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

In re:)	
)	Docket No. 2015-9-05
COMMERCIAL INDUSTRIES)	
SERVICE COMPANY, INC. d/b/a)	
CISCO, INC.,)	CONSENT ORDER
)	
Respondent.)	
_____)	

The Director of the Idaho Department of Finance (Director) has conducted a review of the collection activities in Idaho of COMMERCIAL INDUSTRIES SERVICE COMPANY, INC., d/b/a CISCO, INC. (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 Respondent have agreed to resolve this matter through this Consent Order rather than through a formal administrative proceeding or civil 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 is a Texas corporation conducting a third party collection agency business from 1702 Townhurst Drive, Houston, Texas 77043. Ross Kendall Turner is the Respondent's CEO and Darrell Lee Turner is the Respondent's president.

2. The Respondent uses the website www.ciscocollect.com, wherein it represents that it is "a full service national and international company, representing most industries from Fortune 500 companies to small business owners." The Respondent's website also states that the business it conducts includes "first party outsourcing, third party collections, foreign collections, skip tracing, asset investigations, and legal services."

3. The Respondent has applied for a license under the Act authorizing it to engage in the business of collection activity in Idaho.

FACTS

4. On May 10, 2013, the Department received a complaint from Idaho resident, K.L., regarding the Respondent's attempt to collect a debt from him.

5. In his complaint, K.L. alleged that despite providing the Respondent with his personal cell phone contact information after the Respondent's initial call to his place of employment, a representative of the Respondent continued to call K.L. at his workplace.

6. After reviewing K.L.'s complaint and determining that the Respondent was not licensed under the Act, on May 16, 2013, the Department sent a letter to the Respondent regarding its unlicensed debt collection activity. In that letter, the Department required the Respondent to cease all collection activities in Idaho and to provide information necessary for

the Department to determine the extent of Respondent's unlicensed debt collection activities in Idaho, including a list of all the Idaho citizens that it made collection attempts against.

7. Further, the Department's letter advised Respondent of the license requirement for engaging in collection activities regulated under the Act in Idaho, and informed Respondent of the possible sanctions under the Act for unlicensed activity. The letter also informed Respondent of the process for obtaining a license. The Department required that Respondent provide the requested information by June 6, 2013.

8. On May 31, 2013, the Department received a faxed response from the Respondent. In its response, the Respondent attached documentation regarding K.L.'s collection account, which the Respondent pointed out was a *commercial debt* owed to his client by K.L.'s defunct business. The Respondent further indicated that it did not have any accounts in its database that included Idaho citizens.

9. The Respondent stated that it was assigned K.L.'s collection account on March 18, 2013.

10. The Respondent also attached a copy of its response to the Idaho Attorney General's Office, dated May 22, 2013, regarding K.L.'s complaint to that agency. In its response, the Respondent addressed the reasons for contacting K.L. at his place of employment, but that in the future it would only contact K.L. in writing.

11. On June 4, 2013, the Department sent a follow-up letter to the Respondent in reference to its responses to the Department and to the Idaho Attorney General's Office. In that letter, the Department outlined its position that the Act "*does not* limit its requirements for licensure to 'consumer debt' but also requires companies collecting on commercial debt to obtain

a license before conducting third-party collection activities in Idaho.” With that clarification, the letter required that the Respondent again provide information necessary for the Department to determine the extent of Respondent’s unlicensed debt collection activities in Idaho by forwarding a list of all of its Idaho consumer *and* commercial debt, as well as any Idaho client accounts being collected against.

12. On June 14, 2013, the Department received a faxed response from the Respondent regarding the Department’s June 4, 2013 letter. In that response, the Response confirmed that the collection account against K.L. was the only Idaho commercial or consumer account that it had and that it had ceased all collection activity against K.L.

13. The Department took no further action against the Respondent after that time and closed its investigation into K.L.’s complaint.

14. On February 5, 2015, the Department received a complaint from Idaho resident, S.E., regarding the Respondent’s attempt to collect a debt from her husband P.E.. S.E. also included a copy of the Respondent’s collection letter addressed to P.E, dated January 16, 2015.

15. On February 18, 2015, after reviewing S.E.’s complaint and determining that the Respondent was not licensed under the Act, the Department sent a demand letter to the Respondent regarding its unlicensed debt collection activity. In that letter, the Department required the Respondent to cease all collection activities in Idaho and to provide information necessary for the Department to determine the extent of Respondent’s unlicensed debt collection activities in Idaho, including a list of all the Idaho citizens/companies that it made collection attempts against.

16. Additionally, the Department's letter advised Respondent of the license requirement for engaging in collection activities regulated under the Act in Idaho and informed Respondent of the possible sanctions under the Act for unlicensed activity. The letter also informed Respondent of the process for obtaining a license. The Department required that Respondent provide the requested information by March 11, 2015.

