



People don't care how much you know,
until they know how much you...
collect

We're on the Web!
www.a2cb.com

High Payment of the Month



Karen from our Ann Arbor office helped
to bring in a high payment of \$3700.99
for a local telecommunications firm.

Congratulations!



Let it S now!

-C ollector's C orner-

Here are a few helpful hints that will make the flow of information better which means a higher recovery possibility and ease for all...

- ☞ Suit papers must be returned promptly with either a checkmark by the refusal statement or a signature which means that you wish to pursue legally.
- ☞ Disputes must be answered in a timely manner. Written response is best, with the easiest being a quick fax to us.
- ☞ Remember, in order to add additional charges to past due accounts; you must have something in writing that was signed prior to the sale or service stating that the parties agree to them. (i.e. finance charges, interest, late fees, collection fees, etc...)
- ☞ For rental properties, please be sure to include a copy of the entire lease agreement with each file sent to us. This is the legal document we need to recover monies, especially should the account go to the attorneys.
- ☞ Statements for the accounts need to show a breakdown of the charges with the total balance due, not just the debtor's name, address and amount due. This greatly helps the collectors as they can then let debtors know exactly what the different charges on the account are for.

News B oard



Welcome!

A new employee joined our front office last month, Chris. She is doing a great job. We are happy to have you, Chris.

C ongratulations!!!

Recently we celebrated our collections manager, Rob Scharf's, 5th year with the Credit Bureau. He is a very valuable member of our team and does a wonderful job in the face of constant adversity.

Thank you Rob!



Recovery S kills Registration Form

Seminar on March 4, 2003
(\$75.00)

Company Name _____

Your Name _____

Address _____

City _____

State _____ Zip _____

Phone # () _____

Number of Attendees _____

Names _____

Total Enclosed \$ _____

We hope to see you at the seminar!