

# **AGENCY CHECKLIST**

Paladin recommends the following to client's or potential clients that are verifying the credibility of a collection agency.

## \_\_\_\_\_ **Is your agency Licensed, Bonded and Insured**

- Only about 1/3 of the States require an agency to be licensed for Commercial Collections

*There are a handful of states that absolutely dig into the agency before granting a license. For your convenience we have listed a few states that require all commercial collection agencies be licensed. As mentioned there are other states that require a license but the ones listed below will either require tests to be taken, perform audits to make sure monies are being properly handled for clients, or will do deep background checks on agencies.*

- **North Carolina** – <https://sbs-nc.naic.org/Lion-Web/jsp/sbsreports/CompanySearchLookup.jsp>
- **Nevada** – <https://fid.online.nv.gov/datamart/mainMenu.do>  
- click on public license search
- **Tennessee** – <http://verify.tn.gov/>  
- after entering their verification, put in agency name and remember to change profession to 'collection agency'
- **North Dakota and Indiana** – <http://www.nmlsconsumeraccess.org/>  
- NMLS currently oversees licensing for both ND and IN
- **Minnesota** - click on link and use business for search  
[https://www.pulseportal.com/Inquiry/searchEntityForProducerInfoSimple.do?method=menuInit&criteriaNextAction=producerInformationSimple&moduleCode=PRDCR\\_LIC&serviceCode=RQST\\_CNSMR&accessCode=MN&functionCode=DC](https://www.pulseportal.com/Inquiry/searchEntityForProducerInfoSimple.do?method=menuInit&criteriaNextAction=producerInformationSimple&moduleCode=PRDCR_LIC&serviceCode=RQST_CNSMR&accessCode=MN&functionCode=DC)

**NOTE:** Agencies operating without the licenses required raises a flag as to the agencies integrity and it can also get your company sued

## \_\_\_\_\_ **Check the BBB** - <http://www.bbb.org/council/>

- Enter the agency and click on them to see their rating
- Paladin - <http://www.bbb.org/denver/business-reviews/collection-agencies/paladin-commercial-group-in-centennial-co-90089921>

**NOTE:** It is not uncommon for an agency to have complaints from upset debtors, however, determine if the agency responded professionally and logically. Additionally you should look for outside the normal complaints

## \_\_\_\_\_ **Check Internet Sources**

- Rip Off Report - <http://www.ripoffreport.com/>  
- Enter the agency in search engine then scroll down to see information
- Google Search  
- Enter (agency name), complaints

This document is only a suggestion and offers no guarantees. We suggest you check with your local counsel regarding any state statutes or concerns you may have