

LAWRENCE G. WASDEN
Attorney General

JOSEPH B. JONES, I.S.B. #2768
Deputy Attorney General
State of Idaho
Department of Finance
P.O. Box 83720
Boise, Idaho 83720-0031
Telephone: (208) 332-8091
Facsimile: (208) 332-8016
joseph.jones@finance.idaho.gov

**BEFORE THE DIRECTOR OF THE DEPARTMENT OF FINANCE
OF THE STATE OF IDAHO**

STATE OF IDAHO, DEPARTMENT OF)	
FINANCE, CONSUMER FINANCE)	
BUREAU,)	Docket No. 2011-9-12
)	
Complainant,)	
)	
vs.)	CONSENT ORDER
)	
RELIANT CAPITAL SOLUTIONS, LLC, an)	
Ohio limited liability company,)	
)	
Respondent.)	

The Director of the State of Idaho, Department of Finance (Director) has conducted a review of the collection activities in Idaho of RELIANT CAPITAL SOLUTIONS, LLC (the Respondent). Pursuant to such review, it appears to the Director that the Respondent has violated provisions of the Idaho Collection Agency Act, Idaho Code § 26-2221 *et seq.* (the Act). The Director and the Respondent have agreed to resolve such matter through this Consent Order rather than through a formal administrative proceeding seeking revocation of the Respondent's Idaho collection agency license or civil enforcement action. Therefore, the Director deems it

appropriate and in the public interest that this Consent Order be entered. The Respondent voluntarily consents to the entry of this Consent Order.

RESPONDENT

1. The Respondent was formed as an Ohio limited liability company on December 6, 2006. The Respondent conducts business as a collection agency in Idaho from 750 Cross Pointe Road, Suite G, Gahanna, Ohio 43230. The Respondent's managing members are Margie Ann Brickner and Lisa Kristine Varney.

FACTS

2. On or about May 12, 2010, the State of Idaho, Department of Finance, Consumer Finance Bureau (Department) received an application submitted by the Respondent seeking an Idaho collection agency license under the Act. On June 16, 2010, the Department issued a new Idaho collection agency license to the Respondent, Collection Agency License No. CCA 7975.

3. On or about July 7, 2010, the Department received a complaint from L.S., a resident of Eagle, Idaho. In the complaint, L.S. informed the Department that the Respondent had continuously contacted her over the time period between approximately July of 2008 through at least July of 2010, in an attempt to collect on a debt allegedly owed by L.S. L.S. also alleged that the Respondent indicated in its collection attempts that it was somehow linked to or had a relationship with the Ohio Attorney General's Office.

4. After receiving the complaint from L.S. and noting that the Respondent was not licensed under the Act during the time period it was collecting against Idaho resident L.S., the Department initiated an investigation concerning the Respondent's apparent unlicensed collection activity in Idaho prior to becoming properly licensed under the Act on June 16, 2010. As part of that investigation, the Department requested that the Respondent provide information

concerning the extent of its unlicensed collection activity in Idaho between April of 2008 through June 16, 2010. The Respondent complied with such request.

5. The Department concluded from its investigation that the Respondent had engaged in at least 6,402 collection attempts against Idaho residents from at least April 14, 2008 through June 15, 2010, while it was not licensed under the Act. Such collection attempts resulted in the Respondent receiving \$10,967.96 in fees for its services.

FINDINGS

ENGAGING IN UNLICENSED COLLECTION ACTIVITIES IN IDAHO

6. The allegations set forth in paragraphs 1 through 5 above are fully incorporated herein by this reference.

7. Idaho Code § 26-2223 provides as follows, in pertinent part:

26-2223. Collection agency, debt counselor, credit counselor, or credit repair organization – License required. – No person shall without complying with the terms of this act and obtaining a license from the director:

(1) Operate as a collection agency . . . in this state.

(2) Engage, either directly or indirectly, in this state in the business of collecting or receiving payment for others of any account, bill, claim or other indebtedness.

...

8. “Collection agency,” as defined in Idaho Code § 26-2222(4), means a person who engages in any of the activities enumerated in subsections (2) through (6) of Idaho Code § 26-2223. Idaho Code § 26-2223(2) is set forth in paragraph 7 above.

