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**STATE OF COLORADO**  
**DEPARTMENT OF LAW**

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**Consumer Protection Section**  
**Consumer Credit Unit**

December 31, 2019

The Honorable Pete Lee (via email)  
Chair, Senate Judiciary Committee  
Colorado General Assembly  
200 E. Colfax Ave.  
Denver, CO 80203.

The Honorable Mike Weissman (via email)  
Chair, House Judiciary Committee  
200 E. Colfax Ave.  
Denver, CO 80203

**RE: Bi-Annual Report on Colorado Fair Debt Collection Practices Act**

Dear Senator Lee and Representative Weissman:

In accordance with Senate Bill 17-216, which amended § 5-16-117(5) of the Colorado Fair Debt Collection Practices Act (“CFDCPA”), I am pleased to submit the Administrator’s fourth bi-annual report accounting for the efficient discharge of all responsibilities assigned by law and the general administration of the collection agency licensing program within the Colorado Department of Law.<sup>1</sup>

For the most part, this bi-annual report covers the period of July 1, 2019 through December 31, 2019. This report will follow the order set out in § 5-16-117(5).

**Enforcement Actions**

1. Lawsuits

- a. *Administrator v. Tormey Bewley Corp.*, Case No. 2019-cv-33428. On September 6, 2019, the Denver District Court entered a temporary restraining order and an order freezing assets against Tormey Bewley and Michael C. Tormey based on evidence of failure to remit funds to clients in violation of the CFDCPA, §§ 5-16-123(1)(c) and 5-16-

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<sup>1</sup> Pursuant to § 24-1-136(9), C.R.S., this report shall be electronically filed with the Joint Legislative Library, for delivery and distribution to applicable legislators and legislative committees, and shall be made accessible to the public via the Department of Law website.

123(1)(d), C.R.S. On September 19, 2019, the court entered a stipulated preliminary injunction. The Administrator's claims include requests for injunctive relief, restitution, and civil penalties. No trial date has been set. On November 12, 2019, the parties filed a joint motion describing their cooperation in working to agree on a resolution of the case.

- b. *Colorado v. Castle Law Group, et al.*, Colorado Court of Appeals Case No. 2017CA923. This is an enforcement action against foreclosure law firm The Castle Law Group, LLC and related individuals and entities. The action, asserted by both the Administrator and the Colorado Attorney General, asserts claims under the CFDCPA and other Colorado laws. The CFDCPA claims allege that the defendants violated §§ 5-16-107(1)(b)(I) and 5-16-108(1)(a), C.R.S. when pursuing foreclosure actions against Colorado homeowners. After a three-week trial, the trial court entered an order in 2017 dismissing the Administrator's CFDCPA claims, in addition to rulings on other claims in the case. The plaintiffs and defendants both appealed. The Colorado Court of Appeals issued a ruling on April 4, 2019 that did not directly address the Administrator's CFDCPA claims. The plaintiffs filed a Petition for Writ of Certiorari on June 20, 2019. The Colorado Supreme Court has not ruled on the Petition. There is a separate appeal involving the trial court's attorney's fee decisions. The Colorado Court of Appeals issued an unpublished decision on September 5, 2019. The plaintiffs and defendant have both filed Petitions for Writ of Certiorari to the Colorado Supreme Court.

## 2. Administrative Enforcement

- a. Stipulations & Final Agency Orders, Assurance of Discontinuance<sup>2</sup>
  - i. Enhanced Recovery Company, LLC: \$1,500 following an examination that identified issues of not providing disclosures, not sending initial notices, early credit reporting, and inaccurate validation notices.
  - ii. Credit Bureau of Carbon County: \$1,000 for credit reporting on Medicaid debt.
  - iii. Constar Financial Services: \$18,000 for unlicensed activity because license expired for failure to notify the Administrator of change of address.
  - iv. Activate Financial: \$2,000 for repeat failure to notify the Administrator of change in collections manager.

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<sup>2</sup> None of these enforcement actions were appealed or otherwise challenged.

- v. Contract Callers: \$16,000 for failure to reapply for license after change in ownership and unlicensed collection activity.
  - vi. Sortis Financial Inc.: \$500 for failure to notify of change of address and for unlicensed collection activity.
  - vii. UHG: \$1,500 for failure to disclose discipline on license application.
- b. License Denials
- i. Tormey Bewley: failure to remit payments to clients. For additional details, see 1.a above.
- c. License Revocations
- i. No licenses were revoked during this period.
- d. Letters of Admonition
- i. Concentrix Daksh Services Philippines Corp: Failure to notify the Administrator of a change in collections manager.
  - ii. First Financial Investment Fund VI, LLC: Failure to notify the Administrator of change in ownership, license automatically expired, but continued to purchase debt.
  - iii. Vance and Huffman, LLC: Failure to update collection letters to reflect current address of its local Colorado Office.

### **Complaints & Outcomes:**

1. Since July 1, 2019, the Consumer Credit Unit has received 324 complaints.
  - a. Of the 324 complaints filed, 230 are against licensed collection agencies, 33 are against unlicensed collection agencies, 41 complaints are against attorneys,<sup>3</sup> and 20 are against other entities such as creditors.
2. Outcomes
  - a. 42 complaints have been resolved.
  - b. 20 complaints against non-lawyer collection agencies have been referred to other agencies.
  - c. 142 complaints resulted in No Action, either because of a lack of jurisdiction, no allegation of a violation of the CFDCPA, or similar deficiencies.

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<sup>3</sup> All complaints against attorneys were referred to the Office of Attorney Regulation Counsel.

- d. 7 Cease & Desist notices have been issued to unlicensed agencies.
- e. The remaining complaints are still open and under investigation.

#### **Other Actions:**

1. 23 Advisory Letters were issued.

#### **Statutory Changes to Collection Agency Licensing Program**

1. *Fees, costs, and costs of collection – limitation:* The CFDCPA adds a limitation to fees, costs, and costs of collection for debt due to the state or any political subdivision of the state collected on by a private collection agency or privately retained attorney, except that the limitation does not apply if the state or political subdivision of the state has sold the debt to a third party. This section became effective July 1, 2019.

#### **Significant Legal Filings—Amicus Brief**

1. *None.*

#### **Summary of New Regulations**

1. *None.*

#### **Legal Developments**

1. *FDCPA Rulemaking:* On May 7, 2019, the Consumer Financial Protection Bureau issued a Notice of Proposal Rulemaking under the Federal Fair Debt Collection Practices Act. On September 18, 2019, Attorney General Weiser submitted a comment expressing concern that the CFPB's proposal fails to achieve balance between consumer protection and the collection of validly owed debt and, further, undermines the Fair Debt Collection Practices Act's stated purpose of "eliminat[ing] abusive debt collection practices by debt collectors". 15 U.S.C. § 1692(e). Also on September 18, 2019, Attorney General Weiser joined a comment signed by 28 State Attorneys General urging the CFPB to reconsider its proposed rule.

