GENERAL INFORMATION

Who Is Required To Have This License?
Any corporation, limited liability company, association, partnership or individual engaged as principal in the business of prorating the income of a debtor to the debtor’s creditor or creditors, or of assuming the obligations of any debtor by purchasing the accounts the debtor may have with the debtor’s several creditors, in return for which the principal receives a service charge or other consideration is required to have this license. If the main office location (headquarters) will be engaging in Wisconsin adjustment service company activity or retaining records, the main office location is the “Company” license. If more than one location is being licensed, the remaining locations should be designated as a “Branch.” Companies whose main office location will NOT be engaging in Wisconsin adjustment service company activity or retaining records should instead submit a WI Adjustment Service Company Registration (Main Office-No Activity) New Application.

Adjustment service company licensees must comply with s. 218.02, Wis. Stats., and Chapter DFI-Bkg 73, Admin. Code.

Pre-Requisites for License Applications
• None

The Wisconsin Department of Financial Institutions (WDFI) does issue paper licenses for this license type.

Document Uploads Guidance
Documents that must be uploaded to the Document Uploads section of the Company Form (MU1) in NMLS are indicated in the checklist below. When uploading documents:
• Follow the guidance in Document Upload Descriptions and Examples.
• Only upload documents relevant to the company application.
• Only upload documents where there is a selectable document category. If inappropriate documents are uploaded that should not be, you will be contacted by your regulator and asked to remove them from NMLS.
• Do not upload the same company documents multiple times. Generally, unless the document is state-specific, if the document has already been uploaded for another state, a new upload is not required unless changes have been made.
• If a document previously uploaded has been revised, delete the old document and replace it with the new document (history of the old document will remain in NMLS).
• For state-specific documents (e.g., Surety Bonds), be sure to indicate the applicable state.

Helpful Resources

• Company Form (MU1) Filing Instructions
• Document Upload Descriptions and Examples
• Individual Form (MU2) Filing Quick Guide
• Financial Statements Quick Guide
• Payment Options Quick Guide
• License Status Definitions Quick Guide

Agency Contact Information

Contact DFI’s Division of Banking at 608-261-7578 or send your questions via e-mail to nancy.schreiber@wisconsin.gov for additional assistance.

For U.S. Postal Service:
Wisconsin Department of Financial Institutions
Division of Banking
PO Box 7876
Madison, WI 53707-7876

For Overnight Delivery:
Wisconsin Department of Financial Institutions
Division of Banking
North Tower
4822 Madison Yards Way
Madison, WI 53705

THE APPLICANT/LICENSEE IS FULLY RESPONSIBLE FOR ALL OF THE REQUIREMENTS OF THE LICENSE FOR WHICH THEY ARE APPLYING. THE AGENCY SPECIFIC REQUIREMENTS CONTAINED HEREIN ARE FOR GUIDANCE ONLY TO FACILITATE APPLICATION THROUGH NMLS. SHOULD YOU HAVE QUESTIONS, PLEASE CONSULT LEGAL COUNSEL.
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<tr>
<th>Complete</th>
<th>WI Adjustment Service Company License</th>
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<tbody>
<tr>
<td></td>
<td>WI License/Registration Fee: $200</td>
<td>NMLS (Filing submission)</td>
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<tr>
<td></td>
<td>Annual Licensing Fee</td>
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<td>WI Application Fee: $200</td>
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<td>Nonrefundable Investigation Fee</td>
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<td>NMLS Initial Processing Fee: $0</td>
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**LICENSE FEES - Fees collected through NMLS are NOT REFUNDABLE OR TRANSFERABLE.**

