

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

<u>5.10.21</u>	2:01 p.m.	Maryland Dept. of Labor
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Meeting called to order at 2:01 p.m. by	Antonio P. Salazar, Chairman (attended via video conference call)
Administrator	Devki Dave (attended via video conference call)
Attendees	<p>Members: Susan Hayes, Sandra Holland, and Eric Friedman (each attended via video conference call)</p> <p>Counsel--Kenneth Krach, Esq. (attended via video conference call)</p> <p>Staff: Arlene Williams, Jedd Bellman, Clifford Charland, Dana Allen, and Kelly Mack, and (each attended via conference call)</p>
Acknowledgements	<p>Mr. Salazar introduced new board member Ms. Holland to the SCALB board members and staff members. Mr. Salazar stated that Ms. Holland took her oath and she is now an official Board member as an industry representative. Ms. Holland introduced herself and stated that she is the owner of Tricountry Services since October 2016. Her business is located in Southern Maryland. Ms. Holland stated that she is really looking forward to serving as an industry board member for the Board and this will be her first board member experience. Ms. Holland stated that she has received all the new Board member material and she will go through them before June's Board meeting. Mr. Salazar introduced all of the current Board staff members to Ms. Holland. Mr. Salazar gave Ms. Holland a description of the different functionalities of Office of the Commissioner of Financial Regulation.</p> <p>Ms. Dave acknowledged that the notice of the May 10th meeting was posted on the Board's website on April 20, 2021, and the Agenda was posted on the Dept. of Labor/Board's website on April 30, 2021. Ms. Dave stated that the meeting notice for the May 10, 2021 meeting was published in the Maryland Register on April 23, 2021.</p>

Approval of Minutes	
Mr. Salazar	
Discussion	After reviewing the minutes of the March 8, 2021 and April 12 th meeting, on a Hayes/Friedman motion, the Board unanimously approved the minutes.
Recognition of Public Comments	
Mr. Salazar	
Discussion	No members of the public were present.
1.Non-Depository Licensing Expiration Update	
Ms. Williams	
Discussion	<p>Ms. Williams provided detail description of the Licensing Unit to Ms. Holland. Ms. Williams stated that Licensing unit uses the NMLS system for all different licenses and all collection agency applicants upload their documents through NMLS system and Licensing Analyst reviews them and submits their decision to NMLS system.</p> <p>Ms. Williams presented Non-Depository Licensing unit report update in the absence of Ms. Yates. Ms. Williams advised the Board that each entity’s application and supporting materials for licensure had been reviewed and found to satisfy the licensing qualifications. Ms. Williams proceeded to recommend that the Board issue collection agency licenses to the following entities: Encore Receivable Management, Inc. (Branch), Encore Receivable Management, Inc. (Branch), Greenwood Towing and Driveaway Services, FrontLine Asset Strategies, LLC (Branch), Turnstile Capital Management, LLC, Caine & Weiner Company, Inc. (Branch) and Caine & Weiner Company, Inc. (Branch) ,</p> <p>On a Friedman/Hayes/Holland motion, which was unanimously approved, the Board voted to issue licenses to all recommended applicants.</p> <p>Ms. Williams reported that 4 collection agency licensees that surrendered their license in the past 30 days: Professional Recovery Consultants, Inc., EOS USA, Inc., and Alltran Education, Inc. and Alltran Education Inc.</p> <p>Ms. Williams also informed the Board that there were 4 change in control requests from the following entities: Mnet Financial, LLC, Tally Technologies, Inc., Asset Management Services USA LLC and Peroutka, Miller, Klima & Peters, P.A.</p> <p>Mr. Salazar discussed the hospital debt bill which passed in the recent legislation.</p>

2.Consumer Services Unit Report	
Ms. Mack	
Discussion	<p>Ms. Mack provided the details functionalities on Consumer Services Unit to Ms. Holland. Ms. Mack stated that they use AS400 system which is in the process of being replaced by SES system so all complaints in the State can be found together in one system. Ms. Mack stated that the Consumer Services Unit also handles many complaints that are forwarded from different federal agencies.</p> <p>Ms. Mack presented the Consumer Services Unit report. Ms. Mack advised that 110 total debt collection complaints have been received so far in FY21 and 17 complaints are currently open (which includes some carried over from FY20). The Unit has closed 124 cases. Further, Ms. Mack compared complaints by fiscal year, noting a declining trend from 2013 through 2020 from 615, 504, 375, 261, 205, 181, 127 and 102 respectively but also noting that complaints are increasing by 24.5% in Fiscal Year 2021.</p>

3.Enforcement Unit Report	
Ms. Allen	
Discussion	<p>Ms. Allen provided a detailed description of Enforcement Unit responsibilities to Ms. Holland. Ms. Allen stated that they receive consumer complaints from different units of Financial Regulation and they take enforcement actions on those companies.</p> <p>Ms. Allen presented the Enforcement Unit report. She reported that there are four collection agency cases in pre-charge status.</p>

4. Board Member Material	
Mr. Salazar	
Discussion	<p>Mr. Salazar advised the Board that Mr. Charland and Ms. Dave have put all the collection agency materials together for the new board members. Mr. Salazar stated that board material includes open meeting act manual, Collection agency regulations document, Collection Agency board manual and welcome letter for the new member.</p>

5. NACARA Update

Mr. Bellman

Discussion

Mr. Bellman provided description of NACARA and the work it does. Mr. Bellman stated that he is the president of NACARA and Ms. Mack is chair for the NACARA annual conference committee. Mr. Bellman provided information about the NACARA's annual conference process and described the different trainings and seminars they offer.

Adjournment

Mr. Salazar stated that the next SCALB meeting will be held on June 15, 2021.

On a Friedman/Hayes motion, which was unanimously approved, the meeting adjourned at 2:43 p.m.