#### **Matters to be Addressed at the Request of the Regulated Community or the Public**

The Administrator has received a request for rulemaking from Associated Collection Agencies of Colorado, Wyoming, and New Mexico. She will request input on rulemaking topics in her upcoming public meeting and future stakeholder meetings.

Licensees and other interested parties at prior public meetings raised the following issues:

1. Collection agencies that intentionally sue people that are covered by Medicaid;

2. Licensing of process servers;
3. Converting to licensing through the national multistate licensing system (NMLS);
4. Electronic communications with consumers/debtors;
5. Streamlining the application process, including upon the sale or transfer of a business;
6. Telephone verification of payment;
7. Define/clarify what the “meaningful involvement” of an attorney requires, especially in high volume businesses;
8. The complaint process, including streamlining, guidelines on an information resolution process, and making complaints public;
9. Enhanced communications with the Administrator, including the public meeting process;
10. Updating opinion letters; and
11. Consumer education and outreach.

## Meetings

1. **Meetings of relevant licensees, industry groups and associations, and other interested persons.** The Administrator convened meetings, as required by § 5-2-117(7), on July 30, 2018 and on July 29, 2019. *See* Attachment 1 (Transcript). The 30-day notice for each meeting was provided directly (via email) to a list of licensees, industry groups and associations, and other interested parties compiled by the Administrator.
2. **Meetings of licensees, consumer advocacy groups and associations, and other interested parties.** The Administrator convened a meeting, as required by § 5-2-117(7), on January 25, 2018. A meeting is also scheduled for January 23, 2020 at 10:00 AM at the Ralph L. Carr Colorado Judicial Center, 1300 Broadway, Denver CO 80203. The 30-day notice for each meeting was provided (via e-mail) to all consumer advocacy groups and associations and other interested parties compiled by the Administrator.

Please feel free to contact me if you would like further information.

Respectfully submitted,

MARTHA FULFORD  
Administrator, CFDCPA  
Martha.Fulford@coag.gov  
720-508-6020

Cc: Senate Judiciary Committee members (via email)  
House Judiciary Committee members (via email)  
Joint Legislative Library (via email)  
Kurt Morrison, Colorado Department of Law, Deputy Attorney General for  
Intergovernmental Affairs (via email)

Attachment

**ATTACHMENT 1**  
**Transcript of July 29, 2019, Public Hearing**

1 STATE OF COLORADO DEPARTMENT OF LAW

2 Colorado Fair Debt Collection Practices Act  
Public Hearing

3

4 TRANSCRIPT OF PROCEEDINGS  
July 29, 2019

5

6 Proceedings had on Monday, July 29, 2019, at  
7 Ralph L. Carr Colorado Judicial Center, 1300 Broadway,  
8 Room 1D, Denver, Colorado 80203, commencing at the  
9 hour of 10:01 a.m., before MARTHA FULFORD,  
10 Administrator; and Licensees, Industry Groups, Client  
11 Groups, and Other Interested Parties.

12

13 SPEAKERS:

14 Tom Romola, Associated Collection Agencies  
15 Alan Greenberg, Greenberg, Sada, and Moody;  
ACA International  
16 Makyla Moody, Greenberg, Sada, and Moody  
Dave Cannella, Credit Service Company, Inc.  
17 Dan Vedra, Attorney, Member of National Association of  
Consumer Advocates  
18 Paul Chessin, Former Assistant Senior AG  
Patricia Miller, Compliance Specialist  
19 Nick Brechun, Program Manager, DOL  
Katie Granquist, Program Manager  
20 Ross Towry, Investigator  
Tony Cordova, Admin Assistant  
21 Maria Cassas, Program Assistant  
Beth Kaspar, Debt Management Program  
22 Nikolai Frant, Assistant Attorney General,  
Administrator's Attorneys  
23 Phillip Sparr, Assistant Attorney General,  
Counsel for the Administrator  
24 Neal Monaghan, Chief Examiner  
Mr. Luna, Financial Credit Examiner  
25 Jodie Robertson, Financial Credit Examiner  
Micah Marsh, Financial Credit Examiner



1 PROCEEDINGS

2 ADMINISTRATOR FULFORD: We'll get started.  
3 Folks can trickle in. Can you all hear me? I'm hoping  
4 to do this without a microphone.

5 Great. So this is the biannual CFDCPA  
6 meeting, under 57 -- 516-117. So thank you all for  
7 being here. I believe, if my count is right, this is  
8 the second of the industry focus meetings.

9 And there was one -- the most recent held  
10 previously in January was the consumer group one held.

11 This is an open public meeting. The goal is  
12 to hear from you all, but I thought I would just kick  
13 it off, since I am new, by just introducing myself  
14 briefly.

15 So my name is Martha Fulford. I am the new  
16 Administrator under the CFDCPA, as well as all of the  
17 other programs under the CCU.

18 I started in my current position in late May,  
19 so I'm still relatively new to the process and to all  
20 of this. I did work for about five and a half years at  
21 the CFPB before -- and then I had about a year at a  
22 nonprofit before joining the Department of Law.

23 And I am a Denver native, so very happy to be  
24 back here, especially missing out on the heat wave in  
25 D.C.

1           So Jan, as I think many of you all know, led  
2 the office for about a year before I came into the  
3 position, and he conducted two of the meetings. And  
4 I'm planning to follow his model.

5           So it is an open meeting. It is, you know,  
6 focused on the industry and their representatives. But  
7 I'm hoping that it will be a free-flowing exchange, and  
8 anyone can speak who has information that would be  
9 helpful to share.

10           And depending on how many people do want to  
11 speak, we'll try to keep our comments short so that  
12 everyone who does want to have a chance to join the  
13 discussion can.

14           Most important, our kind court reporter is  
15 here. When I was clerking, my judge used to say that  
16 the court reporter had the hardest job in the building.  
17 And so I'm trying to speak slowly. I hope that you all  
18 will do the same.

19           If you can say your name and spell your name  
20 the first time you're speaking, that's helpful to her.  
21 And then, also, if you do end up speaking, if you don't  
22 mind dropping off a business card with her, that just  
23 makes life much easier.

24           There is a sign-up sheet at the door. There  
25 is a cafe down the hall. I think those are -- that's

1 it for the opening remarks.