**REQUIREMENTS COMPLETED IN NMLS**

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<td></td>
<td>Submission of Company Form (MU1): Complete and submit the Company Form (MU1) in NMLS. This form serves as the application for the license through NMLS. If the main office location (headquarters) is required to be licensed, the main office location is the “Company” license and the Company Form (MU1) must be completed. Any additional locations should be designated as a “Branch” and the Branch Form (MU3) must be completed for each additional location. If the main office location is not required to be licensed, instead submit a WI Adjustment Service Company Registration (Main Office-No Activity) New Application.</td>
<td>NMLS</td>
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<td>Financial Statements: Upload an internally prepared balance sheet and income statement prepared in accordance with Generally Accepted Accounting Principles dated within 90 days of the date of the application. If the applicant is a sole proprietorship, file a personal financial statement dated no more than 90 days prior to the date of the application. If the applicant is a partnership, file a personal financial statement for each partner dated no more than 90 days prior to the date of the application. A minimum tangible net worth of $6,000 and positive working capital is required. When evaluating a financial statement, the division typically discounts intangible assets; receivables from officers, stockholders, and other related parties; employee advances; receivables over 90 days old; and any other assets of questionable value. Audited financial statements for the most recent fiscal year end should also be submitted if the applicant is audited by a Certified Public Accountant on an annual basis. <strong>Note:</strong> Financial statements are uploaded separately under the Filing tab and Financial Statement submenu link. See the Financial Statements Quick Guide.</td>
<td>NMLS</td>
</tr>
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<td><strong>Other Trade Name:</strong> If operating under a name that is different from the applicant’s legal name, that name (“Trade Name”, “Assumed Name” or “DBA”) must be listed under the <em>Other Trade Names</em> section of the Company Form (MU1). WDFI does not allow more than five other trade names.</td>
<td>NMLS</td>
</tr>
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<td>☐</td>
<td><strong>Resident/Registered Agent:</strong> The Resident/Registered Agent must be listed under the <em>Resident/Registered Agent</em> section of the Company Form (MU1).</td>
<td>NMLS</td>
</tr>
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| ✗        | **Primary Contact Employees:** The following individuals must be entered into the *Contact Employees* section of the Company Form (MU1).  
1. **Primary Company Contact:** The individual named as the primary company contact must be responsible for receiving communication from WDFI, including the annual report.  
2. **Primary Consumer Complaint Contact:** The individual named as the primary consumer complaint contact must be responsible for receiving communication from WDFI pertaining to consumer complaints. | NMLS |
| ✗        | **Non-Primary Contact Employees:** WDFI requires that an individual(s) be identified as a *Non-Primary Contact* for the following areas. These contacts must be listed in the *Contact Employees* section of the Company Form (MU1).  
1. Licensing  
2. Consumer Complaint (Public)  
3. Exam Delivery  
4. Pre-Exam Contact | NMLS |
| ☐        | **Bank Account:** Bank account information must be completed for the company’s Trust accounts in the *Bank Account* section of the Company Form (MU1). | NMLS |
| ✗        | **Disclosure Questions:** Provide a complete and detailed explanation and document upload for each “Yes” response to Disclosure Questions made by the company or related control persons (MU2).  
See the [Company Disclosure Explanations Quick Guide](#) for instructions. | Upload in NMLS in the Disclosure Explanations section of the Company Form (MU1) or Individual Form (MU2). |
| Note     | **Qualifying Individual:** The *Qualifying Individual* section is not required to be completed for WDFI on the Company Form (MU1). | N/A |
| ☐        | **Control Person (MU2) Attestation:** Complete the Individual Form (MU2) in NMLS. This form must be attested to by the applicable control person before it is able to be submitted along with the Company Form (MU1). | NMLS |
| Note     | **Credit Report:** Individuals in a position of control are NOT required to | N/A |
authorize a credit report through NMLS.