17. Further, the letter pointed out that the Department had previously warned the Respondent against unlicensed collection activity in Idaho with its June 4, 2013 letter in reference to K.L.'s complaint.

18. A Department employee received an email response from the Respondent on February 26, 2015. In that email, the Respondent's representative indicated that P.E.'s collection account was the only one it had for an Idaho consumer/company according to its database. The representative also indicated that documentation regarding the account had been requested from its client regarding P.E.'s account, but that the account had since been resolved. The Respondent's representative requested to know whether the Department still required the documentation as the account had been closed and that the Respondent was in the process of completing an application for licensure under the Act.

19. On February 27, 2015, the Department responded by email to the Respondent that it still required all documentation regarding P.E.'s account be provided to the Department although the account had been resolved.

20. On March 10, 2015, the Respondent provided the documents related to P.E.'s collection account, which included a copy of its collection letter, first-party creditor verification,

and collection notes that included the assignment of the debt on January 15, 2015, as well as a chronology of events representing the collection efforts made against P.E.

21. Based on information provided to the Department and described above, Respondent has engaged debt collection activities against at least two Idaho consumers/companies and was not licensed, in violation of the Act.

FINDINGS

ENGAGING IN UNLICENSED COLLECTION ACTIVITIES IN IDAHO

22. The allegations set forth in paragraphs 1 through 21 above are fully incorporated herein by this reference.

23. 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, debt counselor, credit counselor, or credit repair organization 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.

24. The Respondent's collection attempts in Idaho, as referenced above, while the Respondent failed to hold a license under the Act authorizing it to engage in collection activities in Idaho, constituted violations of Idaho Code § 26-2223(1) and -(2). Each collection attempt constituted a separate violation.

REMEDIES

25. The Respondent admits to violations of Idaho Code § 26-2223(1) and (2), by engaging in collection activity in Idaho while not licensed under the Act, as referenced above.

26. The Respondent agrees to immediately cease and desist from engaging in any and all collection activities in Idaho, to include collecting or receiving payment for others of any account, bill, claim or other indebtedness; making telephone calls related to collection activities, including automated calls; and mailing, faxing, e-mailing, or otherwise delivering communications to Idaho residents in connection with collection activities until such time as it obtains a license under the Act authorizing it to do so.

27. The Respondent agrees to pay to the Department the sum of \$2,000 as an administrative penalty in settlement of the violations contained herein, and an additional amount of \$500 constituting investigative expenses and attorney fees incurred by the Department in pursuing this matter, for a total payment to the Department of \$2,500, by no later than July 10, 2015.

28. 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.

29. The Department agrees not to seek further penalties or fees from Respondent for the violations addressed in this Consent Order, other than as set forth in paragraph 27 above, if the Respondent timely and fully complies with all provisions of this Consent Order.

30. 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.

31. Respondent acknowledges and understands that should the Department learn of additional violations by Respondent of the Act, rules promulgated under the Act, or applicable

federal laws and regulations relating to Respondent's collection activities in Idaho, the Department may pursue further legal action and seek additional remedies.

DATED this 6 day of July, 2015.

Commercial Industries Services, Inc. d/b/a CISCO, INC.

By: *Ken*

Title: CEO

DATED this 7th day of July, 2015.

STATE OF IDAHO
DEPARTMENT OF FINANCE

Michael Larsen

MICHAEL LARSEN
Consumer Finance Bureau Chief

IT IS SO ORDERED.

DATED this 7th day of July, 2015.

STATE OF IDAHO
DEPARTMENT OF FINANCE

Michael Larsen / for

GAVIN M. GEE
Director

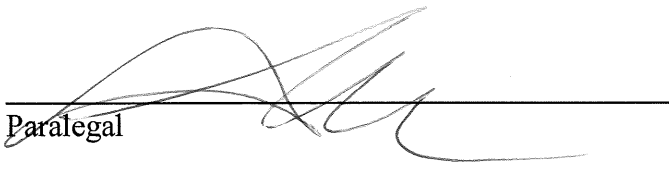


CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on this 7th day of July, 2015, I served a true and correct copy of the foregoing CONSENT ORDER upon the following by the designated means:

Commercial Industries Services, Inc. dba [] U.S. mail, postage prepaid
CISCO, Inc. [] Certified mail
1702 Townhurst Dr. [] Facsimile: (713) 461-2432
Houston, TX 77043 [X] Email: KTurner@ciscocollect.com

Commercial Industries Services, Inc. dba [X] U.S. mail, postage prepaid
CISCO, Inc. [] Certified mail
PO Box 801088 [] Email:
Houston, TX 77280-1088



Paralegal