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Attorney for Department of Finance Consumer Finance Bureau Staff

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

In re:

CREDIT SOLUTIONS CORP.  
Collection Agency License No. CCA- 8691,

Licensee.

Docket No. 2023-9-02

**VERIFIED COMPLAINT FOR REVOCATION  
OF IDAHO COLLECTION AGENCY LICENSE**

**AND**

**NOTICE OF THE OPPORTUNITY TO  
REQUEST A HEARING**

Comes now the staff of the Idaho Department of Finance (Department), by and through its undersigned counsel and hereby alleges and complains as follows and provides this Verified Complaint for Revocation of Idaho Collection Agency License and Notice of the Opportunity to Request a Hearing (Notice).

Pursuant to Idaho Code § 26-2227, CREDIT SOLUTIONS CORP has the right to a hearing on the question of whether its license should be revoked, but to do so it must make a written request for a hearing within twenty-one (21) days after the date of mailing of this Notice.

### **VERIFIED COMPLAINT**

#### **MATTERS ASSERTED**

1. The Director of the Department of Finance has jurisdiction over this matter.
2. CREDIT SOLUTIONS CORP (the Licensee) is a California corporation conducting business from 404 Camino del Rio South 400, San Diego, California 92108. The Licensee has been registered to conduct business in Idaho with the Idaho Secretary of State since at least November 2019.
3. The Licensee is licensed by the Idaho Department of Finance (Department) as a collection agency and has been since approximately May 15, 2013, holding License No. CCA-8691 pursuant to the Idaho Collection Agency Act, Idaho Code § 26-2221 *et seq.* (the Act).
4. Pursuant to Idaho code § 26-2232, licensees shall maintain a surety bond in the minimum amount of \$15,000 or higher based on the volume of business conducted in Idaho.
5. On November 21, 2022, the Department received notice from the surety bond company for the Licensee that the Licensee's surety bond would be cancelled effective on or about December 21, 2022.
6. On November 22, 2022, the Department emailed and mailed a letter to the Licensee informing it of the need to renew its surety bond or surrender its license by no later than December 22, 2022 and required a response from the Licensee. The letter included two check box options for the Licensee to indicate whether it intended to continue being licensed in

Idaho or surrender its license. Along with the check box option to surrender its license, the letter included a signature line for the Licensee's authorized representative to acknowledge the statutorily required closing and wind-down procedures, which were also attached to the letter.

7. On December 12, 2022, the Department again emailed the same email and letter that it sent to the Licensee on November 22, 2022. This time it also used an additional email address. The Department received no response from the Licensee.

8. On or about December 21, 2022, the Licensee's bond was scheduled to be cancelled. To date, the Licensee has failed to replace its bond as required or surrender its license.

#### COUNT 1.

The allegations set forth in paragraphs 1 through 8 above are fully incorporated herein by this reference.

9. Idaho Code § 26-2232(3) requires that, "The amount of the bond upon renewal shall be in the amount of fifteen thousand dollars (\$15,000), or two (2) times the average monthly [net collections over the preceding year] computed to the next highest one thousand dollars (\$1,000), whichever sum is greater ...." Idaho Code § 26-2232(1) requires that the bond, "shall be for the term of the license issued to the applicant." Idaho Code § 26-2232(2) provides in part: "The bond shall be continuous in form and shall remain in full force and effect for the license period."

10. Idaho Code § 26-2227(1) provides "[a]n application for license may be denied or, after notice and the opportunity for a hearing, a license may be suspended or revoked by the director if he finds that facts or conditions exist which would have justified the director in refusing

to grant a license had such facts or conditions been known to exist at the time the license was issued, or that the licensee . . . . (a) [h]as violated any provision of this act....”

11. The Licensee’s failure to comply with Idaho Code § 26-2232 by virtue of the December 21<sup>st</sup> bond cancellation demonstrates a violation of the required bond by the Licensee.

12. Based on these facts, the Department alleges that it is appropriate to revoke the Licensee’s collection agency license pursuant to Idaho Code § 26-2227.

PRAYER FOR RELIEF

13. The Department requests and prays for the entry of an order by the Director:

- a. Revoking the Licensee’s license as a collection agency,
- b. Requiring the Licensee to transfer all of its Idaho business to a collection agency duly licensed in Idaho within thirty (30) days from the entry of the order if it has not already done so consistent with Idaho Code § 26-2246,
- c. Requiring the Licensee to provide notice within twenty-eight (28) days of the date of the order to all current clients, if any, of the revocation of its collection agency license and of the transfer of all its Idaho business to a collection agency duly licensed in Idaho, and to deliver a copy of that notice to the Director contemporaneously with the delivery to its current clients,
- d. Requiring the Licensee to provide to the Director written evidence of the transfer of all Idaho business within forty-two (42) days of the date of the entry of the order, and
- e. Imposing such further and additional relief as the Director deems appropriate.

