

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

<u>Date: July 9, 2024</u>	2:00 p.m.	Maryland Dept. of Labor
Meeting called to order at 2:04 p.m. by	Antonio P. Salazar, Chairman	
Administrator	Ayanna Daugherty	
Attendees	<p>Members: Tracy Rezvani, Sandra Holland, and Eric Friedman Absent: Sean Kennedy</p> <p>Counsel: Kenneth Krach</p> <p>Staff: Cliff Charland, Amy Hennen, Shereefat Balogun, Kelly Mack, 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 July 9, 2024 meeting was: (i) posted on the Dept. of Labor/Board website on June 14, 2024; and (ii) published in the Maryland Register on June 14, 2024. Additionally, Mr. Salazar stated the agenda for the July 9, 2024 meeting was posted on the Dept. of Labor/Board website on June 27, 2024.

Approval of Minutes	
Mr. Salazar	
Discussion	Mr. Salazar noted the minutes for the June 11, 2024 Board meeting had previously been circulated for review and asked for questions or comments. On Ms. Holland’s motion, with a second from Mr. Friedman, the Board unanimously approved the June 11, 2024 minutes.

Recognition of Public Comments

Mr. Salazar

Discussion

No members of the public were present.

1. Non-Depository Licensing Unit Report

Ms. Yates

Discussion

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

- 1. NMLS ID 2316451 Chime Capital, LLC
- 2. NMLS ID 2023685 Car Capital Servicing, LLC
- 3. NMLS ID 2572977 FirstService Residential MidAtlantic, LLC
- 4. NMLS ID 1901348 Orion Capital Solutions LLC
- 5. NMLS ID 2570911 Resurgent Funding LLC
- 6. NMLS ID 1120763 LTD Acquisitions LLC
- 7. NMLS ID 2572076 Susquehanna Credit Group, LLC

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

There was one collection agency licensee that surrendered their license in the past 30 days:

- 1. NMLS ID 1004131 Bluegreen Servicing LLC - Their business practices have changed and the license is no longer required.

Ms. Yates reported the following sixty-one change in control approvals for the July 9, 2024 Board meeting:

- 1. Adler Wallach & Associates, Inc (988275)
- 2. Affirm, Inc (1883087)
- 3. Apple Processing LLC (2270445)
- 4. Aqua Finance, Inc (1082164)
- 5. ATG Credit, LLC (934305)
- 6. Beyond Green Solutions, LLC (2387018)
- 7. BIFI Loan Servicing LLC (2106411)
- 8. BMS Management Group, LLC (1678050)
- 9. Bridgecrest Credit Company, LLC (1494821)
- 10. Carson Smithfield, LLC (937467)

11. Cavalry Portfolio Services, LLC (942695)
12. CenterOne Financial Services LLC (245753)
13. Community Loan Servicing, LLC (2469)
14. Consumer Portfolio Services, Inc (96016)
15. Credigy Receivables Inc (1268820)
16. Designed Receivable Solutions, Inc (1660727)
17. DigniFi Tech, Inc (1274329)
18. DNF Associates LLC (1399535)
19. Dovenmuehle Mortgage, Inc (2481)
20. Estate Information Services, LLC (934565)
21. Exeter Finance LLC (967404)
22. Financial Corporation of America (951408)
23. Foursight Capital LLC (1458842)
24. Frontline Asset Strategies, LLC (934311)
25. Galaxy Asset Purchasing, LLC (1115597)
26. Galaxy Capital Recoveries, LLC (1115631)
27. Galaxy International Purchasing, LLC (1115599)
28. Galaxy Portfolios, LLC (1115624)
29. Genesis FS Card Services, Inc (1549514)
30. Greeting Team, LLC (2310330)
31. Gryphon Corp (1224248)
32. Heartland Resolution Group, LLC (2158612)
33. Helvey & Associates, Inc (1148013)
34. Indebted USA, Inc (908487)
35. Kashable LLC (1373339)
36. Lakeview Community Capital, LLC (1612582)
37. LendingPoint LLC (1424139)
38. Main Street Acquisition Corp (1268819)
39. Mercantile Adjustment Bureau, LLC (962209)
40. Mission Lane LLC (1857501)
41. Momnt Servicing Company LLC (2373805)
42. Monterey Financial Services LLC (253155)
43. Nationwide Recovery Service, Inc (945413)
44. NCEP, LLC (1268809)
45. Orion Portfolio Purchasing LLC (1876500)
46. Pendrick Capital Partners Asset Management, LLC (2331710)
47. Pendrick Capital Partners, LLC (1144505)
48. Phoenix Financial Services LLC (1163027)
49. Possible Financial Inc (1697898)
50. Rawlings Financial Services, LLC (952175)
51. Ray Klein, Inc (1135875)
52. Remitly, Inc (1028236)
53. Selene Finance LP (6312)
54. Sitel ARM Corp (1658116)
55. Titan Asset Purchasing, LLC (1855440)
56. Universal Account Servicing, LLC (1060516)
57. Vital Recovery Services, LLC (922829)
58. World Omni Financial Corp (1073)