2           Just so we are all clear, and I think Jan and  
3 Julie used to say this as well, this is just an open  
4 meeting. I'm not providing any legal opinions.  
5 Nothing should be construed here as legal advice, and  
6 nothing that's said here should be construed as an  
7 interpretation of the CFDCPA or the FDCPA.

8           So I think we proposed a pretty wide-ranging  
9 agenda. I'm happy to hear on any of those topics or  
10 other topics that you all are interested in weighing in  
11 on. I think on the agenda were issues that we're  
12 seeing in the market, rulemaking, and other topics.

13           So I'm going to sit down. I think the court  
14 reporter will be able to hear me. If you would, either  
15 stand up or come down to podium, whichever you prefer,  
16 just so that she can hear you. And we'll get it  
17 started. So thank you all for being here.

18           TOM ROMOLA: Thank you. I'll -- I can do  
19 this from here. I just want to say, on behalf of  
20 Associated Collection Agencies, and there's a number of  
21 us in this room, welcome. I hope you have long term  
22 here and you and I get along quite well. I'm sure we  
23 will. But we're -- seriously, we welcome you and wish  
24 you well.

25           ADMINISTRATOR FULFORD: Thank you very much.

1 Thank you for the warm welcome. I'm happy to be here.

2 And --

3 TOM ROMOLA: Tom Romola, R-o-m-o-l-a. I'm  
4 sorry.

5 ALAN GREENBERG: I'm Alan Greenberg,  
6 G-r-e-e-n-b-e-r-g. I'm here on behalf of ACA  
7 International. I'm the Colorado state chair for that  
8 organization, president of the Colorado Creditors Bar  
9 Association and a lawyer, primarily practicing in the  
10 collection field.

11 For CCBA and for ACA, our membership was,  
12 generally speaking, with certain notable exceptions,  
13 happy with or at least interested in the proposed rule  
14 changes by CFPB.

15 Those have had a chance to circulate. Some  
16 of our membership is concerned that some of these  
17 helpful definitions and delineations that we expect to  
18 get from CFDCPA, like what messages we can leave, how  
19 to disclose interest accrual, et cetera, on the  
20 G notice, those sorts of things.

21 We're looking for some very helpful  
22 definition at the federal level. We're hoping if there  
23 may be an effort at the state level, to have state  
24 rules that substantially follow or track the CFPB rules  
25 so that my clients won't get caught in any

1 inconsistencies.

2 ADMINISTRATOR FULFORD: So we, of course,  
3 have reviewed the CFDCPA's proposed rule with care. It  
4 is at this point just a proposed rule, and I think you  
5 all know how long it took for them to get to a proposed  
6 rule.

7 It's been, you know, from ANPR, Advanced  
8 Notice of Proposed Rulemaking, many, many meetings with  
9 both consumer groups and industry, SBREFA panel, which  
10 is S-B-R-E-F-A, a small business review panel, and now  
11 finally to a proposed rule.

12 So it is -- it has taken them a long time.  
13 And they're not yet to the point where they have  
14 officially made those interpretations.

15 So I think, before we're able to, you know,  
16 fully act, either consistently or inconsistently with  
17 these rules, we would need to see where they land.

18 Obviously, our statute in some ways is very  
19 similar to the federal statute that they're  
20 interpreting, and we're tracking that very closely. I  
21 think that's probably the most I can say at this point,  
22 since there isn't yet a final rule from the CFPB.

23 TOM ROMOLA: Is it your intention, then, not  
24 to have a rulemaking hearing in the near future?

25 ADMINISTRATOR FULFORD: So I know that

1 there's a great deal of appetite for a rulemaking  
2 hearing. I'd be very interested in hearing from you  
3 all whether -- because the bureau is in the process of  
4 issuing these interpretations -- whether it would be  
5 preferable to wait and see where those land.

6           Particularly if you're looking for  
7 consistency across state and federal law, we can't know  
8 where they're going to land until they issue a final  
9 rule.

10           But there are other areas within just the  
11 Colorado law that I know there's appetite for  
12 rulemaking on. And it's certainly something that we're  
13 interested in doing.

14           We are working on a rulemaking. We have a  
15 new authority to set up a -- student loan servicing  
16 programs. So we're working on a rulemaking for that.  
17 Other than that, it has been a very long time since  
18 this office did a rulemaking, so we would be very  
19 interested.

20           And part of this conversation, I'm hoping,  
21 will be an opportunity for you all to tell us what our  
22 topics would be that would be particularly helpful  
23 to -- to put on a rulemaking agenda, and then this  
24 would not be -- we would then want to consult with you  
25 and consumer groups more.

1           This would be the beginning of that  
2 conversation, I think, not the end, once we got started  
3 in the rulemaking process. So if there are specific  
4 topics, that would be particularly helpful.

5           TOM ROMOLA: We have -- we've drafted some  
6 proposed rules in the past. I'd be happy to share  
7 those with you. I'm sure -- I shared them before, but  
8 I'm sure they were lost. So I'll send those to you  
9 soon.

10           ADMINISTRATOR FULFORD: That would be  
11 helpful. I hope they aren't lost. But I am certainly  
12 going through all the files in my office. It would be  
13 really helpful to send those back around again.

14           TOM ROMOLA: I'll email those to you.

15           ADMINISTRATOR FULFORD: Thank you.

16           DAVE CANNELLA: Hi. Dave Cannella,  
17 C-a-n-n-e-l-l-a, owner of Credit Service Company in  
18 Colorado Springs, a third-party debt collection agency.

19           ADMINISTRATOR FULFORD: Can you hear him?

20           THE REPORTER: I'm having a little trouble  
21 hearing, so could you please speak up.

22           DAVE CANNELLA: You bet. The industry has  
23 taken some different postures to influence rules with  
24 the State. We had an advisory board for a number of  
25 years, which recently exchanged for this process, where

1 we're having meetings twice a year, once with the  
2 consumers' group and once with the industry side.

3 I think, statutorily, technically, this is  
4 the last meeting of the -- of the scenario. There  
5 might be a consumer group meeting left.

6 Do you have any intentions on carrying on the  
7 meetings, or how will you coordinate with the industry  
8 and consumer groups going forward?

9 ADMINISTRATOR FULFORD: Thank you. That's a  
10 great question. To be honest, since we have a full  
11 year before that would be active, I haven't come to any  
12 firm conclusions.

13 I'd be very interested in your feedback as to  
14 whether or not this is a helpful process, if there are  
15 other ways that would be more effective for me to hear  
16 from you all.

