

Employees of Collection Agencies Working Nevada Accounts Must Work from the Brick and Mortar Location Listed on the License

In March 2020, Nevada ordered all non-essential businesses, which included collection agencies, to close due to the pandemic. On March 13, 2020, the State of Nevada Financial Institutions Division ("Division") issued a notice permitting employees of collection agencies to work temporarily from their residence, even if the residence was not a location licensed with the Division. The Division permitted employees of collection agencies to temporarily work from home through May 31, 2020. The Division has not extended this date.

On June 4, 2020, the Division permitted collection agencies to re-open as long as they continued to follow the governor's emergency directives, guidance from state agencies, any applicable court orders, all applicable state and federal laws, and guidance from the CDC.

As a result, employees of collection agencies working accounts in Nevada need to work from the brick and mortar location listed on the license. This also applies to collection agencies which are not located in Nevada.

KD's Consumer Financial Services Group can assist you with any questions regarding state law licensing requirements and compliance matters.