



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
COLLECTION SERVICE BOARD
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243

COLLECTION SERVICE BOARD – Meeting Agenda
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM
January 11, 2012

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

- Roll Call – Donna Hancock, Executive Director
- Agenda – Review / Adopt
- Adopt Robert's Rules of Order
- **(Tab 1)** Minutes – November 9, 2011 - Review / Adopt

9:35 a.m. iPad Overview/Demonstration - Donna Hancock, Director

9:45 a.m. Rulemaking Hearing – Terrance Bond, Assistant General Counsel

10:15 a.m. Terrance Bond, Assistant General Counsel

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

11:15 a.m. Administrative Report –Donna Hancock, Director

- **(Tab 2)** Complaint Status Report
- **(Tab 3)** Passive Debt Buyer Discussion
- **(Tab 4)** Retail Subsidiary Collection Services Discussion

11:30 a.m. Agency Application Review: Determine Eligibility –

- **(Tab 5)** DTA Solutions, LLC

11:40 a.m. Location Manager Application Review: Determine Eligibility –

- **Tabs 6 - 13**

12:15 p.m. New Business or Unfinished Business

12:30 p.m. Adjourn