



STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
COLLECTION SERVICE BOARD  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243

**COLLECTION SERVICE BOARD – Meeting Agenda**  
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM  
March 14, 2012  
9:30 a.m.

**Call to Order – Bart Howard, Chairman**

- Roll Call – Donna Hancock, Executive Director
- Agenda – Review / Adopt
- Adopt Robert's Rules of Order
- Minutes – January 11, 2012 - Review / Adopt **(Tab 1)**

**Terrance Bond, Assistant General Counsel**

- Legal Report (handout)
- Location Manager Examination Contract - Update

**Administrative Report –Donna Hancock, Director**

- Complaint Status Report **(Tab 2)**
- FTC News Release – Fake Debt Collector Calls from India **(Tab 3)**
- Collection Validation Notice – Request Board Review for Compliance **(Tab 4)**
- Collection Agency – Request for Exemption **(Tab 5)**
- Mortgage Loan Servicer – Request Opinion Regarding License Requirements **(Tab 6)**
- Location Managers – Request Consideration of Exemptions Regarding Out of State Managers **(Tab 7)**
- Location Manager – Request Opinion Regarding Working from both Home & Office **(Tab 8)**

**Location Manager Application Review: Determine Eligibility –**

**Request for Reconsideration**

- **(Tab 9)**

**Additional Information**

- **(Tab 10)**

**New Applicants**

- **(Tabs 11 – 16)**

**New Business or Unfinished Business**

**Adjourn**