



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  
November 9, 2011

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

- Roll Call – Donna Hancock, Executive Director
- Agenda – Review / Adopt
- **(Tab 1)** Minutes – September 14, 2011 - Review / Adopt

**9:35 a.m. Terrance Bond, Assistant General Counsel**

- Legal Report (handout)
- Location Manager Examination Contract - Update

**10:45 a.m. Administrative Report –Donna Hancock, Director**

- **(Tab 2)** Budget Report
- **(Tab 3)** Complaint Status Report
- **(Tab 4)** Civil Penalties Report
- **(Tab 5)** Discussion regarding Attorneys and Collection Agency License Requirements

**11:15 a.m. Location Manager Application Review: Determine Eligibility –**

- **Tabs 6 thru 11**

**12:00 p.m. New Business or Unfinished Business**

**12:15 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.