



STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
COLLECTION SERVICE BOARD  
500 JAMES ROBERTSON PARKWAY  
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615-741-1741 (FAX) 615-253-1179

COLLECTION SERVICE BOARD  
710 JAMES ROBERTSON PARKWAY, 3rd FLOOR CONFERENCE ROOM  
MEETING AGENDA  
January 12, 2011

**9:30 a.m. Call to Order – Bart Howard, Chairman**

- Roll Call – Donna Hancock, Executive Director
- Announcements

**9:35 a.m. Agenda – Review / Adopt**

- **(Tab 1)** Minutes of December 7, 2010

**9:45 a.m. Terrance Bond, Assistant General Counsel**

- Legal Report (handout)
- Proposed Rule Discussion

**12:00 p.m. Administrative Report –Donna Hancock, Director**

- **Tab (2)** Cibil Reports
- **Tab (3)** Complaint Status Report
- **Tab (4)** Budget Report

**12:05 p.m. Collection Location Applications Review: Determine Eligibility –**

- **Tab (5)** Branch – Adler, Wallach & Associates

**12:15 p.m. Location Manager Application Review: Determine Eligibility –**

- **Tabs(6) thru (13)**

**12:45 p.m. New Business or Unfinished Business**

**1:00 p.m. Adjourn**

Notice: Commission / Board meetings will be conducted by permitting participation of the Commission / Board members by electronic means of communication, if necessary. Any member participation by electronic means shall be audible to the public at the location specified above. Some meetings may be cancelled 30 days prior to the actual meeting. Before planning to attend a meeting, please be certain the meeting is being held as originally scheduled. Unless otherwise noted, all times listed are U.S. Central time.