

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

<u>Date: May 10, 2022</u>	2:00 p.m.	Maryland Dept. of Labor
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Meeting called to order at 2:00 p.m. by	Antonio P. Salazar, Chairman (attended via video conference call)
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Administrator	Cindy McCauley (attended via video conference call)
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Attendees	<p>Members: 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, Kelly Mack, Ayanna Daugherty, and Clifford Charland (each attended via conference call)</p>
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Acknowledgements	Mr. Salazar stated that the notice of the April 12, 2022, meeting was posted on the Dept. of Labor/Board website on March 10, 2022, and the agenda was posted on the Dept. of Labor/Board website on April 4, 2022. In addition, he stated that the April 12, 2022, meeting notice was published in the Maryland Register on March 25, 2022.
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Approval of Minutes

Mr. Salazar	
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Discussion	Mr. Salazar noted the minutes for the 4.12.22 Board meeting had previously been circulated for review and asked for questions or comments. There were none, and, on a Holland, / Friedman motion, the Board unanimously approved the 4.12.22 minutes.
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Recognition of Public Comments

Mr. Salazar	
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Discussion	No members of the public were present.
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1. Non-Depository Licensing Unit Report

Ms. Yates

Ms. Williams advised that there were thirteen license applications. Ms. Williams told 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:

1. NMLS ID 1678687 Suburban Credit Corporation
(Reapplication)
2. NMLS ID 1705114 Summit Collection Services NJ, LLC
(Reapplication)
3. NMLS ID 2157840 Accelerated Portfolio, Inc
4. NMLS ID 1775323 Covey Financial Limited Liability
Company
5. NMLS ID 1981795 Deserve, Inc
6. NMLS ID 2280646 Equabli, Inc
7. NMLS ID 1953871 Milestone Parrish LLC
8. NMLS ID 1709228 National Judgement Recovery Systems
LLC
9. NMLS ID 1295934 Solar Mosaic LLC
10. NMLS ID 2358792 TL&T Management, LLC
11. NMLS ID 2326453 The Badaki Law Firm, LLC
12. NMLS ID 2140386 Tutelary Financial Services Corp
13. NMLS ID 2334394 Encore Receivable Management, Inc
(Branch)

Discussion

Mr. Friedman inquired about whether the licensing review included confirmation of the entity's good standing in Maryland, and Ms. Williams responded in the affirmative.

On a Friedman/Holland motion, which was unanimously approved, the Board voted to issue licenses to all recommended applicants.

Ms. Williams reported that the following four collection agency licensees surrendered their license in the past 30 days and none of these closures related to Covid issues.

1. JPL Recovery Solutions, LLC - [NMLS ID 1663183](#) - **Company** - The company closed their business and will dissolve the corporation.
2. Ocwen Financial Solutions Private Limited - [NMLS ID 15877](#) - **Company** - The company currently holds a mortgage lender license, their activities are restricted to collecting mortgage payments, the collection agency license is no longer needed.

3. Ocwen Financial Solutions Private Limited - [NMLS ID 1283393](#) - **Company** –

The company currently holds a mortgage lender license, their activities are

restricted to collecting mortgage payments, the collection agency license is no longer needed.

4. Radius Global Solutions, LLC - [NMLS ID 1124768](#) - **Branch** - The branch office location has closed, and no work activities will be completed from this location.

Ms. Williams reported there are four change in control approvals for the May 10, 2022, Board Meeting:

1. ADF Services, LLC (1969084)
2. Source Receivables Management, LLC (906134)
3. Life Line Billing Systems, LLC (1563468)
4. Radius Global Solutions LLC (936423)

There were no questions or comments about the change in control approvals.

Mr. Salazar noted that OCFR’s review of change of controls requests includes consideration of whether the entities involved fall under security enacted Russian sanctions.

2. Consumer Services Unit Report

Ms. Mack

Discussion

Mrs. Mack advised the Board the Consumer Services report had been previously sent to the Board members and that 135 total complaints were received in FY 22. Of these 19 that are currently open and 116 are now closed. There are 24 complaints from last quarter, Commissioner Salazar noted that these numbers are very similar to complaints reported at this time last year.

3. Enforcement Unit Report

Ms. Allen	
Discussion	Mr. Salazar advised the Board Mrs. Allen could not attend the meeting and that he would present the report the Enforcement Unit report in her absence Commissioner Salazar reported two (2) collection agency cases in pre-charge status.

4. CFPB Data Collection & Medical Bill Implementation

Mr.Charland	
Discussion	<p>Mr. Charland advised the Board that OCFR staff continues to work with colleagues at the Health Care Cost Review Commission on implementing the medical debt bill. Once documents are ready for circulation OCFR will provide such to the Board for feedback or proposed regulations surrounding the requirements on the income-based billing. OCFR will continue to monitor this situation and advise the Board as OCFR finalizes some of the deliverables.</p> <p>Mrs. Holland wanted to make aware of the change of the credit bureau Equifax platform and on how her agency is uploading their credit bureau files. She stated Equifax moved to a cloud system to have better consumer protection and to avoid data breach like the one they previously experienced. The platform went live in April and Mrs. Holland has reported in compliance with instructions from Equifax. Mrs. Holland reports the second Thursday of every month. Mrs. Holland mentioned she received an email May 5 last week stating that Equifax never received her March file. She then confirmed the April file she sent by Equifax. Mrs. Holland expressed concern over potential harm to consumers caused by Equifax's failure to process properly submitted files. She immediately escalated the situation to Equifax and spoke to them about Equifax taking responsibility for the situation.</p> <p>Mr. Salazar made some suggestions in how OCFR could investigate this situation and asked Mrs. Holland to follow-up with Mr. Charland.</p>

5.) NACARA Update

Mrs. Mack	
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Discussion

Mrs. Mack informed the Board of the new officers assigned for NACARA by the name of Erin Van Egelein from Idaho. Erin has assumed the presidency since former President Jedd Bellman resigned due to his move to the private sector. In addition, Mrs. Mack remains the Treasurer. Melinda Lee from California is their new Vice President. Mrs. Mack has become a new director. Also, Matt Kingsley from Wisconsin remains their Secretary.

In addition, she reminded the Board the NACARA conference is scheduled on October 12th - 14th 2022 and is taking place in Nashville, Tennessee. The Conference registration forms will be sent out soon. In addition, the CFPB will be attending the NACARA conference at that time they will be providing examiner training.

Adjournment

Mr. Salazar concluded by introducing Ayanna Daugherty who was starting as the OCFR Board Administrator to take over from Ms. McCauley and the proceed on with miscellaneous comments and mentioned his meeting with Mr. Wilner regarding his interest in filling the vacant Board position.

He informed the Board of the next scheduled meeting on Tuesday June 14, 2022, which will take place virtually.

On an unanimously approved motion, the meeting adjourned at 2:30p.m.