

The Collector Chronicle

NORTH AMERICAN RECOVERY

April 2014

Utah, Colorado & Idaho's
Collection Authority

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for March is Skyline Flowers. Congratulations! We work with Marilyn, and they have been using our agency since February of 2005. We will be sending Marilyn a \$100 gift certificate to City Creek. Enjoy!



THIS MONTH'S PRIZE

This month we will be giving away a dinner for two at Red Lobster. Each client who sends new accounts during the month of April will have their name entered into a drawing. At the end of the month we will draw a name, and if it's yours, you'll win the gift card.

**Don't miss out on your chance to win;
Send new accounts in April!
Good luck!!**



THE PEOPLE BEHIND THE VOICES

By: The Employees of North American Recovery

Each year we devote one newsletter to the people who make things happen in our company. In keeping with that tradition, each employee has written a little something about themselves this month. It's a great way for you to get to know the people behind the voices.

It's because of our talented and dedicated staff that we are able to provide you, our clients, with the industry's premium debt collection service. So sit back, relax, and enjoy getting to know us a little better.

LACIE JAMES...*Receptionist*

I have been working for NAR for just over a year and I LOVE IT! I started in data entry, but now I work at reception. You know that voice you hear on the other end of the phone sometimes? Well, I'm one of them.

I'm originally from Layton and graduated from Syracuse High School. I moved here to Salt Lake in March 2013. I live in Murray now with my boyfriend, my adorable purebred dachshund, Sonnie, and my cat, Grimm.

I love the outdoors, hiking, walking my dog and enjoying his crazy antics. I also love listening to my music and jamming out; my karaoke is the best.

AMBER LEON...*Receptionist*

I am one of our two receptionists, and I enjoy my job! I love being able to see people as they come into the office and all the different types of people. I'm a big people person so this is the perfect position for me!

I'm also a very creative person and love to find new ways to do things and love designing things. I love working for a company that allows me to be creative while also working in a professional environment.

I am a tried-and-true Washingtonian; I still miss all the trees and rain that smells like mountains

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as it falls to the earth. But I do love camping in Utah. My husband and I love to be very active in the summer, camping, swimming, road trips, soccer, etc.

Another pastime that I love is killing zombies with my husband; even though he thinks Xbox is better than PlayStation, I still love him. If you ever come on by the office, I'm the redhead at the front desk!

SAMANTHA BURILA... *Outside Client Service*

I have one of the most adventurous jobs at NAR. I get the privilege of meeting and associating with many of our clients.

When I am not sharing collection knowledge with our clients, I can be found at one of my children's many sporting events or helping them with homework as they learn to navigate Junior and Senior High School.

Some of my favorite activities are visiting Monterey Bay and Lake Tahoe, California. I love reading and looking for opportunities to learn new things. Also, in my spare time I love to garden; I love to prep the area by pulling weeds and then enjoy the harvest season.

NICK STANDIFORD... *Outside Client Service*

Nick joined the North American Recovery team February 2014. He has a bachelor's degree from BYU in Public Health with minors in Coaching, Communications, and Business. He is currently attending Utah Valley University working towards a MBA. He enjoys learning about others and creating strong relationships with people.

When not at North American Recovery he likes to spend time with his wife. He is a sports fanatic, but leans heavily towards college and professional basketball and football. He enjoys playing his guitar, video games, and basketball with his friends.

CHASE CHAPMAN... *Client Service*

Chase joined North American Recovery in October 2013. He earned a bachelor's degree from the University of Utah in Human Development and Family Studies and a certificate in Positive

Psychology.

With a love for working with people, Chase joined the Client Service department to help serve our clients. He has a great ability to relate to our clients and loves to come to work every day.

Chase was newly married in March and recently moved to Farmington. He is an avid college football fan and loves to be around his family's three bulldogs.

SAGE LINNELL... *Client Service*

I am one of NAR's most veteran employees; I've been with NAR for over eight years. During that time I have held many positions within the company and currently enjoy working in our Client Service Department, helping with anything our clients need.

I married my sweetheart Tyson over six years ago. Together we have three children; two sons, Keian (3 ½) and Kayce (22 months), and a dog named Bronco. (To say I am a diehard Denver Bronco's fan would be an understatement.) As a family we love to spend time going on adventures, doing anything outdoors, and of course, watching the Denver Broncos.

