



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

DATE: September 25, 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: 270 412 269 434
PASSCODE: Cz2i5mg2
CALL IN: 564-999-2000 (Olympia)
833-322-1218 (Toll Free)
PHONE CONFERENCE ID: 142 233 836#
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 March 20, 2025
5. Old Business
6. New Business
 - 6.1. Consideration of waiver from Healthcare Revenue Recovery Group, LLC regarding Washington Administrative Code (WAC) 308-29-085(5)(b).
Healthcare Revenue Recovery Group, LLC is requesting a waiver of the requirements under WAC 308-29-085(5)(b). The Board will take action on this request.
 - 6.2. 2026 Board Meeting Schedule Adoption
Board staff will present proposed board meeting dates for 2026 to the Board.
 - 6.3. 2025 North American Collection Agency Regulatory Association (NACARA) Annual Meeting
The Board and staff will discuss travel for the 2025 NACARA Annual Meeting.

7. Reports

7.1. Committee/ Task Force Reports

- a. WAC 308-29-085 Review Committee
- b. Legal Financial Obligation Task Force

7.2. Staff Reports

- a. Administrative Closures Report
- b. Complaint Status Report
- c. Licensee Count Report
- d. 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:

February 26, 2026*

10:00 AM

Virtual via Teams

*Pending Board approval.