



**STATE OF WASHINGTON
DEPARTMENT OF LICENSING
WASHINGTON STATE
COLLECTION AGENCY BOARD
REGULAR BOARD MEETING AGENDA**

DATE: March 21, 2024
TIME: 10:00 A.M.
LOCATION: VIDEO CONFERENCE-TEAMS
JOIN VIA TEAMS APP: [Click here to join the meeting](#)
JOIN VIA WEB: [Join on the web](#)
MEETING ID: 232 804 002 321
PASSCODE: W3Txck
CALL IN: 564-999-2000 (Olympia)
833-322-1218 (Toll Free)
PHONE CONFERENCE ID: 701 937 631#
PHYSICAL LOCATION
ADDRESS*: 405 Black Lake Boulevard
Olympia, Washington 98502

**This is a virtual meeting and Board members will attend virtually (online), not in-person. The public may attend virtually or in-person. We will provide a meeting room to view a broadcast of the meeting, for those that want to attend in-person. The public can comment through either attendance option. Please contact DOLBoards@dol.wa.gov with any questions.*

1. **Call to Order**
2. **Roll Call**
3. **Approval of Agenda**
4. **Approval of Minutes**
 - 4.1. **The Special Meeting Minutes of September 28, 2023**
5. **Awards/Recognition**
 - 5.1. **Recognition of Dirk Bunker, Mari Neubauer and Scott Kinkley for their service with the Board.**

Board members and staff may share appreciation for their service and departing thoughts.
 - 5.2. **Welcoming New Board Members**

Justin Murphy was appointed to the Board as of December 1, 2023, and Denice Smith was appointed to the Board as of January 1, 2024. This is an opportunity for them to introduce themselves to the Board and the public.
6. **New Business**
 - 6.1. **Election of Officers**

The Board will elect a Vice Chair for the upcoming year.

6.2. 2024 North American Collection Agency Regulatory Association (NACARA) Annual Meeting

The Board will discuss member attendance at the 2024 NACARA Annual Meeting.

6.3. Clarification of WAC 308-29-085(5)(a) and (b)

A Board member has requested a discussion of the time requirements outlined under WAC 308-29-085(5)(a) and (b) to clarify the Board's intent for the rules.

6.4. Consideration for waiver regarding Washington Administrative Code (WAC) 308-29-085(5)(b).

Attorney Leslie Bender is requesting a waiver of the requirements under in WAC 308-29-085(5)(b) on behalf of licensee Receivables Outsourcing, LLC. The Board will take action on this request.

7. Reports

7.1. Central Investigations and Audit Unit Reports

7.1.1. Administrative Closures Report

7.1.2. Complaint Status Report

7.2. Licensing and Customer Support Services Reports

7.2.1. Licensee Count Report

7.3. Boards, Commissions and Outreach Reports

7.3.1. Action Item List Review

8. Public Comments

The public may address the Board on matters within the Board's jurisdiction, either verbally during the meeting or by submitting written comments in advance. Verbal comments are limited to one three-minute comment. Written comments are limited to no more than 500 words and must be emailed to DOLBoards@dol.wa.gov no less than two business days prior to the meeting with the subject line "Public Comment: Collection Agency Board". In response to all public comments, the Board is limited to requesting that the matter be added to a future agenda for discussion or directing staff to study the matter further. Inflammatory comments and language will not be permitted.

9. Conclusion

9.1. Announcements

9.2. Requests for future agenda items

9.3. Review of action items and items for next meeting

10. Adjournment

Next Board Meeting:

September 26, 2024

10:00 AM

Virtual via Teams