

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

In the Matter of:	)	DCLA LICENSE NO.: 12215-99
	)	
THE COMMISSIONER OF FINANCIAL PROTECTION AND INNOVATION,	)	ORDER REVOKING DEBT COLLECTION LICENSING ACT LICENSE
	)	
Complainant,	)	(Cal. Fin. Code §§ 100003(b)(3) and 100003.3(b)(1))
v.	)	
	)	
Eastwood Contact Center 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 an Ohio Limited Liability Company.

3. Respondent is a debt collector licensed by the Commissioner under the DCLA with license number 12215-99. Respondent’s principal place of business is 40 Northwoods Blvd. Suite E, Columbus, Ohio 43235.

4. California Financial Code section 100019(e), and California Code of Regulations, title 10 (CCR), section 1850.50 require a DCLA licensee to maintain a surety bond. Failure to file a new bond within 10 days of the recovery on a bond, or within 10 days after notification by the Commissioner that a new bond is required, constitutes sufficient grounds for the suspension or revocation of the license.

5. On or around April 10, 2024, the Commissioner received notice that Respondent’s surety bond would expire on June 10, 2024.

6. On or around May 13, 2024 the Commissioner notified Respondent via include all

1 methods: certified mail, U.S. mail, and/or email at its designated email address that pursuant to  
2 California Financial Code section 100019(e) if a reinstatement or a replacement surety bond is not  
3 filed within 10 calendar days after notice that a new bond is required, the Department would issue a  
4 Desist and Refrain Order and Order Assessing Penalties and move to revoke its DCLA license  
5 (Notice).

6 7. Respondent’s surety bond expired on June 10, 2024.

7 8. As of May 24<sup>th</sup>, 2024 Respondent had not replaced or reinstated its surety bond in  
8 violation of California Financial Code section 100019(e) and CCR section 1850.50.

9 9. On May 30<sup>th</sup>, 2024, pursuant to California Financial Code sections 100003(b)(3) and  
10 100003.3(a) and (b)(1), the Commissioner issued to Respondent a Notice of Intention to Issue  
11 Order Revoking Debt Collection Licensing Act License, Accusation, and accompanying documents  
12 for Respondent’s violations of California Financial Code section 100019(e) and California Code of  
13 Regulations, title 10, section 1850.50 (Accusation).

14 10. On or around May 30, 2024 the Commissioner served the Accusation on Respondent  
15 at its principal place of business on file with the Department. The Department has received no  
16 request for a hearing from Respondent and the time to request a hearing has expired.

17 NOW, GOOD CAUSE APPEARING THEREFORE, it is hereby ordered that the Debt  
18 Collection Licensing Act License of Eastwood Contact Center LLC be revoked effective this date.

19  
20 Dated: June 27, 2024  
21 Sacramento, California

CLOTHILDE V. HEWLETT  
Commissioner of Financial Protection and Innovation

22 By \_\_\_\_\_  
23 MELINDA LEE  
24 Deputy Commissioner  
25 Debt Collection Licensing Act

