

MICHIGAN COLLECTIONS AGENCY MANAGER LICENSING GUIDE FOR SKILLED IMMIGRANTS

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1. HOW THE PROFESSION IS ORGANIZED IN MICHIGAN

OVERVIEW

This guide looks at what you as a foreign-educated collection agency manager must do to become eligible for licensing in Michigan. At the same time, it includes some background on the larger collection agency profession to give you an idea of the variety of opportunities available as you work to build your career. The collections profession encompasses the following:

- "Collection agency manager" means the individual responsible for the operation of a collection agency.

REGULATION OF THE COLLECTION PRACTICES PROFESSION IN MICHIGAN

Collection practices in Michigan are regulated by the Department of Licensing and Regulatory Affairs (LARA). You must be licensed to operate a collection agency or commence in the business of a collection agency in Michigan.

The guide assumes that you are an international collection agency manager who is beginning to build your career in the U.S. and that your Michigan license will be your first U.S. collection agency manager license. The guide will include steps that come before the final state licensing process which includes education and exams.

You will become a collection agency manager by examination. The examination is administered by PSI Services, LLC (PSI) at www.psiexams.com.

2. ELIGIBILITY FOR LICENSING

OVERVIEW

Internationally educated collection agency managers need to meet several requirements to receive Licensure by Examination as a collection agency manager in Michigan.

- I. Possess a high school diploma or demonstrates to the satisfaction of the department that the applicant possesses the equivalent of a high school education.
- II. Has had at least 6 months of full-time experience in the collection of accounts.
- III. Has passed the examination approved by the department. Michigan's collection agency manager examination is administered by PSI.
- IV. Is at least 18 years of age.
- V. Is of good moral character.
- VI. Submit your licensure application, required supporting documents, and pay the application fee.

Your application sent to the Bureau of Professional Licensing should include:

- Collection Agency Manager License Application that can be downloaded from www.michigan.gov/occupationallicense
- Appropriate Fee

The licensure application and fee are valid for 1 year. If you have not met all licensing requirements within 1 year you will need to submit a new application and pay the appropriate fee again.

3. TESTS

To obtain a collection agency manager license in Michigan, you must take and pass the MI Collection Agency Manager examination administered by PSI after your Collection Agency Manager License Application has been approved. Upon approval, the Department will mail you an Authorization to Test letter with instructions for scheduling your exam with PSI.

The MI Collection Agency Manager examination consists of 50 questions. You will have 75 minutes to complete this exam.

CONTENT AREAS OF THE COLLECTION AGENCY MANAGER EXAMINATION

The content of the MI Collection Agency Manager examination measures knowledge in the following topics: Licensing; Uniform Commercial Code; Revised Judicature Act of 1961; Additional Laws and Rules Governing Debt Collection.

SCHEDULING AND TESTING SITE PROCEDURES OF THE COLLECTION AGENCY MANAGER EXAMINATION

The examination is a computer-based test administered at PSI test centers. You may visit www.psiexams.com for more information regarding PSI's testing locations.

On the day of the exam, you must bring two forms of identification. One ID must meet ALL of the following criteria: be a current (not expired), valid and government-issued, photo identification (example: driver's license, state-issued identification card, passport); show the name on the government-issued photo identification as the same name used to register for the exam (including designations such as "Jr." or "III", etc.); have your current photo and your signature. The second form of identification must contain a signature that matches the official photo ID (e.g., credit card, bankcard, military or school identification). You should arrive at least 30 minutes prior to your scheduled appointment time.

FAILING THE COLLECTION AGENCY MANAGER EXAMINATION

If you fail any section of the examination, you may retake the exam. It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a

Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can schedule your re-examination.

PRACTICING FOR THE COLLECTION AGENCY MANAGER EXAMINATION

There are many different resources that can help you prepare for the content and the computer based testing technology. There are a variety of test preparation resources available for low cost.

Before you start your examination with PSI, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included as part of the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

4. OTHER CAREERS AND CREDENTIALS

LOWER-LEVEL OPPORTUNITIES

You may want to consider if taking a lower-level job in collection practices in the short-term can help you meet longer-term goals of licensing as a collection agency manager.

Preparing for the collection agency manager can take time. Working in collection practices in a different way and with fewer responsibilities may offer you some advantages, such as:

- employers paying for tuition and fees associated with the collection agency manager exam and licensing
- more energy to focus on studying
- a chance to adapt to the U.S. collection agency system and workplace culture in a lower-pressure environment

You should be honest with your employer about your long-term plans. You may find some employers have benefits such as tuition reimbursement or schedule flexibility that will support your goals.

5. BEYOND LICENSING

MAINTAINING LICENSURE

Collection agency managers must renew their license every year. Licenses expire on June 30th. LARA sends a notice reminding you to renew your license so be certain to keep your contact information up-to-date with their office. You are responsible for renewing your license even if you do not receive a notice from the Department. You must renew online. If your license expires, you will be required to apply for relicensure to reactivate your license.

LICENSING MOBILITY (RECIPROCITY)

The State of Michigan does not have any shared agreement to honor the collection agency manager licenses of other states.

6. IMPORTANT LINKS

LICENSING AND REGULATION:

- The main page for the licensing of any occupational profession is www.michigan.gov/occupationallicense.
- The page that focuses specifically on Collection Practices is: www.michigan.gov/collections. It includes information regarding the boards, applications and licensing information.
- Contact information: Department of Licensing and Regulatory Affairs
Bureau of Professional Licensing
PO Box 30670, Lansing MI 48909

Telephone Number: 517-241-9288
Fax: 517-373-7179
Email: bplhelp@michigan.gov
- The laws that regulate licensing for all occupational professions including Collection Practices can be located at [http://www.legislature.mi.gov/\(S\(olhg5ev4ilciqjcbdd4maf4c\)\)/mileg.aspx?page=GetObject&objectname=mcl-act-299-of-1980](http://www.legislature.mi.gov/(S(olhg5ev4ilciqjcbdd4maf4c))/mileg.aspx?page=GetObject&objectname=mcl-act-299-of-1980)

TESTING:

- PSI Services, LLC (PSI) www.psiexams.com