VALERIE KING... *Legal Action Administrator*

I am a Paralegal and Legal Action Agent for NAR. I am very passionate about the law and have been since my first job as the file clerk for a law firm in Las Vegas. The people at NAR are wonderful to work with, and I look forward to working with them for a long time to come. I also prepare taxes in the evening during the tax season.

I have three wonderful children that are my "world". In my spare time I love to ski and scuba dive. I am active in community and civic affairs. I have traveled to many wonderful places around the world, but it makes me love and appreciate the US more every time.

JAMESON MURRAY... *Legal Action Coordinator*

I work in the Legal Action department. I have a wonderful wife, two awesome little boys and a sweet little girl who all keep me busy. I don't have a lot of free time, but I enjoy camping, fishing and

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hanging out with my family.

CARTER WENNERSTROM...*Legal Action Coordinator*

I work as a Legal Action Coordinator at NAR. My education and experience have always revolved around the legal system, and I love anything legal related.

When I'm not working, you can find me at the gym, eating healthily, on a run with my Staffordshire Terrier, Wayne, or glued to the big screen rooting on my Florida Gators, Miami Heat, and Washington Redskins. #HTTR

JASON GEECK...*Legal Action*

I am a recent Phoenix transplant and am loving Salt Lake City! Where else can you live that boasts a bustling city and serene wilderness all within 15-20 minutes of each other?

I am an avid cyclist and enjoy outdoor activities of all sorts—hiking, snowshoeing, and camping with my wife and three-year-old are my absolute favorites! I'm a city boy who finds shelter reconnecting with my higher power in the wild. I am also a football (soccer) fanatic and a huge supporter of our hometown boys, and previous MLS champions, Real Salt Lake.

I grew up playing ball and continue to enjoy the unique history, culture, and love for the game. In fact, I was in the process of coordinating travel plans to attend my second World Cup (in Brazil this summer) when I learned I would be expecting baby number two right around the start of the tournament! Needless to say, I will be enjoying the games from my home with a new bundle of joy in my arms! Win-win situation for me!

JEREMY KLINGONSMITH...*Operations Department*

I've been working at NAR for six months. In addition to my primary job of processing bankruptcies, I also enter accounts or help with other projects, as needed. I have lived in Utah most of my life and have lived in Salt Lake for the past 15 years.

I am a big movie buff and enjoy movies in almost any genre, except for horror or slasher films. I also read a good book occasionally. I also have a

hobby of crocheting afghans and creating picture patterns for the blankets I make.

EMILY NORDFELT...*Operations Department*

I perform multiple tasks within the Operations Department. In my spare time, I enjoy preparing for the zombie apocalypse.

BRENNA CLAWSON...*Operations Department*

I really enjoy all of the wonderful people I have the opportunity to work with and all the laughs we have together. NAR is a great company to work for!

Being a Southern California native, I absolutely love the outdoors. I enjoy anything that involves physical exhaustion and pain. Downhill mountain biking, snowboarding, hiking, road biking, and camping are some of my favorites. I also enjoy laughing and having new adventures with family and friends.

I moved to Utah about three years ago with my six-year-old son Tristan. My parents followed me to Utah a year later. I enjoy spending time with my family and watching Tristan learn and grow up a little more each day. Although I miss the sunny California weather and the beach, I'm glad I moved to Utah. Not only do I get to enjoy all the activities I love, but Utah has some really great people. I look forward to having an awesome year and making it even better than the last.

LILLIAN RANS...*Operations Department*

I work in the Operations department entering new accounts. I have my associate's degree in Dental Assisting, and to keep my skills sharp I volunteer with dental outreach programs.

I love Korean history and culture and was lucky enough to spend time studying in Seoul, South Korea. In my free time, I enjoy playing tennis, going to movies, spending time with my friends, or just curling up with a good book.

ANGELA ADDY-BOWLES...*Operations Department*

My name is Angela, and I am in the Operations department. I have been with NAR for almost a year, and I haven't once dreaded coming to

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work – I love it here!

