



**STATE OF WASHINGTON
DEPARTMENT OF LICENSING
WASHINGTON STATE
COLLECTION AGENCY BOARD
REGULAR BOARD MEETING AGENDA**

DATE: September 26, 2024
TIME: 10:00 A.M.
LOCATION: VIDEO CONFERENCE-TEAMS
JOIN VIA TEAMS APP: [Click here to join the meeting](#)
JOIN VIA WEB: [Join on the web](#)
MEETING ID: 232 804 002 321
PASSCODE: W3Txck
CALL IN: 564-999-2000 (Olympia)
833-322-1218 (Toll Free)
PHONE CONFERENCE ID: 701 937 631#
PHYSICAL LOCATION 405 Black Lake Boulevard
ADDRESS*: Olympia, Washington 98502

**This is a virtual meeting and Board members will attend virtually (online), not in-person. The public may attend virtually or in-person. We will provide a meeting room to view a broadcast of the meeting, for those that want to attend in-person. The public can comment through either attendance option. Please contact DOLBoards@dol.wa.gov with any questions.*

- 1. Call to Order**
- 2. Roll Call**
- 3. Approval of Agenda**
- 4. Approval of Minutes**
 - 4.1. The Special Meeting Minutes of March 21, 2023**
- 5. Old Business**
 - 5.1. 2024 North American Collection Agency Regulatory Association (NACARA) Annual Meeting Report**

Board members in attendance at the 2024 NACARA Annual Meeting will provide a report from the event.
- 6. New Business**
 - 6.1. Discussion Regarding Legal Financial Obligations**

A Board member has requested a discussion item regarding Legal Financial Obligations. Staff is seeking Board discussion of next steps regarding this topic.

6.2. Consideration of waiver from IQ Data regarding Washington Administrative Code (WAC) 308-29-085(5)(b).

IQ Data is requesting a waiver of the requirements under WAC 308-29-085(5)(b). The Board will take action on this request.

6.3. 2025 Board Meeting Schedule Adoption

Board staff will present proposed board meeting dates for 2025 to the Board.

7. Reports

7.1. Central Investigations and Audit Unit Reports

7.1.1. Administrative Closures Report

7.1.2. Complaint Status Report

7.2. Licensing and Customer Support Services Reports

7.2.1. Licensee Count Report

7.3. Boards, Commissions and Outreach Reports

7.3.1. Hospital Charity Care Request

7.3.2. Action Item List Review

8. Public Comments

The public may address the Board on matters within the Board's jurisdiction, either verbally during the meeting or by submitting written comments in advance. Verbal comments are limited to one three-minute comment. Written comments are limited to no more than 500 words and must be emailed to DOLBoards@dol.wa.gov no less than two business days prior to the meeting with the subject line "Public Comment: Collection Agency Board". In response to all public comments, the Board is limited to requesting that the matter be added to a future agenda for discussion or directing staff to study the matter further. Inflammatory comments and language will not be permitted.

9. Conclusion

9.1. Announcements

9.2. Requests for future agenda items

9.3. Review of action items and items for next meeting

10. Adjournment

Next Board Meeting:

September 26, 2024

10:00 AM

Virtual via Teams