17 If we are in the context of a rulemaking, we  
18 would definitely want to be conducting stakeholder  
19 meetings, which is what we've done with the student  
20 loan servicer process so far. And then, of course,  
21 under the APA, there would be a formal rulemaking  
22 hearing.

23 But in my experience, at the federal level,  
24 that's relatively late in the game. So hearing from  
25 you all early is particularly helpful in the rulemaking



1 context. But I know there was some dissatisfaction  
2 with how the board's worked. But maybe there are other  
3 ways.

4 I'm open to ideas on the best ways for us to  
5 be hearing from everyone. I think it's helpful to have  
6 a public process, so that, you know, I'm hearing from  
7 many voices. But if there -- if you will all have  
8 constructive ideas on how to do that, that would be  
9 great.

10 TOM ROMOLA: Martha, the -- this particular  
11 forum comes up for sunset on follow-up question in  
12 January, our next legislative session.

13 Do you know if DORA intends on doing a  
14 research paper, or is this just going to go to the  
15 legislature? Do you have any idea? No one seems to  
16 know.

17 ADMINISTRATOR FULFORD: So I know -- Jan, I  
18 think, in the last meeting, or perhaps it was the -- a  
19 year ago, didn't think that it would go to DORA. And I  
20 don't have any updated information on that.

21 But I think that this -- this section,  
22 this -- the parts of 5-117 -- 516-117, my understanding  
23 is they just repeal. And I don't know further -- I  
24 don't have any updates on DORA or from the legislative  
25 process on that.

1           TOM ROMOLA: Do you know if you'll get any?  
2 (Conferring.) It just -- oh. This is our lobbyist.  
3 So she's smarter than I am.

4           DAN VEDRA: Hi. My name is Dan Vedra. I'm  
5 an attorney in private practice and a member of the  
6 National Association of Consumer Advocates. So I  
7 typically work on the consumer side of things.

8           THE REPORTER: Spell your name, please.

9           ADMINISTRATOR FULFORD: And slow down.

10          DAN VEDRA: Dan Vedra, V-e-d-r-a. Dan. And  
11 I'd really appreciate it and enjoy these meetings. I  
12 think they do suffer, though, from a lack of focus.

13                 And part of that, I think, starts -- not  
14 assessing blame, but starts from the administrative  
15 side. It would be helpful to have a thorough agenda  
16 that really also informs us of what's going on, in  
17 addition to soliciting the information from us that,  
18 sort of, comes out here.

19                 And in the past two meetings, there's been  
20 some really good ideas that have been shared. But, to  
21 be honest, I don't know what happens with that  
22 information afterwards or, sort of, what the feedback  
23 is on it.

24                 And I'll just give you an example. We talked  
25 last time, and I talked to some people that I know that

1 were on the opposite side of me about the types of  
2 information that could be put onto the Administrator's  
3 website, onto the Attorney General's website, something  
4 that would be helpful for my folks, for consumers,  
5 something that would be helpful, I think, for the  
6 industry side and the collection side of things, which  
7 would be to provide more information about what it  
8 means to assign a debt, right?

9           It's a question that I'm sure everyone in  
10 this room gets very frequently from consumers, which  
11 is, "Well, don't you owe this debt? Didn't you pay  
12 pennies on the dollar? Why can't you just settle it  
13 for a few more pennies on the dollar?"

14           And I find that's a question that needs to  
15 get answered all the time. And having information and  
16 resources on the Attorney General's website might be  
17 something that would help that.

18           So that was just one thing that I think came  
19 up in the meeting. I don't know whether everyone would  
20 buy in on it, but it would certainly be something that  
21 would be interesting to see what the Administrator  
22 thought of it after the fact, to see if it's something  
23 that they considered or whether it was something that  
24 just -- you know, it was a stupid idea, that while I  
25 was talking, that there was empty air that -- that we

1 talked about.

2           So having the agenda would be, I think,  
3 really important, and then having some sort of  
4 follow-up to go along with it.

5           As far as the -- the rulemaking that's gone  
6 on with the Consumer Protection Bureau, I think it  
7 would be, from my point of view, and from the  
8 constituents that I represent, it would be very  
9 disappointing if we were really to just use the CFDCPA  
10 rulemaking as the floor and not tailor our rules to  
11 something that's more specific to Colorado consumers,  
12 to issues that people in Colorado are addressing or  
13 dealing with on a day-to-day basis.

14           And I think one aspect of that rule that was  
15 extraordinarily disappointing, really, is the  
16 robocalling rule.

17           THE REPORTER: What rule? Could you say that  
18 again.

19           DAN VEDRA: Robocalling. So it would -- it  
20 would be, I think, a disappointment and a disservice to  
21 Colorado if we just simply followed what they did, when  
22 the mandate for the Fair Debt Collection Practices Act  
23 of Colorado is to be at least as strict as, if not  
24 stricter, than what's in the federal rule.

25           The last thing -- and, you know, in terms of

1 actual issues I think that people are facing, and I  
2 think this is something that goes for everyone in this  
3 room, and not just from me, from my perspective is, we  
4 just see a lot of scams of fake debt collectors.

5           You know, I'll give you an example. I had a  
6 client about two months ago call me up and say, "Hey, I  
7 got this settlement offer. They wanted to settle my  
8 debt for 20 -- 20 percent of what I owed on it, so I  
9 think I'm going to take it."

10           And I said, "Well, who is 'they'?" They  
11 said, "Oh, well, these guys out in Nevada." I said,  
12 "Well, that's not who owns your debt. There's a  
13 judgment against you. You don't owe those people  
14 money. Don't pay them."

15           They paid them, like, 24 hours later because  
16 it's so enticing. And these things come up all the  
17 time, these -- all the time.

18           The way I see it, most frequently is somebody  
19 who has filed bankruptcy in the last five years. It's  
20 not too hard to go out into PACER, get bulk records on  
21 bankruptcies, find people that have discharged payday  
22 loans, find their phone number, call them up, harass  
23 them into paying something, which harms my people  
24 directly, and, I think, harms the industry indirectly  
25 because they're all competing for scammed dollars.

1           And criminals should probably get paid less.  
2 But they're, you know, jumping in by breaking the law.  
3 And one important aspect of the FDCPA is the legitimate  
4 debt collectors who follow the rules shouldn't be  
5 disadvantaged to the ones that are, you know, acting  
6 illegally.

7           And so that's one thing that I've just seen  
8 for a long time. It's something that I can do  
9 absolutely nothing about as consumer attorneys. I  
10 don't have the time or resources to look into a scam,  
11 where I'm never going to be able to collect money from  
12 somebody in, you know, some other part of world that's  
13 just doing this illegally.

