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**IN THE MATTER OF:**  
**PROFESSIONAL BUREAU OF**  
**COLLECTIONS OF MARYLAND, INC.**  
**NMLS # 1001939**  
  
**(“Respondent”)**  
  
\*\*\*\*\*

**TEMPORARY ORDER TO**  
**CEASE AND DESIST**  
  
**NOTICE OF INTENT TO ISSUE**  
**ORDER TO CEASE AND DESIST**  
  
**NOTICE OF INTENT TO IMPOSE**  
**CIVIL PENALTY**  
  
**AND**  
  
**NOTICE OF RIGHT TO HEARING**

**I. LEGAL AUTHORITY AND JURISDICTION**

1. The Banking Commissioner (“Commissioner”) is charged with the administration of Part XII of Chapter 669, Sections 36a-800 to 36a-814, inclusive, of the Connecticut General Statutes, “Consumer Collection Agencies”, and the regulations promulgated thereunder, Sections 36a-809-6 to 36a-809-17, inclusive, of the Connecticut General Statutes.
  
2. Pursuant to the authority granted by Section 36a-17 of the Connecticut General Statutes, the Commissioner, through the Consumer Credit Division of the Department of Banking (“Department”), has investigated the activities of Respondent to determine if it has violated, is violating or is about to violate the provisions of the Connecticut General Statutes or Regulations within the jurisdiction of the Commissioner (“Investigation”).
  
3. As a result of the Investigation, the Commissioner has reason to believe that Respondent has violated Section 36a-801(a) of the Connecticut General Statutes.

4. As a result of the Investigation, the violations alleged by the Commissioner form the basis to issue an order to cease and desist against Respondent pursuant to Sections 36a-804(b), and 36a-52(a) of the Connecticut General Statutes.

5. As a result of the Investigation, the violations alleged by the Commissioner form the basis to impose a civil penalty against Respondent pursuant to Sections 36a-804(b) and 36a-50(a) of the Connecticut General Statutes.

## **II. MATTERS ASSERTED**

6. Respondent is a Maryland corporation with its principal address at 5295 DTC Parkway, Greenwood Village, Colorado. Respondent was licensed to act as a consumer collection agency in Connecticut from January 17, 2001 until October 1, 2015 when it failed to renew its license.

7. On February 28, 2013, Respondent entered into a Consent Order with the Commissioner and paid a civil penalty based on allegations that Respondent (a) made a material misstatement in a renewal application with respect to consumer-related litigation, and (b) failed to notify the Commissioner, in writing, of changes to information provided in its renewal application not later than 10 days after the occurrence of the event that resulted in such information becoming inaccurate.

8. On October 7, 2015, Respondent filed an application to act as a consumer collection agency in Connecticut, and on September 16, 2016, the Commissioner denied Respondent's application based on examination findings that Respondent made a material misstatement to the Commissioner, commingling of funds between trust and operating accounts, and fees not being timely reimbursed.

9. From February 2018 to the present, Respondent collected or attempted to collect on at least one consumer debtor account of a Connecticut resident.

10. Respondent has not been licensed as a consumer collection agency in Connecticut since October 1, 2015.

11. Respondent advertises on its website and LinkedIn page that it is a full-service national receivable management company licensed and/or bonded and serves clients in all 50 states.

12. Respondent is still registered as an “active” company with the Connecticut Secretary of the State.

### **III. STATUTORY BASIS FOR ORDER TO CEASE AND DESIST AND IMPOSITION OF CIVIL PENALTY**

Respondent’s acting within this state as a consumer collection agency without a consumer collection agency license, as more fully described in paragraphs 6 through 12, inclusive, of the Matters Asserted, constitutes violations of Section 36a-801(a) of the Connecticut General Statutes, in effect at such time. Such violations form the basis to issue an order to cease and desist pursuant to Sections 36a-804(b)(1) and 36a-52(a) of the Connecticut General Statutes, and to impose a civil penalty pursuant to Sections 36a-804(b)(1) and 36a-50(a) of the Connecticut General Statutes. Section 36a-50(a) of the Connecticut General Statutes authorizes the Commissioner to impose a civil penalty upon Respondent in an amount not to exceed One Hundred Thousand Dollars (\$100,000) per violation.

### **IV. FINDING AND STATUTORY BASIS FOR TEMPORARY ORDER TO CEASE AND DESIST**

The Commissioner finds that the public welfare requires immediate action to issue a temporary order requiring Professional Bureau of Collections of Maryland, Inc., to cease and desist from violating Section 36a-801(a) of the Connecticut General Statutes, and requiring Professional Bureau of Collections of Maryland, Inc., to take such action as set forth herein to effectuate the purposes of Section 36a-52(b) of the Connecticut General Statutes, in that the interests of Connecticut consumer debtors are being prejudiced by Professional Bureau of Collections of Maryland, Inc.’s. collecting and attempting to collect debts of Connecticut consumer debtors without a Connecticut consumer collection agency license.

### **V. TEMPORARY ORDER TO CEASE AND DESIST, NOTICE OF INTENT TO ISSUE ORDER TO CEASE AND DESIST, NOTICE OF INTENT TO IMPOSE CIVIL PENALTY AND NOTICE OF RIGHT TO HEARING**

**WHEREAS**, the Commissioner has reason to believe that Respondent has engaged in acts or conduct which forms the basis to issue an order to cease and desist against Respondent pursuant to

Sections 36a-804(b)(1) and 36a-52(a) of the Connecticut General Statutes and to impose a civil penalty pursuant to Sections 36a-804(b)(1) and 36a-50(a) of the Connecticut General Statutes;

**AND WHEREAS**, the Commissioner has made the finding required under Section 36a-52(b) of the Connecticut General Statutes.

