

BEFORE THE DEPARTMENT OF FINANCIAL PROTECTION AND INNOVATION
OF THE STATE OF CALIFORNIA

In the Matter of:)	DCLA LICENSE NO.: 10696-99
)	
THE COMMISSIONER OF FINANCIAL)	ORDER REVOKING DEBT COLLECTION
PROTECTION AND INNOVATION,)	LICENSING ACT LICENSE
)	
Complainant,)	(Cal. Fin. Code §§ 100003(b)(3) and
)	100003.3(b)(1))
v.)	
)	
ARC MANAGEMENT GROUP, LLC,)	
Respondent.)	
)	
)	

The Complainant, the Commissioner of Financial Protection and Innovation
(Commissioner) of the Department of Financial Protection and Innovation (Department), finds that:

1. The Commissioner has jurisdiction over the licensing and regulation of persons engaged in the business of debt collection in California under the Debt Collection Licensing Act (DCLA) (Cal. Fin. Code §§ 100000-100025) and the rules and regulations promulgated thereunder.
2. Respondent is a Georgia limited liability company.
3. Respondent is a debt collector licensed by the Commissioner under the DCLA with license number(s) 10696-99. Respondent's principal place of business is 1825 Barrett Lakes Blvd Suite 505, Kennesaw, GA 30144.
4. California Financial Code section 100021(a) requires all DCLA licensees to file an annual report with the Commissioner, on or before March 15, that contains all relevant information that the Commissioner reasonably requires concerning the business and operations conducted by the licensee in the state during the preceding calendar year, including information regarding collection activity (Annual Report).

1 5. Pursuant to California Financial Code section 100015(a), the Commissioner is
2 authorized to establish relationships or contracts with the Nationwide Multistate Licensing System
3 & Registry (NMLS)¹ to collect and maintain records and process transaction fees or other fees
4 related to licensees or other persons subject to this division. Pursuant to California Code of
5 Regulations, title 10, section 1850.16, the licensee shall establish an email for communications
6 from the Commissioner (Designated Email Address). The email account shall be established and
7 monitored in accordance with the requirements in California Financial Code section 331.5. By
8 registering the Designated Email Address, the applicant consents to receive information from the
9 Commissioner at that email address, including, but not limited to, assessment notices.

10 6. On September 16, 2024, the Commissioner instructed all DCLA licensees via their
11 Designated Email Address to verify that their current Designated Email Address meets the
12 requirements and to update as needed.

13 7. On October 17, 2024, the Commissioner notified all DCLA licensees who had not
14 yet provided a Designated Email Address via the email listed under Primary Company Contact on
15 NMLS that they must provide a Designated Email Address immediately.

16 8. On December 6, 2024, the Commissioner provided all DCLA licensees via the
17 Designated Email Address with a sample of the Annual Report stating that detailed filing
18 instructions and access to the Annual Report will be provided on January 2, 2025. The email
19 reminded DCLA licensees that if they were licensed as of December 31, 2024, they must file the
20 Annual Report via the DFPI Self-Service Portal by March 15, 2025.

21 9. Also on December 6, 2024, the Commissioner again notified all DCLA licensees
22 who had not yet provided a Designated Email Address via the email listed under Primary Company
23 Contact on NMLS that they must provide a Designated Email Address immediately. The
24 Commissioner also provided these licensees with a sample of the Annual Report stating that
25 detailed filing instructions and access to the Annual Report will be provided on January 2, 2025, but
26

27 ¹ NMLS stands for Nationwide Multistate Licensing System & Registry and is the system of record for non-depository,
28 financial services licensing or registration in participating agencies, including the District of Columbia and U.S.
Territories of Puerto Rico, the U.S. Virgin Islands, and Guam. In these jurisdictions, NMLS is the official system for
companies and individuals seeking to apply for, amend, renew and surrender licenses authorities managed through
NMLS.

1 they will not receive detailed filing instructions and access to the annual report without a
2 Designated Email Address. The email reminded the DCLA licensees that if they were licensed as
3 of December 31, 2024, they must file the Annual Report via the DFPI Self-Service Portal by March
4 15, 2025.

5 10. On January 3, 2025, the Commissioner notified all DCLA licensees via the
6 Designated Email Address that the Annual Report was accessible via the DFPI Self-Service Portal
7 and provided instructions for filing the Annual Report.

8 11. On February 14, 2025, the Commissioner again reminded all DCLA licensees via the
9 Designated Email Address that all DCLA licensees must file the Annual Report by the deadline of
10 March 15, 2025.

11 12. March 3, 2025, the Commissioner gave a final reminder to all DCLA licensees via
12 the Designated Email Address that all DCLA licensees who were licensed as of December 31,
13 2024, must file the Annual Report by the deadline of March 15, 2025, stating that failure to file the
14 Annual Report may subject the DCLA licensee to suspension, revocation, penalties, or other
15 enforcement action.

16 13. As of March 16, 2025, Respondent, who was licensed as of August 17, 2023, had not
17 filed its Annual Report with the Commissioner, in violation of California Financial Code section
18 100021(a). As a result, on March 18, 2025 the Commissioner issued a Notice of Failure to File
19 Annual Report by March 15, 2025 (Failure Notice) to Respondent via certified mail and Designated
20 Email Address or the email listed under Company Contact on NMLS notifying Respondent that the
21 Department will issue a Desist and Refrain Order and Order Assessing Penalties under California
22 Financial Code section 90015(c) and (d)(1) and will also move to revoke Respondent's DCLA
23 license under California Financial Code sections 100003(b)(3) and 100003.3(b)(1) if the Annual
24 Report is not filed before March 28, 2025.

25 14. As of March 28, 2025, or 10 calendar days after the Failure Notice, Respondent had
26 still not filed its Annual Report with the Commissioner, in continuing violation of California
27 Financial Code section 100021(a).

28 15. On April 1, 2025, pursuant to California Financial Code sections 100003(b)(3) and

100003.3(a) and (b)(1), the Commissioner issued to Respondent a Notice of Intention to Issue Order Revoking Debt Collection Licensing Act License, Accusation, and accompanying documents for Respondent’s violations of California Financial Code section 100021(a) (Accusation).

16. On or around April 1, 2025, the Commissioner served the Accusation on Respondent at its principal place of business and/or electronic mail address on file with the Department. The Department has received no request for a hearing from Respondent and the time to request a hearing has expired.

NOW, GOOD CAUSE APPEARING THEREFORE, it is hereby ordered that the Debt Collection Licensing Act License of ARC Management Group, LLC be revoked effective this date.

Dated: April 17, 2025
Sacramento, California

KHALIL MOHSENI
Commissioner of Financial Protection and Innovation

By

Electronic signature by Melinda Lee
Deputy Commissioner
Debt Collection Licensing Act

