



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
May 11, 2011

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

- Roll Call – Donna Hancock, Executive Director
- Agenda – Review / Adopt
- **(Tab 1)** Minutes of March 9, 2011

9:35 a.m. Mercedes-Benz Financial, USALLC – Stephen Poling to appear re: applicability

10:00 a.m. Terrance Bond, Assistant General Counsel

- Legal Report (handout)
- CLLA Conference Report

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

- **Tab (2)** Complaint Status Report
- **Tab (3)** FTC 2010 Consumer Complaint Information
- **Tab (4)** NACARA Conference September 25 – 27, 2011
- **Tab (5)** TD Bank – Question re: Name Change
- **Tab (6)** Todd Smith – Question re: Collection Fees for Consumer Accounts

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

- **Tab (7)** AAA Collection & Counseling Services, Inc.
- **Tab (8)** Accounts Receivable Management, Inc. – Branch Office

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

- **Tabs 9 thru 21**

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.