



# COWBOY COLLECTOR

Wyoming Collection Agency Board  
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*Collection Agency  
Board*

**Rocky L. Edmonds**  
Chairman

**Linda Russell**  
Board Member

**William L. Larson**  
Board Member

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The *Cowboy Collector* is the Board's semi-annual newsletter. The newsletter is mailed to all Wyoming licensed collection agencies and will be available on the Board's Internet web site.

Items included in this mailing are:

- Annual Administrative Report for the fiscal year 2000. The report includes the number of new licenses, the number of complaints, licensing issues, and an introduction to the new board member.
  - Current List of Wyoming Licensed Agencies. (Please locate your agency on the list and make sure the information is correct. If you find an error, please e-mail the Board with the correction.)
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## **Wyoming Collection Agency Board Annual Administrative Report for Fiscal Year 2000** (From July 1, 2000 to June 30, 2001)

| <b><i>Licensing:</i></b>   | <b>Totals:</b> |
|--|----------------|
| Number of Agencies Last Year   | 63             |
| Agencies added this year   | 12             |
| Agencies closed this year  | 2              |
| In-State Agencies  | 22             |
| Out-of-State Agencies  | 51             |
| <b>Total Current number of Licensed Agencies as of June 30, 2001</b> | <b>73</b>      |
| <b><i>Complaints:</i></b>  | <b>Totals:</b> |
| Number of Complaint Calls Received Last Year                         | 32             |
| Number of Complaint Calls Received This Year                         | 22             |
| Complaint Forms Received Back  | 11             |
| Complaints Dismissed   | 8              |
| Complaints Closed with Conditional Terms of Settlement               | 1              |
| Complaints Resolved by Letter of Reprimand                           | 1              |
| Complaints Resolved in Informal Manner                               | 1              |
| Complaints Currently Under Investigation                             | 0              |
| Cease and Desist Letters Sent  | 5              |
|  |                |

***Complaints:***

Most complaints fall into the following categories:

- Failure to provide validation or accounting of debts to the consumer
- Rude or uncooperative collectors
- Disputing collection fees, interest, or NSF check fees

***Licensing Issues:***

- Licensing increased by 16% over last year. The growth may be attributed to easy access of the Board's Internet web site, and the availability of pre-approved resident managers offered on the Internet site.
- Continuing to inform post-judgement collection companies that Wyoming requires a license for post-judgement collections.
- The Board requires the purchaser of bulk debt to license.

***New Regulations:***

- On June 4, 2001, the Collection Agency Board adopted amended rules, which clarify the Board's process of investigating a complaint filed against a collection agency licensed in Wyoming. The change is to specifically apply Wyoming Statutes 33-11-113(b) in the context of the Board's Rules of Practice and Procedure, particularly the need for the licensee to review a complaint to be able to effectively respond to it, during the course of a Board investigation. The Board's rules require an agency to respond in writing to a complaint filed against that agency. Amendments to the rules stipulate that the Board will send a copy of the complaint to the agency, which was previously not specified.

The rules also clarify the types of recommendations that can be made by the Attorney General's Office to the Board for the resolution of a complaint.

***New Board Member:***

- In February of this year after serving two 4-year terms on the Board in the Public-at-Large position, board member Tom Johnson did not reapply for a third term. New board member William L. Larson was appointed as his replacement and began his term March 1, 2001. Bill is Senior Vice President of American National Bank in Cheyenne. Bill is a Colorado native, but defected to Wyoming 24 years ago. His hobbies include golf and reading.

***For copies of the Annual Report visit the Board's web site***