**THE COMMISSIONER THEREFORE ORDERS**, pursuant to the authority granted in Section 36a-52(b) of the Connecticut General Statutes, that Professional Bureau of Collections of Maryland, Inc., immediately **CEASE AND DESIST** from any further violation of Section 36a-801(a) of the Connecticut General Statutes. This Temporary Order to Cease and Desist shall become effective upon receipt by Professional Bureau of Collections of Maryland, Inc., and, unless set aside or modified by a court, shall remain in effect until the effective date of a permanent order or dismissal of the matters asserted in this Temporary Order to Cease and Desist.

**THE COMMISSIONER FURTHER ORDERS**, pursuant to the authority granted in Sections 36a-17 and 36a-52(b) of the Connecticut General Statutes, that Professional Bureau of Collections of Maryland, Inc. shall, not later than fourteen (14) days after receipt of this Temporary Order to Cease and Desist, Notice of Intent to Issue Order to Cease and Desist, Notice of Intent to Impose Civil Penalty and Notice of Right to Hearing, Professional Bureau of Collections of Maryland, Inc., shall provide to Carmine Costa, Director, Consumer Credit Division, Department of Banking, 260 Constitution Plaza, Hartford, Connecticut 06103-1800, or carmine.costa@ct.gov:

- (a) A list of all creditors with whom Professional Bureau of Collections of Maryland, Inc., has entered into agreements for consumer collection agency services in this state since October 1, 2015, including a copy of each creditor agreement and all payments made by such creditors to Professional Bureau of Collections of Maryland, Inc.; and
- (b) An itemized list of each Connecticut consumer debtor account for which Professional Bureau of Collections of Maryland, Inc., has collected on or attempted to collect upon, either directly or indirectly through a third party, since October 1, 2015, including (1) the name, address and telephone number of each consumer debtor, (2) the date of placement with Professional Bureau of Collections of Maryland, Inc., the creditor name and last attempt of contact, and (3) full itemization of each consumer debtor's payments made since October 1, 2015, specifying the dates, amounts and to whom such payments were made, including any fees paid to Professional Bureau of Collections of Maryland, Inc., or any third party collection agency.

**FURTHER**, notice is hereby given to Respondent that the Commissioner intends to issue an order requiring Respondent to **CEASE AND DESIST** from violating Section 36a-801(a) of the Connecticut General Statutes, and to impose a **CIVIL PENALTY** upon Respondent as set forth herein, subject to Respondent's right to a hearing on the allegation set forth above.

A hearing will be granted to Respondent if a written request for a hearing is received by the Department of Banking, Consumer Credit Division, 260 Constitution Plaza, Hartford, Connecticut 06103-1800 within fourteen (14) days following Respondent's receipt of this Temporary Order to Cease and Desist, Notice of Intent to Issue Order to Cease and Desist, Notice of Intent to Impose Civil Penalty and Notice of Right to Hearing as set forth in Sections 36a-52(a) and 36a-50(a) of the Connecticut General Statutes. This Temporary Order to Cease and Desist, Notice of Intent to Issue Order to Cease and Desist, Notice of Intent to Impose Civil Penalty and Notice of Right to Hearing shall be deemed received on the earlier of the date of actual receipt, or seven (7) days after mailing or sending. To request a hearing, complete and return the enclosed Appearance and Request for Hearing Form to the above address. If Respondent will not be represented by an attorney at the hearing, please complete the Appearance and Request for Hearing Form as "pro se". Once a written request for a hearing is received, the Commissioner may issue a notification of hearing and designation of hearing officer that acknowledges receipt of a request for a hearing, designates a hearing officer and sets the date of the hearing in accordance with Section 4-177 of the Connecticut General Statutes and Section 36a-1-21 of the Regulations of Connecticut State Agencies. If a hearing is requested, the hearing will be held on July 21, 2020, at 10 a.m., at the Department of Banking, 260 Constitution Plaza, Hartford, Connecticut.

If a hearing is requested, it will be held in accordance with the provisions of Chapter 54 of the Connecticut General Statutes, unless Respondent fails to appear at the requested hearing. At such hearing, Respondent will have the right to appear and present evidence, rebuttal evidence and argument on all issues of fact and law to be considered by the Commissioner.

If Respondent does not request a hearing within the time period prescribed or fails to appear at any such hearing, the allegation herein will be deemed admitted. Accordingly, the Commissioner will issue

an order that Respondent cease and desist from violating Section 36a-801(a) of the Connecticut General Statutes and may order a civil penalty in an amount not to exceed One Hundred Thousand Dollars (\$100,000) per violation be imposed upon Respondent.

Dated at Hartford, Connecticut,  
this 14th day of May 2020.

\_\_\_\_\_/s/\_\_\_\_\_  
Jorge L. Perez  
Banking Commissioner

**CERTIFICATION**

I hereby certify that on this 15th day of May 2020, I caused to be mailed by certified mail, return receipt requested, the foregoing Temporary Order to Cease and Desist, Notice of Intent to Issue Order to Cease and Desist, Notice of Intent to Impose Civil Penalty and Notice of Right to Hearing to Professional Bureau of Collections of Maryland, Inc., Attention: Samuel Shaefer, General Counsel, 5295 DTC Parkway, Greenwood Village, Colorado 80111, Certified Mail No. 7019 1640 0000 1587 8966

\_\_\_\_\_/s/\_\_\_\_\_  
Carmen Calderon  
Secretary