14           The last thing, it would just be more  
15 communication I think from the Administrator and better  
16 communication. In the past, it's been difficult to  
17 find out even when these meetings are.

18           Our side of the aisle is a little bit less  
19 organized than the other side, than the industry side.  
20 And so we've really found out about these meetings,  
21 sort of, through secondhand emails, "Oh, here, are you  
22 going to this?"

23           It would nice if there were a platform where  
24 everyone gets communicated to at the same time, and  
25 that was consistent, and if there was more notice and

1 information about how to get that information.

2 ADMINISTRATOR FULFORD: So maybe I'll take  
3 the last one first. Thank you so much, Dan. So we are  
4 always trying to make sure that we have updated  
5 interested parties lists. And signing up on this --  
6 this sign-in sheet is part of how we do that.

7 But if there were people who we are missing,  
8 we'd be delighted to add people to those lists. So  
9 please do let us know if you're receiving those  
10 notices, and we will do our best to keep those updated  
11 and to try to share around what we can.

12 So I know that Jan -- and I'm now going back  
13 in reverse order -- I know that Jan in the most recent  
14 meeting did put out a call. I think he gave out his  
15 email address to folks if they were interested in  
16 putting together some consumer education materials,  
17 particularly, I think, focused on debt assignments, but  
18 maybe even more broadly.

19 I don't think that he heard from anyone. But  
20 I can confirm that if that's incorrect. But I'd be  
21 happy to put out the same kind of call. We'd be happy  
22 to work on education materials.

23 It's something I worked on a lot when I was  
24 at the CFPB, and I think we have a new director of --  
25 I'm going to forget his title -- outreach, community

1 outreach and community engagement, Matt Baca, who, I  
2 think, is also a terrific resource for these kinds of  
3 outreach and engagement opportunities.

4           So it's certainly something that I'm  
5 interested in doing more of and would really love to  
6 work with the folks in this room and others, to the  
7 extent that they're interested in doing that.

8           So if you do want to follow up with us about  
9 that, we'd be grateful, and we'd be interested in  
10 working on that together.

11           And on the debt scams, I think this was also  
12 a topic that Jan covered. We do see it as well.  
13 It's -- it's hard for us to address within our current  
14 resources, but it is something that we do our best to.

15           And to the extent that there are partnerships  
16 or that there are things that you all are seeing -- and  
17 I mean that broadly, from industry or from the consumer  
18 groups, if you're seeing things, if you're seeing  
19 patterns, if you're seeing things that we should know  
20 about, that would be very helpful.

21           We certainly send out cease-and-desist  
22 letters when we can. But it's hard to get a whole lot  
23 back. And often, we can't even serve the mail on those  
24 folks. It gets returned.

25           So we'd love to do more. And we would



1 appreciate feedback on what you all are seeing as well.

2           DAVE CANNELLA: On the scam topic, Dave  
3 Cannella. I guess there's a big difference between,  
4 say, unlicensed activity versus a scam that's posing as  
5 a debt collector or as a sheriff or whatever, right?

6           Does -- does the scam activity actually fall  
7 under your area, to be -- I don't know how to ask this  
8 question. Is this under the department's area to move  
9 on those types of activities, or are there other  
10 resources at the State that may be deployed to move on  
11 the scam folks?

12           ADMINISTRATOR FULFORD: Yeah. So, obviously,  
13 it would depend on the facts. To the extent that  
14 someone is, you know, attempting to collect debts, we'd  
15 certainly want to take a very close look at that.

16           I would hope that there are also other  
17 resources in the State to look at that as well. And  
18 certainly, there may be federal resources as well. So  
19 I don't know that I can answer your question because I  
20 think it does depend on the individual facts and  
21 circumstances that we're presented with.

22           But it's -- certainly, I take your point that  
23 there's unlicensed activity from someone who is a debt  
24 collector but who just may not have complied with --

25           DAVE CANNELLA: Makes it easier for you to

1 perform your functions, versus a scam that's out there  
2 hiding and makes it hard for any of us to know where  
3 that activity's originating.

4 ADMINISTRATOR FULFORD: Right. Right. And,  
5 you know, sometimes we're looking up an address, and  
6 it's an empty lot, or it's a -- not a real address, or  
7 it doesn't have the -- all of the pertinent details  
8 that we would need to even locate where they're  
9 purporting to be; that's, as you said, a different  
10 category than someone who, you know, just happens to  
11 not have a license, although that is something that is  
12 also very serious that we would take very seriously as  
13 well.

14 DAVE CANNELLA: All right. I would say, not  
15 just as an industry, but speaking for myself in the  
16 business, I think we would -- we are definitely harmed,  
17 as is the consumer.

18 One of those practical things that's very  
19 difficult at times for us to verify is that we're  
20 speaking to the right person so that we don't divulge  
21 third-party information because of the scam news that  
22 our consumers are hearing. And I get it. I understand  
23 it.

24 If you don't know who you're speaking with,  
25 you don't want to talk about personal things like that.

1 So I would be open to doing whatever we could to  
2 support or participate in the scam side of getting  
3 those folks under control with that, you know, with  
4 whatever it takes.

5 We just don't know a lot of times from our  
6 position what the best approach to eliminating this  
7 activity is.

8 ADMINISTRATOR FULFORD: And there may not be  
9 any one single approach. It may be, you know --  
10 require both education and enforcement and trying to  
11 look at the full scope of tools that we have available  
12 and that, you know, may be reaching out to others as  
13 well.

14 DAVE CANNELLA: I might say, just to add, I  
15 mean, the advisory board, I know that it had some pros  
16 and cons. I spent six years on it. One of the -- one  
17 of the pros I would recommend is, it did get a small  
18 group together of industry and consumer advocates, and  
19 we were able to have, I thought, very productive  
20 conversations and learn the harms to both sides.

21 And -- but then it didn't always net in an  
22 action, but it did net in some understanding of the  
23 issues in a small group.

24 ADMINISTRATOR FULFORD: Thank you. That's  
25 helpful.

1           DAN VEDRA: And I would just second that. I  
2 think that having the smaller group in a less formal  
3 setting, followed by this larger formal setting would  
4 be immensely helpful, as it's something that could  
5 occur prior to this meeting, each -- it's -- you know,  
6 when it occurs, that might help to, you know, set an  
7 agenda or provide more information to everybody else  
8 who's going to come.

