



STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
COLLECTION SERVICE BOARD  
500 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243  
615-741-1741 (FAX) 615-253-1179

COLLECTION SERVICE BOARD  
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM  
MEETING AGENDA  
March 9, 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 January 12, 2011

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

- Legal Report (handout)
- Report – Paid and Unpaid Consent Orders for 2010

**11:30 a.m. Administrative Report – Donna Hancock, Director**

- **Tab (2)** Complaint Status Report
- **Tab (3)** National Patient Account Services, Inc. – Collection of Non-Delinquent Accounts
- **Tab (4)** INFOSYS BPO, Limited, Inc. – Extension Request for Replacing Location Manager

**12:00 p.m. Collection Location Applications Review: Determine Eligibility –**

- **Tab (5)** Paladin Commercial Group, LLC

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

- **Tabs 9 thru 18**

**12:55 p.m. New Business or Unfinished Business**

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

\*Please turn off or silence cellular phones and pagers during board meeting\*

Commission/Board meeting 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.