I live in Tooele with my three-year-old daughter, Augustus. I love living in Utah, and I am the #1 fan of the Utah Jazz.

When it's not basketball season, I enjoy movies, going to concerts, and spending time with my family. I am also extremely stubborn and suspicious, rather inclined to giggle, and I don't push things away.

LESKA LORD...*Operations Department*

My name is Leska, and I have worked for this company for one year on the 24th of this month. I have some pretty sweet skills; I am pretty good with Nanchaku and a bow staff.

I also am very good at drawing mythical creatures; my best is the liger. I really like tater tots, and I have been known to bust out a sweet dance move or two. I also enjoy going to Alaska to hunt wolverines.

CATHERINE TALIULU...*Operations Department*

I have been with NAR for almost six years. As the deposit coordinator, I process all of the payments received each day. In my spare time I enjoy training my nieces and nephews for the next Hunger Games.

CORBIN BARBER...*Collector*

I really enjoy working with NAR. The company and coworkers are altogether very professional and wonderful to be around.

Typically I enjoy staying physical, and most jobs before this one were quite physical. I enjoy all kinds of sports and doing things outdoors.

Typically I spend most of my time with family or with my fiancée Sascha, who is quite the lifesaver for me. I have two nieces who used to have their uncle Corbin wrapped around their fingers, but I recently found that I am also a proud father myself. So as of now, my little nieces will have to take a back seat to my daughter, Briyit, seeing as how she has already stolen my heart, and has me doing everything in my power to be the best daddy she could have.

SHANNON SOWERS...*Collector*

Can I just say WOW? I love working here. There are so many wonderful, hardworking people I work with.

When I'm not at work, one of my favorite things to do is go camping. I love the outdoors. I've been married for five years now with my wonderful husband, Paul, and our two dogs (both Pomeranians), Chewy and Sadie.

I have a twin sister that has been living with me for about three years now with her two dogs (both also Pomeranians), Phoebe and Bear. Our dear Phoebe passed away 1 ½ years ago, R.I.P baby girl. It definitely makes for a full house! I am also ok with just staying home relaxing and watching movies. I'm in the process of expanding my garden so I can plant many tomatoes and jalapenos this year in hopes of making homemade salsa, which is the tastiest!

I was born in Bakersfield, California, and moved to Utah when I was about five years old, so I have pretty much lived here most of my life (that I can remember). I have seen most of the United States, and Utah is just home. I wouldn't have it any other way, aside from the snow, which I hate driving in, but is beautiful to snuggle at home with the dogs and watch it fall; I am complete.

DEJANA MAGAZIN...*Collector*

I was born in the former Yugoslavia but raised in Utah. I was blessed with an amazing fiancé who pushes me to be the best at doing everything, including working here at NAR!

I am a Second Dan Black Belt in Tae Kwon Do and would love to open my own school one day. I love animals with a passion! I have three dogs: my Rottweiler, Goku, my German Shepard-Rottweiler, Nemo, and my Pomeranian-Chihuahua, Vojin, and two cats, Tobi and Shadow. My animals are my children. I also love hiking and spending time with my wonderful family and close friends!

KARLEY CHRISTENSEN...*Collector*

My name is Karley, and I have been a Collector here at NAR for about seven months, and I have loved every second of it.

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It's been great working for NAR because I enjoy what I do and everyone I work with. We are like one big family, always helping out one another and working as a team to provide our very best for our clients every day. I'm always learning new things, and I always have a variety of tasks that make each day a bit different and interesting.

A little about me: I am the youngest in my family; I have one older sister. I have two dogs; one is a White Retriever (Kash), and a Gold Retriever (Ruby). I have seven horses that keep me very busy everyday on the farm. My passion is softball!

I currently just became a Certified EMT but have decided to change my major and am going to be going to school in the fall to become a Vet Tech. In my free time, I enjoy anything outdoors, working on my farm, hanging out with family & friends, and most of all, playing SOFTBALL! I am looking forward to many more great memories and opportunities to come here at NAR.

GERALD WHITE...Collector

I've worked for other collection companies, but NAR's approach is much better, a lot more effective, and extremely professional.