9           ADMINISTRATOR FULFORD: How many people were  
10 on the board when we had them? And was it --

11           TOM ROMOLA: Five. Three -- three collection  
12 agency members and two consumers.

13           ADMINISTRATOR FULFORD: Okay. Thank you.

14           DAVE CANNELLA: I think adding some creditors  
15 to that group might make the group more rounded, I  
16 guess. More broad to cover the topics.

17           TOM ROMOLA: But you're aware that was  
18 strictly an advisory board. It was a type-two advisory  
19 board.

20           PAUL CHESSIN: Yes, my name is Paul Chessin,  
21 former assistant senior AG here in this office. I did  
22 work with the advisory board for many, many years, and  
23 I would -- I agree. I think it was a good thing. Just  
24 echo that comment. And for Mr. Romola's benefit, we  
25 also had pastries and food.

1           TOM ROMOLA: Not when I was there. They  
2 didn't get them till I left.

3           ADMINISTRATOR FULFORD: Well, thank you.  
4 Both of those are very helpful pieces of information to  
5 know. Thank you.

6           ALAN GREENBERG: Again, I'm Alan Greenberg.  
7 And to echo what Dan and Paul both said, one of the  
8 nice things about having an advisory board when it was  
9 up was we had an opportunity to learn the position the  
10 Administrator was taking with regard to interpretation  
11 of the statute.

12           Since the board has gone away, we've found  
13 ourselves having to defend collection agencies and  
14 attorneys and others from interpretations of the  
15 statute which we didn't necessarily think were  
16 foreseeable, or, having been foreseeable, at least  
17 didn't know that the Administrator had taken a  
18 particular position.

19           Sorry I can't be more concrete. One of the  
20 them had to do with the number of transactions  
21 necessary for a collection agency owner to be subject  
22 to the new notice provision and the relicensing  
23 provision.

24           Another one had to do with the licensure of  
25 folks convicted for these enumerated felonies, what

1 happened when an employee was already employed at the  
2 time of such a conviction. We had to go back and  
3 scrutinize the language and learn the interpretation  
4 kind of the hard way.

5           We would very much prefer knowing what  
6 trouble others have gotten into, without naming names,  
7 in a way that helps us to disseminate to our clients  
8 what the likely interpretations of the statute are from  
9 the Administrator. It's less than a rulemaking, but  
10 it's more than nothing.

11           ADMINISTRATOR FULFORD: Yeah. It's -- so I  
12 draw on my experience working at the CFPB. And it's  
13 certainly a call that we heard frequently there. And I  
14 understand why that's true and understand why that  
15 would -- would also be true here.

16           I -- is -- was the typical practice -- are  
17 you looking for, like, advisory letters, or . . .

18           ALAN GREENBERG: I wouldn't mind -- if we  
19 can't have a meeting like this or some other informal  
20 forum to discuss matters involving disciplinary  
21 interpretation, I wouldn't mind a newsletter. It would  
22 get read.

23           DAN VEDRA: I would also like to know what  
24 Alan's competitors have gotten in trouble for. And not  
25 to be tongue-in-cheek about it, but, you know, the CFPB

1 was really effective at putting out information about  
2 what people are complaining about and what the  
3 resolution of those things were.

4 I think that's very useful. It's helpful,  
5 from my perspective, to know whether the case I'm  
6 dealing with is a one-off case, or is this something  
7 that's systematic with a particular collector, or is  
8 this something that is systematic across all  
9 collectors.

10 I know Alan and I probably disagree on that  
11 aspect of it. But, you know, as long as the consumer's  
12 personal information is not made known, and -- you  
13 know, it would be useful to know what people are  
14 complaining about, I think, from consumers all over.  
15 And apparently Alan too, but . . .

16 ADMINISTRATOR FULFORD: So you're addressing  
17 in particular the bureau's complaint database, which  
18 they do release, you know, a great deal of information  
19 and even release complaint narratives when the consumer  
20 consents.

21 They also do supervisory highlights. And  
22 what I was hearing from Alan was maybe a little bit  
23 more something like a supervisory highlights, rather  
24 than a complaints. I just want to be sure I understand  
25 what -- what you were . . .

1           ALAN GREENBERG: I'd like to learn from the  
2 other guys' mistakes as much as possible. Supervisory  
3 highlights or some other back channel about the  
4 Administrator's interpretations and those sanctions  
5 that are attendant would be very helpful to us.

6           ADMINISTRATOR FULFORD: So I know -- so the  
7 bureau works very hard on the supervisory highlights  
8 and also works very hard to make sure that they are  
9 DA-identified.

10           We do publish our annual report that does  
11 talk in a fairly high level of detail about some of the  
12 discipline that has been published. It's something we  
13 can look at further.

14           I think it's important to be -- you know, to  
15 be sure that if we are going to put information out  
16 that it would be disseminated to everyone. And so I'd  
17 want to think carefully about how we did that.

18           But I do understand that, if we're going to  
19 take an interpretation, that it would be helpful for  
20 other folks to know that that is the interpretation  
21 that we're taking. So we'll take that back and try to  
22 think about that further.

23           ALAN GREENBERG: Thank you. I don't think  
24 we've had an advisory opinion since something like '05.

25           ADMINISTRATOR FULFORD: I think that's -- I



1 couldn't tell you the exact year, but it's certainly  
2 been quite a while.

3 ALAN GREENBERG: I'm not necessarily asking  
4 for that, but something even less formal. But I think  
5 you're on track. Thank you.

6 TOM ROMOLA: Lori used to send out letters  
7 of -- what were they called, Alan? Advisory letters?  
8 Letters of interpretation.

9 ALAN GREENBERG: She would publish her  
10 advisory opinions. And those are mostly -- those are  
11 still accessible to us. The two -- her two successors  
12 have not published advisory opinions.

13 TOM ROMOLA: No.

14 DAVE CANNELLA: I think the practical aspect  
15 of that is clarity. As an operator, one of the things  
16 we look for is clear rules. It's not about agreeing or  
17 disagreeing with the rule. It's about understanding  
18 the rules so that we can clearly abide by the rule.

19 ADMINISTRATOR FULFORD: That's helpful.  
20 Thank you.

21 MAKYLA MOODY: Makyla Moody M-a-k-y-l-a  
22 M-o-o-d-y. I'm with Greenberg, Sada, and Moody. I am  
23 partners with Alan Greenberg over there.

24 I would like to shift gears to the  
25 Administrator's report. And I have some questions

1 about the Administrator's report. I believe there  
2 might be a typo, and I just want some clarification.  
3 On page 3 of the report, it references the number of  
4 complaints since January 1st, 2018, as being 304  
5 complaints.

6 I'm assuming, since the period that was  
7 described at the beginning of the letter is for '19, is  
8 that a typo in the year?