### REQUIREMENTS/DOCUMENTS UPLOADED IN NMLS

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|          | **Business Plan:** Upload a business plan outlining the following information:  
- Marketing strategies  
- Products/Services  
- Target markets  
- Fee schedule  
- Operating structure the applicant intends to employ.  
- Management Team  
- Records Maintenance | **Upload in NMLS:** under the Document Type Business Plan in the Document Uploads section of the Company Form (MU1). |
|          | This document should be named [Company Legal Name] Business Plan.  
**Note:** If the existing uploaded business plan already includes the above information, an additional document does not need to be uploaded. A company should only upload a single business plan. If state-specific material is required, this information should be added to the existing uploaded business plan. | |
|          | **Good Standing Certificate:** Upload a Certificate of Status/Good Standing from the state of organization or incorporation, if other than Wisconsin, dated not more than 90 days prior to the filing of the application through NMLS. | **Upload in NMLS:** under the Document Type Certificate of Authority/Good Standing Certificate in the Document Uploads section of the Company Form (MU1). |
|          | This document should be named [State prefix] Certificate of Good Standing. | |
|          | **Debt Management Agreement:** Upload a WI specific written contract, plan or agreement between a debt management provider and a consumer for performance of debt management services. One agreement uploaded per State. | **Upload in NMLS:** under Debt Management Agreement in the Document Uploads section of the Company Form (MU1). |
|          | This document should be named WI Debt Management Agreement. | |
|          | **Document Samples:** Upload copies of the following sample documents used in the regular course of business in connection with this license:  
- Standard forms  
- Standard form letters  
- Informational or educational brochures given to prospective clients | **Upload in NMLS:** under Document Samples in the Document Uploads section of the Company Form (MU1). |
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|         | **Flow of Funds Structure**: Submit a description of each type of transaction or service to be conducted. For each type, describe each step starting with the first encounter with the consumer and ending at the completion of the transaction when money is received by the beneficiary. This document should be named *Flow of Funds Structure*.  
**Note**: If submitting multiple types of transactions or services to be conducted, combine in single document for upload. | **Upload in NMLS**: under Flow of Funds Structure in the *Document Uploads* section of the Company Form (MU1). |
|         | **Management Chart**: Submit a Management chart displaying the applicant’s directors, officers, and managers (individual name and title). Must also identify compliance reporting and internal audit structure. This document should be named [*Company Legal Name*] Management Chart.  
**Note**: If the existing uploaded management chart already includes the above information, an additional document does not need to be uploaded. A company should only upload a single management chart. | **Upload in NMLS**: under Management Chart in the *Document Uploads* section of the Company Form (MU1). |
|         | **Organizational Chart/Description**: Submit a chart showing (or a description which includes) the percentage of ownership of:  
- Direct Owners (total direct ownership percentage must equate to 100%)  
- Indirect Owners  
- Subsidiaries and Affiliates of the applicant/licensee  
This document should be named [*Company Legal Name*] Organizational Chart – Description.  
**Note**: If the existing uploaded Organizational Chart/Description already includes the above information, an additional document does not need to be uploaded. A company should only upload a single management chart. | **Upload in NMLS**: under Organizational Chart/Description in the *Document Uploads* section of the Company Form (MU1). |
|         | **Surety Bond**: Submit Adjustment Service Company bond in the amount of $5,000 per location furnished by a surety company authorized to conduct business in Wisconsin. The name of the principal insured on the bond must match exactly the full legal name of applicant, including any Other Trade Names. *Use the surety bond form found at the WDFI website.*  
This document should be named *WI Adjustment Service Company Surety Bond*.  
**Note**: This item must also be mailed to the agency. | **Upload in NMLS**: under Surety Bond in the *Document Uploads* section of the Company Form (MU1). |
### REQUIREMENTS SUBMITTED OUTSIDE OF NMLS

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<tr>
<td>□</td>
<td><strong>Surety Bond:</strong> Submit the original bond in the amount described <a href="#">above</a>.</td>
<td>Mail to WDFI</td>
</tr>
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<td>□</td>
<td><strong>Criminal History Report:</strong> Mail a criminal history report dated within the previous 90 days for each individual who owns 10% or more of the applicant and for each key officer, key member or partner of the applicant. Key officers include chief executive officer, chief operating officer, chief financial officer, president, executive or senior vice president (submit the highest level vice president if there is no EVP or SVP), secretary and treasurer. The criminal history report must be obtained from the State Police/Department of Justice located in the owner’s/officer’s/member’s/partner’s state of residence. Reports obtained from third-party providers will not be accepted.</td>
<td>Mail to WDFI</td>
</tr>
<tr>
<td>□</td>
<td><strong>Supplemental Questions:</strong> Complete the Supplemental Adjustment Service Company Application Questions Form and send to WDFI. <a href="#">Click here to access the form</a>.</td>
<td>Mail to WDFI</td>
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</tbody>
</table>