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

In re:

MERCHANTS AND PROFESSIONAL
BUREAU, INC.
Collection Agency License No. CCA-10113,
NMLS ID 1810858,

Licensee.

Docket No. 2023-9-01

CONSENT ORDER

The Idaho Department of Finance (Department) and MERCHANTS AND PROFESSIONAL BUREAU, INC. (the Licensee) agree to the entry of this Consent Order following the issuance of the Verified Complaint for Revocation of Idaho Collection Agency License (Verified Complaint) in this matter. The Licensee voluntarily consents to the entry of this Consent Order, admits, and agrees to the facts, legal conclusions, and remedies contained herein, and knowingly waives its right to hearing on this matter. The Director, by signing below, has agreed with the parties to

resolve this matter through the Consent Order rather than through a formal administrative action upon hearing.

FACTS, LEGAL CONCLUSIONS, AND REMEDIES

1. MERCHANTS AND PROFESSIONAL BUREAU, INC. (the Licensee) is a Texas corporation conducting business from 5508 Parkcrest Drive, Ste. 210, Austin, Texas 78731. The Licensee has been registered to conduct business in Idaho with the Idaho Secretary of State since at least August 2018.
2. The Licensee is licensed by the Idaho Department of Finance (Department) as a collection agency and has been since approximately November 18, 2018, holding NMLS No. 1810858 and License No. CCA-10113 pursuant to the Idaho Collection Agency Act, Idaho Code § 26-2221 *et seq.* (the Act).
3. 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. On October 21, 2022, the Department received notice from the surety bond company for the Licensee that the Licensee's surety bond would be cancelled effective November 21, 2022.
4. The Department issued a notice on October 21, 2022, utilizing the Nationwide Multistate Licensing System (NMLS), informing the Licensee of its need to replace its bond or surrender its license no later than November 21, 2022.
5. On November 4, 2022, a Department examiner received an email from the Licensee's President and Chief Operating Officer, Pam Winslett, to inform the Department that the Licensee was no longer conducting business and wished to surrender its Idaho collection

agency license. Ms. Winslett also stated that she was unable to gain access to the Licensee's NMLS account and requested information on how to surrender the license.

6. On the same day, the examiner responded to Ms. Winslett that the Licensee must surrender its license through the NMLS system, as the NMLS served as the Licensee's system of record. The examiner provided the phone number for the NMLS Call Center to address the issues Ms. Winslett was having with gaining access.

7. On November 21, 2022, the Department received notice from the NMLS that the Licensee's bond had been cancelled as of that date.

8. On January 17, 2023, the Department issued a Verified Complaint for Revocation of Idaho Collection Agency License and Notice of the Opportunity to Request a Hearing.

9. On January 26 and January 27, 2023, the Licensee, through its Chief Operating Officer, Pam Winslett, emailed the Department and acknowledged receipt of the Verified Complaint issued on January 17, 2023.

10. The Licensee indicated that it has ceased operations and is in the process of formally closing down. The Licensee wants to surrender its license without the necessity of a hearing and has no intention of restarting its business.

11. The Licensee also provided sufficient proof that the wind down procedures have been followed pursuant to Idaho Code § 26-2246.

12. By its signature below, the Department agrees and acknowledges that the Licensee has complied with necessary closure steps associated with the surrender of its collection agency license.

13. The Licensee acknowledges that it has the right to contest the allegations in the Verified Complaint, the right to be heard and present evidence, the right to be represented by counsel of its own choosing, and the right to request a hearing on the matters raised. The Licensee also acknowledges the right to appeal any order to the district court within 28 days. In furtherance of a quick and reasonable resolution, the Licensee and Department staff voluntarily and knowingly waive all their various rights including, but not limited to, those mentioned above regarding this administrative proceeding and desire to enter into this Consent Order to fully and finally resolve this matter in lieu of proceeding to a hearing. The parties jointly agree and request that the Director adopt this Consent Order as a final resolution.

DATED this 31st day of January 2023.

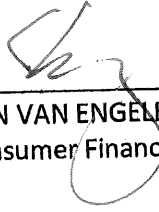
MERCHANTS AND PROFESSIONAL BUREAU, INC.

Name: Pam Wislitz

Title: President and COO

DATED this 31st day of January 2023.

STATE OF IDAHO DEPARTMENT OF FINANCE


ERIN VAN ENGELEN
Consumer Finance Bureau Chief

IT IS SO ORDERED.

DATED and EFFECTIVE this 31st day of January, 2023.



STATE OF IDAHO
DEPARTMENT OF FINANCE

PATRICIA R. PERKINS
Director

CONSENT ORDER

I HEREBY CERTIFY that on this 31st day of January 2023, I caused a true and correct copy of the foregoing CONSENT ORDER to be served on the following by the designated means:

Merchants and Professional Bureau, Inc.
Attn: Pam Winslett
PO Box 140675
Austin, TX 78741

- U.S. Mail, postage prepaid
- Certified mail
- Facsimile:
- Email: pwinslett@mpbcredit.com

Paralegal