9 ADMINISTRATOR FULFORD: Yes. Thank you for  
10 that. Yes, we were trying to cover the period the past  
11 six months, basically. So, yes. Thank you. Apologize  
12 for that.

13 MAKYLA MOODY: Just -- I appreciate the  
14 clarification because that leads into my next question  
15 that I have, is that the previous two Administrator  
16 reports provided to the General Assembly a statistic  
17 about the number of complaints.

18 And I don't know that you're going to be able  
19 to reconcile this difference, given that you didn't  
20 start until after what I'm about to say happened.

21 In March of this year, the Attorney General  
22 issued a press release during the Consumer Protection  
23 Week, in which he references a statistic for 2018 that  
24 differs from the statistic that the Administrator's  
25 office put forth to the General Assembly for the same

1 time period.

2 In his press release, he indicates that there  
3 were 811 collection agency complaints. If you look and  
4 reconcile the two previous Administrator Reports  
5 covering the same time period, that -- there were only  
6 648.

7 And so we're trying to understand and  
8 reconcile, A, the difference in that number, where it  
9 came from -- again, you may not be able to do that, but  
10 going forward, if there are any mechanisms or  
11 procedures in place from the Administrator's office  
12 that you're going to implement so those statistics  
13 are -- there's continuity.

14 ADMINISTRATOR FULFORD: Yeah. As you have  
15 probably intuited, I can't answer that question at this  
16 point, but I will certainly look into it. We are --  
17 you know, we certainly do our best to try to make sure  
18 that our data is as up-to-date as possible and to make  
19 sure that everyone in this building is operating on the  
20 same kind of accurate data.

21 So all I can say is we'll certainly look into  
22 that and try to figure out, you know, if there was  
23 confusion about time periods, or if it just got -- was  
24 a result of confusion. So thank you for bringing that  
25 to my attention.

1           MAKYLA MOODY: And, if I may, one other  
2 matter that I have a concern about is, in the  
3 Administrator's Reports previously, there's talk about  
4 the number of complaints that are filed, the number  
5 that are resolved. But there's no, in the preceding  
6 reports, indication of the carryover.

7           And if you look at the previous reports,  
8 there's approximately a hundred matters that are  
9 outstanding at the time the Administrator releases the  
10 report, and there's no description to the General  
11 Assembly what's happening with those complaints.

12           And from a practitioner's standpoint, I know  
13 the amount of time that the agencies have to respond to  
14 a consumer complaint has dwindled. We used to have  
15 21 days. Most consistently now, it seems to be about  
16 14 days, although I've had clients who've had instances  
17 where they've been given less than a week or a week to  
18 respond to those.

19           And we're still seeing a consistent carryover  
20 on that, and we're not getting any information as to  
21 how those complaints are being handled in addition to  
22 the new ones that are coming in. And if that's  
23 something that could possibly be addressed in future  
24 reports.

25           ADMINISTRATOR FULFORD: I'm not sure whether

1 that can be addressed in future reports. It's  
2 certainly something that we are working hard to resolve  
3 complaints in a timely fashion, and it's certainly a  
4 priority for me.

5 We want to be careful about what data is  
6 released. But I think, really, you're talking about  
7 two separate issues, right? How long we take to  
8 respond to complaints, and then how long you all have  
9 to respond to complaints.

10 And those are -- you know, would be captured  
11 separately. We do want to make sure that -- that you  
12 all are responding to complaints in a timely fashion,  
13 So I'm looking over to my folks to make sure that I'm  
14 saying the right thing, but I think 14 days is --

15 PATRICIA MILLER: Yes.

16 ADMINISTRATOR FULFORD: -- is what we --

17 MAKYLA MOODY: It's been more consistent in  
18 the last probably six months or so. But we went  
19 through a phase at the end of last year where,  
20 depending on who was sending the information to the  
21 agency, time periods were different. But that seems to  
22 have reconciled itself within your office.

23 ADMINISTRATOR FULFORD: Okay. Well, it  
24 sounds like 14 days is generally our policy.

25 PATRICIA MILLER: Yes.

1 ADMINISTRATOR FULFORD: And we have, I  
2 think -- she's here, so -- I won't make you stand up,  
3 but we do have -- and I think just over a year is how  
4 long we've had a complaints specialist, who is working  
5 hard to -- I mean, she's doing -- across all of our  
6 programs to have consistency in making sure that we're  
7 getting responses, sending out those responses, working  
8 with consumers directly.

9 And so it's certainly -- you know, I've only  
10 been on the job for two months, so I couldn't say what  
11 was happening six months or eight months or ten months  
12 ago. But my understanding is, as we've set up  
13 policies, and that we are working for consistency  
14 across the board.

15 TOM ROMOLA: Martha, if -- your staff changed  
16 recently or over the past year or so, would you mind  
17 having them stand up and introduce themselves? I think  
18 I know some of them but not all of them.

19 ADMINISTRATOR FULFORD: Sorry, guys. No good  
20 deed.

21 PATRICIA MILLER: Hello. I'm Patricia  
22 Miller. I'm the compliance specialist. I'll be here  
23 for you when there are complaints.

24 ADMINISTRATOR FULFORD: Sorry. We're going  
25 to have to make sure that our court reporter can hear

1 you all. So let's start with Patricia Miller, and then  
2 we'll go down the line, starting -- so do Trish, and  
3 then we'll go down the line.

4 PATRICIA MILLER: Okay. Patricia Miller.  
5 I'm the compliance specialist.

6 THE REPORTER: Is it compliance or  
7 complaints?

8 PATRICIA MILLER: Compliance.

9 NICK BRECHUN: Morning. My name is Nick  
10 Brechun, B-r-e-c-h-u-n. I've been with the DOL since  
11 July of 2017. And I'm program manager overseeing the  
12 licensing and regulation of the collection agencies,  
13 debt settlement companies. And I work with Ross and  
14 Patricia.

15 KATIE GRANQUIST: Katie Granquist,  
16 G-r-a-n-q-u-i-s-t. Program manager.

17 ROSS TOWRY: I'm Ross Towry, T-o-w-r-y. I am  
18 an investigator.

19 TONY CORDOVA: I'm Tony Cordova, and I'm the  
20 admin assistant.

21 MARIA CASSAS: I'm Maria Cassas, and I am the  
22 program assistant.

23 BETH KASPAR: Okay. I'm Beth Kaspar, last  
24 name spelled K-a-s-p-a-r. I actually work with the  
25 debt management program.

1           NIKOLAI FRANT: I'm Nikolai Frant, assistant  
2 attorney general and one of the Administrator's  
3 attorneys.