## NOTICE OF DUTY TO ANSWER AND NOTICE OF RIGHT TO HEARING

14. Pursuant to Idaho Code § 26-2227(1), Idaho Code § 67-5254, and IDAPA 04.11.01.270.01 a hearing will be granted to the Licensee if a written Answer and a Request for Hearing is received by the Department, within twenty-one (21) days following the mailing of this Notice, the date of which is set forth in the below Certificate of Mailing. The Answer and Request for Hearing must be mailed to the following address:

Attn: Lisa Baker  
Assistant to the Director  
Idaho Department of Finance  
P.O. Box 83720  
Boise, Idaho 83720-0031

A copy of such Answer and Request for Hearing shall also be served on the Department's counsel:

Erick M. Shaner  
Deputy Attorney General  
Idaho Department of Finance  
P.O. Box 83720  
Boise, Idaho 83720-0031

Alternatively, the Answer and Request for Hearing may be served upon counsel for the Department electronically at the email address set forth on the top of page one.


15. Upon receipt of the Answer and Request for Hearing, the Director will appoint a Hearing Officer. The Hearing Officer shall set the time and place for the hearing and the procedures for the hearing shall be in compliance with the Idaho Administrative Procedures Act (title 67, chapter 52, Idaho Code) and the Idaho Rules of Administrative Procedure (IDAPA 04.11.01).

16. Failure of the Licensee to file and serve an Answer and Request for Hearing within the time prescribed shall be deemed a waiver of the opportunity for a hearing and to contest the

allegations in the Complaint, and the Department will seek to have the Director enter a default order granting the relief sought in this Notice revoking Licensee's collection agency license.

DATED this 23<sup>rd</sup> day of January 2023.

STATE OF IDAHO  
OFFICE OF ATTORNEY GENERAL

  
ERICK M. SHANER  
Deputy Attorney General

VERIFICATION

STATE OF IDAHO     )  
                                  ) ss.  
County of Ada        )

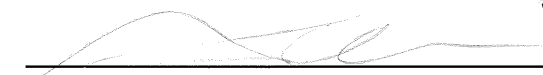
ERIN VAN ENGELEN, Consumer Finance Bureau Chief of the Department of Finance,  
State of Idaho, being first duly sworn, deposes and says:

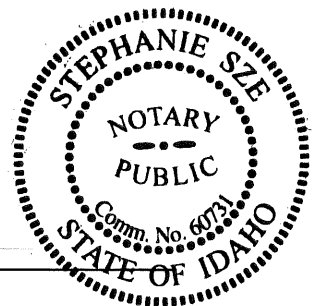
I have read the foregoing Verified Complaint for Revocation of Idaho Collection Agency License and Notice of the Opportunity to Request a Hearing and know the contents thereof; and that the same are true to the best of my knowledge and belief.

DATED this 23<sup>rd</sup> day of January 2023.

  
ERIN VAN ENGELEN

SUBSCRIBED AND SWORN to before me this 23<sup>rd</sup> day of January 2023.

  
Notary Public for Idaho  
Residing at: Mardian ID  
My Commission Expires: 11/30/2024



**CERTIFICATE OF SERVICE**

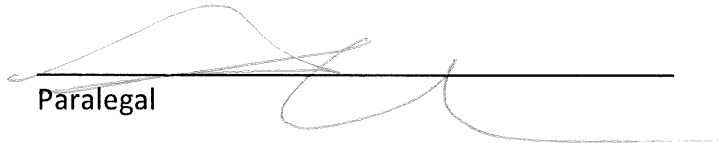
I HEREBY CERTIFY that on this 23<sup>rd</sup> day of January 2023, I caused a true and correct copy of the foregoing VERIFIED COMPLAINT FOR REVOCATION OF IDAHO COLLECTION AGENCY LICENSE AND NOTICE OF THE OPPORTUNITY TO REQUEST A HEARING to be served on the following by the designated means:

Credit Solutions Corp  
404 Camino del Rio South 400  
San Diego, CA 92108

- U.S. Mail, postage prepaid
- Certified mail
- Facsimile:
- Email: [joprae@creditsolutionscorp.com](mailto:joprae@creditsolutionscorp.com)  
[jopmik@creditsolutionscorp.com](mailto:jopmik@creditsolutionscorp.com)

Acrisure (US)  
2307 River Rd Ste 200  
Louisville, KY 40206

- U.S. Mail, postage prepaid
- Certified mail
- Facsimile:
- Email:

  
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Paralegal