If I knew of anybody who needed collection services, I would not hesitate to refer them to NAR. Its use of the legal process is a great motivating factor for debtors to pay their past-due accounts. I absolutely adore and love the people I work with and consider it a real privilege to work for NAR!

JAMIE DENT...Collector

I love my job and what I do. I'm divorced, or twice removed, and have no human kids but had two female dogs, my Pomeranians, Beary and Phoebe, both 12 years old. Phoebe passed away in September-2012 and was a huge loss.

I love camping and being outdoors. NAR is a great company to work for, and I have to say it is the first company that I've worked for that everybody pretty much knows everyone because we're small in numbers.

KRYSTLE MISA...Collector

I recently just moved from California to Utah

with my husband in August. I have been a collector for NAR since October 2013. It's been a really great experience working for NAR. The people here are so easy to get along with, and it makes the work environment more enjoyable.

When I'm not working, I love just hanging out with my husband playing video games, mostly Call of Duty, watching the latest movies, or I'm usually busy with church activities. We are currently trying to prepare for our baby girl who's on the way. So I guess you can say we're excited to add to our little family!

SEAN BREINHOLT...Collector

I currently work in collections and have done so for the past year and half. Since I've been here, I've learned that NAR offers a fast-paced and immersive environment that always keeps one on their toes. Each and every day is unique. At nights, I attend the police academy, and will graduate sometime in August.

My time outside of work and school is spent with my wife and two children. We frequently go on hikes, and summers are largely dedicated to bear lake, where my parents have a cabin.

MARIAH GALLEGOS...Collector

My name is Mariah. NAR is by far the best experience I've ever had. I'm glad to have the opportunity to work for such an amazing company. I love coming to work, and I love what I do. I've worked for first-party collections before this, and it is way different; this is way more fun. I know, work being fun. What? Working here is not one of those jobs where you wake up dreading going to work; I wake up with a positive attitude thinking, "I'm going to get things done today."

When I am not at work I spend all of my time with my boyfriend, watching movies, cooking, or just hanging out. I'm surprised he's not sick of me yet. My main hobbies consist of being outside, so with that being said, I LOVE SUMMER!

ANTHONY FUENTES...Collector

I was born in San Antonio, Texas, and raised in California. I moved to Utah about six years ago, and I am glad I did. It's the perfect place to raise my

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two boys. I enjoy spending time with my wife and boys doing anything outdoors. We enjoy hiking and walking in the woods or on the beach, snowboarding, stargazing, boating, camping, playing sports, and sitting by the fire and roasting marshmallows.

It's been great having two boys near the same age; they have grown close. My oldest (7) recently hurt his arm, and my youngest (4) said, "It's not fair my brother has a broken arm, and I don't." My boys are the greatest part of my life.

Before working at NAR, I worked at PhysioCare Physical Therapy as the office manager for over five years. I attended Fresno City College where my chosen major was Finance and Financial Management Services.

I have really enjoyed working for NAR. I get to work with a fantastic group of people and hope I get to work here for many years to come.

PATTY FOTHERINGHAM...Collector

Hi, my name is Patty Fotheringham, and I am the lucky mother of three, and the grandmother of three. Being a grandmother has brought so much joy, and I had no idea that it would be this fun.

I'm an army brat, so I moved practically every two years of my life and lived in Germany and Japan. This probably would have been hard, but I had my twin sister, who is my best friend, with me to experience this.

Most people would not know that one of my jobs I've worked is cleaning the inside of airplanes for Delta. It was actually a fun job. My pride and joy is my family.

RILEY MCGRUFF...Collector

I work in the Collections Department. I love to travel, eat new types of food, learn about historical events, and cuddle with my dog. I was born and raised here in Salt Lake City, but plan on moving out of the state eventually!

I love music and dancing. I have an amazing family! My mother works here at NAR with me. My dad lives in Texas and is a college football coach. My two older brothers both live here in Salt Lake and

have awesome spouses. I am too young to have a family of my own at the moment, but I plan on having a lot of dogs and hopefully a little boy.

I love hockey and baseball! I plan on going to as many pro sports games as I can and am excited to travel to different states to see them! NAR is a fantastic company and I have had so much fun meeting new people and experiencing a challenging job.