4           PHILLIP SPARR: I'm Phillip Sparr, S-p-a-r-r,  
5 and I'm an assistant attorney general and counsel for  
6 the Administrator.

7           NEAL MONAGHAN: Neal Monaghan, N-e-a-l  
8 M-o-n-a-g-h-a-n. I'm the chief examiner on the lending  
9 side of the E-triple-C.

10          MR. LUNA: (Inaudible) Luna, financial credit  
11 examiner on the E-Triple-C side.

12          JODIE ROBERTSON: Jodie Robertson,  
13 R-o-b-e-r-t-s-o-n, and I'm financial credit examiner as  
14 well.

15          MICAH MARSH: Micah Marsh, M-i-c-a-h  
16 M-a-r-s-h. Financial credit examiner with the Consumer  
17 Credit Group.

18          ADMINISTRATOR FULFORD: We are working hard  
19 to integrate our teams and to make sure -- as you all  
20 know, consumer finance doesn't -- it's not really  
21 siloed. So that's why we have a lot of our folks here  
22 today.

23                 But thank you all for being here, and thank  
24 you for introducing yourselves. So if anyone wants to  
25 introduce themselves to anyone, you probably have heard



1 from Patricia, but you may have heard from others as  
2 well. Nice to put a name with a face.

3 We haven't heard a lot from this side of the  
4 room. I want to offer the opportunity if you all want  
5 to jump in, or we can keep going with this side of the  
6 room.

7 TOM ROMOLA: I have another question.

8 ADMINISTRATOR FULFORD: Sure. We can go back  
9 and forth. Sure.

10 TOM ROMOLA: I know you're new. You're still  
11 getting acclimated to this job. But is there anything  
12 on your immediate to-do list that you have in mind?

13 ADMINISTRATOR FULFORD: I'm not sure what you  
14 mean specifically, Tom. I mean, there's lots of things  
15 on my to-do list. Are you . . .

16 TOM ROMOLA: Well, share those with -- what's  
17 your -- what's on your to-do list?

18 ADMINISTRATOR FULFORD: Well, I mean, I think  
19 we're trying to get -- finish up renewals. So that's,  
20 obviously, a big priority of ours. If there are -- you  
21 know, if there's feedback on our work so far, that  
22 would be helpful for me to hear. I think we're always  
23 trying to improve our systems.

24 And Jan may have mentioned it, or maybe Julie  
25 mentioned it in the first meeting transcript. But we

1 are working on our technology to try to improve that so  
2 that, you know, we have better ability to do our jobs.  
3 So that's certainly something that's high on my agenda.

4           MAKYLA MOODY: From a complaint perspective,  
5 is there anything the industry can do, other than  
6 timely respond to your request for response, to  
7 facilitate faster resolution time period for you?

8           ADMINISTRATOR FULFORD: It is really  
9 fact-dependent. And so I don't think that I could say  
10 with specificity there's any one particular thing. You  
11 know, each complaint is its story.

12           We do very much appreciate the timely  
13 responses, and I think that's a high priority. But  
14 I'll look to Trish to see if there's anything else she  
15 would add.

16           PATRICIA MILLER: Patricia Miller. The one  
17 thing I'll say is, some of the collection notes that  
18 come across are very cryptic and difficult to read.  
19 And you probably know which collection -- you know if  
20 your collection notes really are hard to read.

21           If you could sometimes give us a key, if you  
22 will, just describing, you know, when this code shows  
23 up, this is the letter that we send out, that would be  
24 helpful to help me get through those a lot quicker.

25           TOM ROMOLA: We're too easy on you.

1 ADMINISTRATOR FULFORD: Well, you may have  
2 known Jan for longer.

3 Last call.

4 ALAN GREENBERG: Again, Alan Greenberg. It's  
5 kind of a tender subject that I'm -- see if I can  
6 pussyfoot around it.

7 DAN VEDRA: That's a legal term.

8 ALAN GREENBERG: There was -- as you know,  
9 the Administrator had some unfortunate results with  
10 regard to litigation in the last few years. I was told  
11 that it was likely that there would be a structural  
12 change, either in answering or in oversight, that would  
13 tend to make a recurrence somewhat less likely.

14 Do you have any comment on whether -- and I  
15 know that most of the changes would have happened  
16 during Jan's administration and that you get to see the  
17 product ex post facto.

18 But, well, question one, will the  
19 Administrator still be primarily charged with decisions  
20 about litigation, or will that happen at one level  
21 down? And secondly, what steps have been taken to  
22 prevent the kind of expensive recurrence of some  
23 unfortunate outcomes we've had in the last few years?

24 ADMINISTRATOR FULFORD: So I'm not sure this  
25 is directly responsive to your question. But I think

1 Nikolai sold himself a little bit short when he  
2 introduced himself. So in terms of structural changes,  
3 that we have had a structural change, and I believe  
4 it -- isn't it in the past year?

5           And so Nikolai is a First Assistant Attorney  
6 General for what we have called our Consumer Credit  
7 Enforcement Unit. And so Nikolai are really -- and I  
8 are really partners. And Nikolai supervises the other  
9 two attorneys and the paralegal who work in the  
10 consumer credit area, but as a separate and partnered  
11 unit with the Consumer Credit Unit.

12           So I wouldn't want to, by any means, imply  
13 that change was as a result of any of the other topics  
14 that you're addressing, but it is -- I think it's  
15 worked out well. I obviously don't have anything to  
16 compare it to, but I think we're pleased with having  
17 that structure and that setup.

18           ALAN GREENBERG: Thank you.

19           ADMINISTRATOR FULFORD: Well, great. Unless  
20 there's anyone else who wants to jump in, I will just  
21 thank you all very much for coming, and, you know,  
22 please consider, you know, following up on any of the  
23 topics that we discussed. Thank you.

24           (The proceedings were concluded at 10:53 a.m.  
25 on Monday, July 29, 2019.)

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REPORTER'S CERTIFICATE

I, Wendy McCaffrey, Registered Professional Reporter and Notary Public in and for the State of Colorado, do hereby certify that said proceedings were taken in shorthand by me at the time and place hereinabove set forth and were thereafter reduced to typewritten form under my supervision, as per the foregoing transcript; that the same is a complete, true, and correct transcription of my shorthand notes then and there taken.

I further certify that I am not related to, employed by, nor of counsel for any of the parties or attorneys herein, nor otherwise interested in the event of the within action.

My commission expires January 31, 2020; and I have hereunto set my hand this August 11, 2019.

Wendy McCaffrey  
Registered Professional Court Reporter  
and  
Notary Public

