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

**WHEREAS**, 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 Regulations of Connecticut State Agencies (“Regulations”);

**WHEREAS**, PBCM is a Maryland corporation with its principal address at 5295 DTC Parkway, Greenwood Village, Colorado;

**WHEREAS**, at all times relevant hereto, Travis Larry Justus, NMLS # 862388, has been the Chairman of PBCM;

**WHEREAS**, at all times relevant hereto, Matthew Kent Justice, NMLS # 1181354, has been the President of PBCM;

**WHEREAS**, PBCM has not been licensed to act as a consumer collection agency in Connecticut since October 1, 2015;

**WHEREAS**, on October 7, 2015, PBCM filed an application to act as a consumer collection agency in Connecticut, which was denied on September 16, 2016, pursuant to Section 36a-801(c) of the 2016 Supplement to the General Statutes where the Commissioner was unable to find that the financial

responsibility, character, reputation, integrity and general fitness of the company were such to warrant belief that the business would be operated soundly and efficiently, in the public interest and consistent with the purposes of Sections 36a-800 to 36a-812, inclusive, based on the company making material misstatements to the Commissioner, commingling of funds between trust and operating accounts and failing to reimburse fees on trust accounts in a timely fashion;

**WHEREAS**, the Commissioner, through the Consumer Credit Division of the Department of Banking, conducted an investigation pursuant to Section 36a-17 of the Connecticut General Statutes into the activities of PBCM to determine if it had violated, was violating or was about to violate the provisions of the Connecticut General Statutes and Regulations within the jurisdiction of the Commissioner;

**WHEREAS**, as a result of such investigation, on May 14, 2020, the Commissioner issued a 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 against PBCM (“Order and Notice”), which Order and Notice is incorporated by reference herein;

**WHEREAS**, the Commissioner alleged in the Order and Notice that PBCM’s acting within this state as a consumer collection agency without a consumer collection agency license constitutes violations of Section 36a-801(a) of the Connecticut General Statutes, in effect at such time;

**WHEREAS**, the Commissioner asserts that the allegations made in the Order and Notice against PBCM form the basis to issue an order to cease and desist against PBCM 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;

**WHEREAS**, on May 15, 2020, the Order and Notice was mailed by certified mail, return receipt requested, to PBCM, Certified Mail No. 7019 1640 0000 1587 8966;

**WHEREAS**, on May 26, 2020, PBCM requested a hearing, which hearing is currently scheduled for January 26, 2021;

**WHEREAS**, Section 4-177(c) of the Connecticut General Statutes and Section 36a-1-55(a) of the Regulations of Connecticut State Agencies provide that a contested case may be resolved by consent order, unless precluded by law;

**WHEREAS**, PBCM represents to the Commissioner that it has reviewed and updated its internal policies, procedures and controls for timely and accurately applying for licensure on the Nationwide Multistate Licensing System and Registry (“NMLS”);

**WHEREAS**, PBCM voluntarily agrees to consent to the entry of the sanctions imposed below solely for the purpose of obviating the need for further formal administrative proceedings concerning the allegations contained in the Order and Notice and set forth herein;

**WHEREAS**, the Commissioner and PBCM now desire to resolve the matters contained in the Order and Notice and set forth herein;

**WHEREAS**, PBCM specifically assures the Commissioner that the violations alleged herein shall not occur in the future;

**WHEREAS**, PBCM agrees that the Order and Notice may be used in construing the terms of this Consent Order and agrees to the language of this Consent Order;

**WHEREAS**, PBCM acknowledges that this Consent Order is a public record and is a reportable event for the purposes of the regulatory disclosure questions on NMLS, as applicable;

**AND WHEREAS**, PBCM, through its execution of this Consent Order, voluntarily agrees to waive its procedural rights, including an opportunity for a hearing as it pertains to the allegations set forth herein, and voluntarily waives its right to seek judicial review or otherwise challenge or contest the validity of this Consent Order.

