



California Department of

Financial Protection and Innovation

Debt Collector Licensing – Update on Processing Delays

The Department of Financial Protection and Innovation is notifying license applicants and prospective license applicants that the issuance of licenses under the Debt Collection Licensing Act is unavoidably delayed at this time, because the Federal Bureau of Investigation has informed the Department that new changes are needed to state agency protocols for requesting federal background checks. The delay was unforeseen and is necessary to enable the Department to effectuate the licensing background check required under the Debt Collection Licensing Act.

Despite this unforeseen delay, the Department encourages prospective licensees to continue submitting applications through NMLS. The Department will reach out to applicants with instructions for the submission of fingerprints for background checks when the process becomes available. For purposes of including California debt collector license numbers when contacting or communicating with debtors as required under Civil Code section 1788.11, an applicant who has filed its application through NMLS may indicate “license number pending” or similar verbiage until a license is issued.

During this delay, applicants may continue to engage in business, and the Department will not take action for unlicensed activity against applicants who filed their applications after December 31, 2021. We will notify applicants when we begin issuing licenses and we encourage applicants to visit the Department’s website for updates at www.dfpi.ca.gov. We are frequently updating our website with answers to common questions. The Department anticipates additional rulemaking, and we encourage interested parties to subscribe on our website through DFPI’s [email subscription service](#) to receive notices of rulemaking actions.

If you have any questions, please contact us at DCLA.inquiries@dfpi.ca.gov or (916) 327-7585.