- 59. Worldwide Asset Purchasing II, LLC (1115626)
- 60. Wollemi Acquisitions, LLC (1268821)
- 61. Zelkova Acquisition LLC (1268823)

As of 6/27/2024 the Maryland collection agency company count was 1,055 compared to the same time last year 6/27/2023 which was 1,561. However, the June 27, 2023 license count included branch office licenses which likely accounts for a significant portion of the reduction in licenses.

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 6/30/2024, 162 complaints have been received, 52 are open and 110 were closed.

3. Enforcement Unit Report

Ms. Allen

Discussion

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

She also advised the Board that Midland, has fully responded to the Office's monitoring request by providing OFR with the requested information. Currently, OFR and the Attorney General's office are reviewing this information to determine if additional monitoring is needed in the future.

4. Federal Activities

Mr. Salazar

Discussion

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

CFPB – Mr. Charland advised the Board that the CFPB released a report last week that indicated that they are still discovering illegal debt collection practices while conducting their routine examinations. Some examples were:

- Debt collectors are failing to provide debt validation notices within five days from their initial communications with the borrowers
- Student debt collectors are concealing their true company names, misleading the borrower about who they really are
- Debt collectors communicating in inappropriate manners and

	<p>times/locations by using aggressive, abusive language and making excessive phone calls, after being asked to stop by the consumer</p> <p>The CFPB is continuing to take actions against those companies who are deemed to be in violation of the law. Also the CFPB is working on proposals for medical debt collection regulations in the future.</p> <p>Ms. Rezvani advised the Board that consistent with the CFPB’s observations, her office recently received a consumer complaint that is very similar to the examples. Her company is planning to contact the company on the consumer’s behalf. Ms. Rezvani asked if there is a process to submit this information to the CFPB’s database. Mr. Charland responded that a complaint can be filed with CFPB suggested contacting them to determine the correct process on submission. Ms. Rezvani also asked if she should forward these complaints to OFR either upon receipt or upon completion of her office’s investigation. Mr. Salazar responded that Ms. Rezvani’s Office should forward the complaint and the results of the investigation to OFR after her investigation process.</p> <p>FTC- There were no new updates to report at this time.</p>
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5. NACARA Update

Ms. Mack	
Discussion	<p>Ms. Mack’s advised the Board that NACARA is wrapping the details for the upcoming conference. This year’s conference will be held in Sacramento, CA from September 30th through October 2nd, 2024, and registration forms are now available and have been distributed. Ms. Mack also advised the Board that Attorney Donald Maurice along with another colleague will be presenting details from the Uniform Credit Default Judgment Act. The next conference meeting will be held on July 24, 2024.</p> <p>Mr. Salazar extended the invitation to any Board members who may be interested in attending the conference, to notify him of their interest.</p>

6. Legislative Session and Current Issues

Ms. Hennen	
Discussion	<p>Ms. Hennen advised the Board that they are working through the process of new legislation. As of right now, OFR is not aware of any proposals that will affect collection agency licensees.</p>

7. Additional Comments

Mr. Salazar	
Discussion	There were no additional comments.

Adjournment	<p>Mr. Salazar informed the Board that the next scheduled meeting is scheduled to be held on Tuesday, August 13, 2024 virtually via video conference call. However, due to vacations that week, it was revealed that the Board would not have a quorum on that date and it was decided that Ms. Daugherty would, after this meeting, poll the Board for an alternative August meeting date and publicize the date accordingly.</p> <p>On an unanimously approved motion, the meeting adjourned at 2:21 p.m.</p>
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