9. “Collection activities,” as defined in Idaho Code § 26-2222(3), means the activities enumerated in subsections (2) through (6) of Idaho Code § 26-2223. Idaho Code § 26-2223(2) is set forth in paragraph 7 above.

10. The Respondent’s acts of operating as a collection agency and engaging in collection activities in Idaho without a license, as referenced in paragraph 5 above, constitute

violations of Idaho Code § 26-2223(1) and -(2). Each act of operating as a collection agency and engaging in collection activities in Idaho without maintaining the license required by the Act constitutes a separate violation.

REMEDIES

11. The Respondent admits to violations of Idaho Code § 26-2223(1) and -(2) by operating as a collection agency in Idaho and collecting or receiving payments for others of any account, bill, claim or other indebtedness, while not licensed under the Act, as referenced above.

12. The Respondent agrees to pay to the Department the sum of ten thousand dollars (\$10,000) as an administrative penalty in settlement of the violations contained herein, and an additional amount of one thousand dollars (\$1,000) constituting investigative expenses and attorney fees incurred by the Department in pursuing this matter, for a total payment to the Department of eleven thousand dollars (\$11,000), by no later than October 15, 2011.

13. The Respondent agrees to comply with all provisions of the Idaho Collection Agency Act, rules promulgated thereunder, and relevant federal law and regulations at all times in the future.

14. The Respondent agrees that in collecting debts from Idaho residents which are not related to its contractual relationship with the State of Ohio to collect debts on that State's behalf, or any other state with which it may in the future have a contractual relationship to collect debts on the state's behalf, and authorization to say that it is calling on behalf of that State's Attorney General, it will refrain from any implication in its collection activities in Idaho that it is linked in any way with any State Attorney General's Office or any other state agency in future collection activities against Idaho residents. With respect to student loan obligations, past due taxes, or any other debt owed to the State of Ohio, when contacting borrowers who are residents of the state of

Idaho, the Respondent must first identify itself as "Reliant Capital Solutions, LLC," and subsequent to that, the Respondent may tell the borrowers on such obligations that it is calling "on behalf of" the Ohio Attorney General's Office, so long as it has authorization to do so from the Attorney General of the State of Ohio. If in the future it develops a similar contractual relationship with any other state, this provision will apply with equal force to debt collections on behalf of that state.

15. The Department agrees not to seek further penalties or fees from the Respondent for the violations addressed in this Consent Order, other than as set forth in paragraph 12 above, if the Respondent timely and fully complies with all provisions of this Consent Order.

16. The Respondent acknowledges and understands that this Consent Order is an administrative action that must be disclosed to the Department on future licensing and renewal forms. The disclosure requirements of other states may also require disclosure of the same.

17. The Respondent acknowledges and understands that should the Department learn of additional violations by the Respondent of the Act, rules promulgated under the Act, or applicable federal laws and regulations relating to the Respondent's collection activities in Idaho, the Department may pursue further legal action and seek additional remedies.

DATED this 4th day of October, 2011.

RELIANT CAPITAL SOLUTIONS, LLC

Lisa Varnum

By: Lisa Varnum

CFO

Title

APPROVED AS TO FORM AND CONTENT.

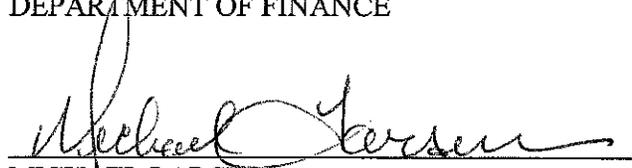
DATED this 7th day of October, 2011.



LARRY C. HUNTER
Counsel for the Respondent

DATED this 12th day of October, 2011.

STATE OF IDAHO
DEPARTMENT OF FINANCE



MICHAEL LARSEN
Consumer Finance Bureau Chief

IT IS SO ORDERED.

DATED this 12th day of OCTOBER, 2011.



STATE OF IDAHO
DEPARTMENT OF FINANCE



GAVIN M. GEE
Director

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on this 13 day of October, 2011, I served a true and correct copy of the foregoing CONSENT ORDER upon the following by the designated means:

Larry C. Hunter
MOFFATT THOMAS BARRETT ROCK
& FIELDS, CHTD.
P.O. Box 829
Boise, ID 83701-0829

U.S. mail, postage prepaid
 Certified mail
 Facsimile: _____



Paralegal