#### **CONSENT TO ENTRY OF SANCTIONS**

**WHEREAS**, PBCM, through its execution of this Consent Order, consents to the Commissioner’s entry of a Consent Order imposing the following sanctions:

1. No later than the date this Consent Order is executed by PBCM, it shall remit to the Department of Banking by wire transfer, cashier’s check, certified check or money order, made payable to

“Treasurer, State of Connecticut”, the sum of Ten Thousand Dollars (\$10,000) as a civil penalty;

2. PBCM shall cease and desist from acting as a consumer collection agency in Connecticut without a license, in violation of Section 36a-801(a) of the Connecticut General Statutes, and shall not advertise or solicit consumer collection services in Connecticut through its website or any other means. PBCM shall put a disclaimer on its website stating that it is not licensed as a consumer collection agency in Connecticut, and shall remove Connecticut from its dropdown list in the “Contact Us” section; and
3. In the event that PBCM, or any successor in interest in which Travis Larry Justus (NMLS # 862388) or Matthew Kent Justice (NMLS # 1181354) is a control person, applies to the Commissioner for licensure as a consumer collection agency in Connecticut, the issuance of any such license shall be in the sole discretion of the Commissioner. In addition to the requirements set forth in Part XII of Chapter 669, any application for consumer collection agency licensure submitted by PBCM or any successor in interest shall include evidence, satisfactory to the Commissioner, that it has implemented an effective system of supervision and control to achieve compliance with all applicable consumer collection laws and regulations and has adequately remedied all prior violations alleged by the Commissioner to prevent recurrence in the future.

### **CONSENT ORDER**

**NOW THEREFORE**, the Commissioner enters the following:

1. The Sanctions set forth above be and are hereby entered;
2. Upon issuance of this Consent Order by the Commissioner, this matter will be resolved and the Commissioner will not take any future enforcement action against PBCM based upon the allegations set forth herein; provided that issuance of this Consent Order is without prejudice to the right of the Commissioner to take enforcement action against PBCM based upon a violation of this Consent Order or the matters underlying its entry, if the Commissioner determines that compliance with the terms herein is not being observed or if any representation made by PBCM and reflected herein is subsequently discovered to be untrue;
3. PBCM shall not take any action or make or permit to be made any public statement, including in regulatory filings or otherwise, denying, directly or indirectly, any allegation referenced in this Consent Order or create the impression that this Consent Order is without factual basis;
4. This Consent Order shall be binding upon PBCM and its successors and assigns; and
5. This Consent Order shall become final when issued.

Issued at Hartford, Connecticut  
this 5th day of January 2021.

/s/  
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Jorge L. Perez  
Banking Commissioner

I, Matthew Justice, state on behalf of Professional Bureau of Collections of Maryland, Inc. that I have read the foregoing Consent Order; that I know and fully understand its contents; that I am authorized to execute this Consent Order on behalf of Professional Bureau of Collections of Maryland, Inc.; that Professional Bureau of Collections of Maryland, Inc. agrees freely and without threat or coercion of any kind to comply with the sanctions entered herein; and that Professional Bureau of Collections of Maryland, Inc. voluntarily agrees to enter into this Consent Order, expressly waiving the procedural rights set forth herein as to the matters described herein.

By: /s/  
Name: Matthew Justice  
Title: President  
Professional Bureau of Collections of Maryland, Inc.

State of: Colorado

County of: Arapahoe

On this the 22nd day of December 2020, before me, Lori McCoy, the undersigned officer, personally appeared Matthew Justice, who acknowledged himself/herself to be the President of Professional Bureau of Collections of Maryland, Inc., a corporation, and that he/she as such President, being authorized so to do, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by himself/herself as President.

In witness whereof I hereunto set my hand.

/s/  
Notary Public – Lori Jane McCoy  
Date Commission Expires: Jan 31, 2022