

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

<b><u>Date: October 14, 2025</u></b>		2:00 p.m.	Maryland Dept. of Labor
Meeting called to order at 2:00 p.m. by	Kat Hyland, Deputy Commissioner of the Office of Financial Regulation		
Administrator	Ayanna Daugherty		
Attendees	<p>Members: Tracy Rezvani, Sandra Holland, and Eric Friedman</p> <p>Counsel: Ken Krach</p> <p>Staff: Amy Hennen, Cliff Charland, Dana Allen, Heidi Boyd, Meredith Merchant, Stacy Lewis, and Monyette Johnson</p>		
Meeting Location	Google Meet		

**Acknowledgements**

Ms. Hyland	
Discussion	Ms. Hyland stated that the notice of the October 14, 2025, meeting was: (i) posted on the Dept. of Labor/Board website on September 11, 2025; and (ii) published in the Maryland Register on September 5, 2025. Additionally, Ms. Hyland stated the agenda for the October 14, 2025, meeting was posted on the Dept. of Labor/Board website on September 30, 2025.

**Approval of Minutes**

Ms. Hyland	
Discussion	Ms. Hyland noted the minutes for the September 9, 2025, Board meeting had previously been circulated for review and asked for questions or comments. On Ms. Rezvani's motion, with a second from Ms. Holland, the Board unanimously approved the September 9, 2025's minutes.

## Recognition of Public Comments

Ms. Hyland

Discussion

There were four members of the public present: Susan Wilson, Tatiana Laracuente, Morgane Barry, Maura Tagliaferro (who all attended via conference call). The Board offered the public attendees an opportunity to ask questions or make any comments. The public attendees did not ask any questions or make any comments.

## 1. Non-Depository Licensing Unit Report

Ms. Johnson

Discussion

Ms. Johnson advised the Board that the Licensing Unit had reviewed five 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. Chances Are Realty LLC (NMLS ID 2761864)
2. Inclined Technologies Inc. (NMLS ID 2296713)
3. Capital Mitigation Services LLC (NMLS ID 2166515)
4. LPJ Legal PLLC (NMLS ID 2721439)
5. B&V Towing Service LLC (NMLS ID 2763078)

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

No collection agencies surrendered their licenses in the past 30 days.

Ms. Johnson reported the following four changes in control approvals in the past 30 days.

1. Figure Markets Credit LLC (NMLS ID 2559612)
2. Glow Financial Services Inc. (NMLS ID 2277799)
3. Aspen National Financial Services Inc. (NMLS ID 934555)
4. SUSA Holdings LLC (NMLS ID 2445282)

Ms. Johnson also reported that SCALB licensed 1,064 collection agencies as of 10/6/2025.

## 2. Consumer Services Unit Report

Ms. Lewis

Discussion

Ms. Lewis advised the Board that the Consumer Services Unit circulated its current report for Fiscal Year 2026 showing that as of 9/30/2025, 31 complaints have been received, 22 are open and 9 were closed.

## 3. Enforcement Unit Report

Ms. Allen

Discussion

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

## 4. Federal Activities

Ms. Hyland

Discussion

**Medical Bill Implementation-** Ms. Hennen advised the Board that advisories related to the three Medical Debt bills passed during the 2025 Legislative session will be posted this week on OFR's website. Also Ms. Hyland advised that the Office of the Attorney General (OAG) contacted OFR, and stated that they are also monitoring medical debt bills, and will be forwarding any consumer complaints related to this issue.

**CFPB** – Mr. Charland advised the Board that there were no new updates to report in regard to the CFPB. The federal government shutdown obviously limited CFPB activity and the OFR will continue to monitor all updates and developments.

**FTC-** There were no new updates to report.

## 5. NACARA Update

Ms. Lewis

Discussion

Ms. Lewis advised the Board that the 2025 NACARA Conference will be held in Boise, Idaho from October 28 - 30, 2025.

## 6. Legislative Session and Current Issues

Ms. Hennen	
Discussion	Ms. Hennen advised the Board that OFR is still awaiting feedback about their submitted concepts for next year's Legislative session to the Governor's office. The Legislation Session will begin on the second Wednesday of January 2026, and she expects an active/robust session.

## 7. Utility Submetering Advisory

Mr. Charland	
Discussion	<p>Mr. Charland advised the Board that during previous SCALB meetings identified consumer concerns about third party utility submetering bills (for individual tenants) of multi-unit residential rental properties.</p> <p>During this meeting, Mr. Charland advised the Board that after further research, the OFR is seeking to issue guidance about Submetering of Rental Units (a copy of the guidance advisory notice was provided to the Board). This advisory would apply to owners of multi-unit residential rental properties and to property managers. OFR would make this information available on its website along with the applicable laws pertaining to debt collection of Maryland consumers.</p> <p>Ms. Hyland asked for questions or comments about the proposed guidance advisory, and there were none. On Ms. Rezvani's motion, with a second from Mr. Friedman, the Board unanimously approved the proposed advisory.</p>

## 8. Additional Comments

Ms. Hyland	
Discussion	There were no additional comments.

Adjournment	<p>Ms. Hyland informed the Board that the next regular meeting is scheduled to be held on Thursday, November 13, 2025, 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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