
State Collection Agency Licensing Board Meeting Minutes

March 10, 2026; 2:00 p.m. – 3:00 p.m. (virtual)

In Attendance

Members

Tony Salazar (Commissioner and Board Chairman); Eric Friedman; Shawn Kennedy; Tracy Rezvani

Staff and Counsel (Office of Financial Regulation)

Kat Hyland, Chair Alternate (Deputy Commissioner and Board Chair Alternate); Ayanna Daugherty (Senior Analyst and Board Administrator); Clifford Charland (Assistant Commissioner); Dana Allen (Assistant Commissioner); Arlene Williams (Director of Licensing); Monyette Johnson (Assistant Director of Licensing); Stacy Lewis (Financial Examiner); Meredith Merchant (Operations Director); Emily Hanson (Advice Counsel)

Public Attendees

None

Agenda

Call to Order

Ms. Kat Hyland, Deputy Commissioner and Chair Alternate called the meeting to order at 2:01 p.m. and a quorum was established.

Acknowledgements

Ms. Hyland stated that the notice of the March 10, 2026 meeting was: (i) posted on the Dept. of Labor/Board website on February 19, 2026; and (ii) published in the Maryland Register on February 20, 2026. Additionally, Ms. Hyland stated the agenda for the March 10, 2026, meeting was posted on the Dept. of Labor/Board website on February 26, 2026.

Approval of Minutes

Ms. Hyland noted the minutes for the February 10, 2026 Board meeting had previously been circulated for review and asked for questions or comments. On Ms. Rezvani's motion, with a second from Mr. Friedman, the Board unanimously approved the February 10, 2026, minutes.

Recognition of Public Members and Comments

There were no members of the public present.

Licensing Unit Report

Ms. Monyette Johnson provided the Licensing Unit Report.

Pending Applications:

Ms. Johnson advised the Board that the Licensing Unit had reviewed eleven (11) 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. Trowbridge NRP LLC (NMLS ID 2604867)
2. Mid-Atlantic Portfolios LLC (NMLS ID 1678840)
3. SunStrong Management LLC (NMLS ID 2677746)
4. Fairfax Station Enterprises LLC (NMLS ID 2796646)
5. Zarina Servicing LLC (NMLS ID 2792821)
6. Tru Management LLC (NMLS ID 2078154)
7. Veritus Financial LLC (NMLS ID 2770425)
8. Brookfield Properties Multifamily LLC (NMLS ID 2784907)
9. Oliveri & Associates, LLC (NMLS ID 1660109)
10. Aurus Portfolio Management LLC (NMLS ID 2763435)
11. Mariner Finance LLC (NMLS ID 166564)

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

Surrender Licenses:

There was one (1) collection agency licensee who surrendered their license in the past 30 days: Recoveri LLC (NMLS ID 2529522)

Changes in Control:

Ms. Johnson reported that there were ten (10) changes in control approvals in the past 30 days.

1. BBT & RECOVERY LLC (1682685)
2. Summit Collection Services NJ, LLC (1705114)
3. Loft Living, LLC (2703275)
4. Financial Assistance, Inc (950721)
5. Cohn, Goldberg & Deutsch, LLC (1655348)
6. Capital Collection Management LLC (1631249)
7. Accounts Interchange Group LLC (2398345)
8. Waypoint Resource Group, LLC (908757)
9. Fair Collections & Outsourcing, Inc. (980983)

10. Summit Collection Services NJ, LLC (1705114)

Totals of March 2, 2026:

- Number of Collection Agency Licenses in the System: 1010*
- Number of renewable licenses: 1,074
- Number of renewals requested: 976
- Number of renewals approved: 972

*(*Note: this total includes licenses issued after November 1, 2025 not requiring renewal at this time and licenses approved at the February 10, 2026 Board meeting)*

Consumer Response Unit Report

Ms. Stacy Lewis advised the Board that the Consumer Services Unit circulated its current report for Fiscal Year 2026 showing that as of 2/28/2026, 105 complaints have been received, 41 are open and 64 were closed.

Enforcement Unit Report

Ms. Dana Allen advised the Board that there are fourteen (14) current/on-going collection agency cases in a pre-charge status.

Legislative Update

In Ms. Amy Hennen’s absence, Ms. Hyland advised the Board that the 2026 Legislative Session is still in full effect. She also mentioned that after the last meeting, Ms. Hennen provided the Board a list of other bills being presented during the Legislative Session, that may be of interest to the Board members. Ms. Hyland then asked if there were any Legislative questions at this time and there were none.

Federal Activities

Medical Debt Bill Implementation

Ms. Emily Hanson advised that the Board of the Health Services Cost Review Commission is in the process of reviewing their audit procedures, to ensure that they are in compliance with the new regulations and implementation processes.

CFPB

Mr. Cliff Charland advised the Board that the CFPB still appears to be operating under normal conditions at this time, despite their recent budget and funding concerns. However, Mr. Charland advised the Board that there is a bill in the General Assembly that would require the Office of Financial Regulation to create a public complaint portal, should the CFPB close. The bill is called Senate Bill 696.

FTC

There were no new updates to report.

NACARA Update

Ms. Stacy Lewis advised the Board that the NACARA had their first quarterly meeting recently. She also advised that this year's NACARA conference will be solely virtual and will be held on October 20th-22nd, 2026.

MD Licensing Workgroup Update

Ms. Hyland advised the Board with an update on the MD Licensing Workgroup. She mentioned that the recommendations in regards to amending some of the SCALB policies are still being considered by the Workgroup, along with other recommendations. She also advised that during the last Workgroup meeting in February, the Workgroup discussed structure ideas for drafting the final recommendations. Lastly Ms. Hyland invited all SCALB Board members to join any future Licensing Workgroup meetings, and if they are interested to let her know, so the meeting login details can be provided.

Additional Comments

There were no additional comments.

Adjournment

Ms. Hyland informed the Board that the next regular meeting is scheduled to be held on Tuesday, April 14, 2026, virtually, via video conference call. On an unanimously approved motion, the meeting adjourned at 2:23 p.m.