



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

DATE: March 20, 2025
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: 214 435 336 948
PASSCODE: N3pG2fy2
CALL IN: 564-999-2000 (Olympia)
833-322-1218 (Toll Free)
PHONE CONFERENCE ID: 938 067 972 #
PHYSICAL LOCATION 405 Black Lake Boulevard
ADDRESS*: 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 Regular Meeting Minutes of September 26, 2024**
- 5. Old Business**
 - 5.1. WAC Review Committee Update**

Board staff will provide an update regarding WAC 308-29-085 review committee activities.
 - 5.2. Legal Financial Obligation (LFO) Update**

Board staff will provide an update regarding the LFO Review Task Force and the request for an Attorney General Opinion on the subject. This item is for information only and no action will be taken.
- 6. New Business**
 - 6.1. Election of Officers**

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

6.2. Update on Travel for the 2025 North American Collection Agency Regulatory Association (NACARA) Annual Meeting

Board staff will share a travel update with the Board regarding member attendance at the 2025 NACARA Annual Meeting.

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 25, 2025

10:00 AM

Virtual via Teams