

Cliff Charland

Mr. Charland advised the Board that the CFPB posted on November 11, 2025 an article called "CFPB Notifies Court it Cannot Lawfully Draw Funds from the Federal Reserve". According to the article, the Department of Justice's Office of Legal Counsel (OLC), has decided the CFPB cannot legally request money from the Federal Reserve because they currently do not have the "combined earnings" required by law for the CFPB to draw from. OLC decisions are binding on all federal agencies, including the CFPB. The CFPB expects that it has enough funding to continue normal operations through at least December 31, 2025.

c. FTC

There were no new updates to report.

10. NACARA Update

Ms. Stacy Lewis

Ms. Lewis advised the Board that the 2025 NACARA Conference was held in Boise, Idaho from October 28 - 30, 2025, and anticipates having more updates to report next month.

11. Additional Comments

There were no additional comments.

12. Adjournment

Ms. Hyland informed the Board that the next regular meeting is scheduled to be held on Tuesday, January 13, 2026, virtually, via video conference call.

On an unanimously approved motion, the meeting adjourned at 2:19 p.m.