JOSIE CHURCH...Collector

My name is Josie; I was born in St. George, Utah. We moved up to Salt Lake when I was four. I have two older siblings, and we are very close.

My favorite hobbies include: golfing, boating, four wheeling, camping, basically anything outside and active. My first real job was at a movie theater; therefore I am a movie nerd, and I can't stand the smell or thought of popcorn.

I would rather play in the mud than be dressed up any day of the week. The one food that you can guarantee will be at my house all the time is chips and salsa. I am a die-hard U of U fan.

When I was little, I was very adventurous and I had at least one thing in a cast every summer from the time I was seven until I was fourteen. I started ballet when I was five, karate when I was seven and did them both until I was thirteen. And I love tattoos.

JEFFREY LOPEZ...Collector

My name is Jeffrey Lopez, I am 20 years old. I have a 10-month-old son who was born a day before my birthday. My favorite things in life are being a dad, working out, and riding my motorcycle. I am new to debt collecting over the phone, but so far, I enjoy it. I am looking forward to moving up to legal so I can sue people.

SASCHA STEADMAN...Collector

My name is Sascha, I am new to NAR, and so far so good. I spend most of my time with my rock, my fiancé, Corbin. I have a wide variety of interests a few of them are dance, photography, concert going, history, antique shopping, leopard print, Chevy trucks, creating something out of nothing, and

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organizing. Favorite TV shows include: True Blood, Vampire Diaries, Dracula, Betrayal, Suits, Bones, anything on ID, Law and Order SVU and C.S.I LV. I love Anne Rice; she is a favorite author of mine.

No children of my own yet, but I have two nieces, four nephews and six little cousins that are my world and can't imagine life without these little people. I'm excited for the day when I can welcome a step-daughter into my life.

Where do I see myself in ten years? As an organic-living mom and wife that's been half way around the world with my husband and children.

CHRISTINA SMART...Collector

I have been with NAR for a little over two years. I absolutely love the people I work with and work for. This job has been the best I have had, and I feel very fortunate to be a part of this amazing company.

When I am not at work, I am usually having adventures with my boyfriend and best friend. When it is warm outside, I love being outdoors and will hardly ever be inside!

A few things I have not done yet and will accomplish this summer are: seeing the beach, going boating, and skydiving. I love exploring new things and meeting new people. I also am going to start growing vegetables this year. Wish me luck!

TYLER SPARKS...Collector

I am a collector at North American Recovery. I have only been here for just over a year and have learned so much and have made great progress as well. This is the only collection job I have ever had, and it is awesome! I work with a ton of energetic, smart and fun people.

In my free time, I like to go swimming, camping, snowboarding, and just chilling out and having a good time.

MADISON LUND...Collector

My name is Madison Lisa Vegas Lund. (Yeah, it's really my middle name.) I've worked at NAR as a collector for about four months now. I really do love it here and all the people I have the

pleasure of working with! I've been in Salt Lake City my whole life, but plan to move to California once I finish school here.

I'm currently going to school for Social Work and am absolutely in love with it. I plan to continue on until I have my master's degree, and then plan to open my own drug and alcohol treatment center.

Outside of school and work, I love spending time with my family, going on adventures with my cute friends, driving to new places and traveling! (:

STEPHEN HALLING...Collection Department Trainee

I have been with NAR for a total of just over four years. I am the lucky guy that gets to train all of our amazing collectors. I love what I do and enjoy working with all of the great people around me.

When I'm not at work, I enjoy spending time with my beautiful little family. My wife and I just had our first child, a baby girl named Charlei, who is the best thing that has ever happened to us. We also have two dogs and one cat.

We enjoy spending time outdoors going on walks, camping, playing sports, and pretty much anything else. I am an avid sports fan. I love both watching and playing most all sports.

JUSTIN DENNEY...Collection Department Supervisor

The only thing I can say about working at NAR is I love it here!

I was born in Ogden, Utah, and have lived here for most of my life. After graduating from Davis High School, I served a 2-year LDS Mission to Houston, Texas. I then earned a bachelor's degree in Business Management from Weber State University. I have been married for four years to my beautiful wife Brianne.

I enjoy doing anything outdoors, including boating, golfing, fly fishing, hiking, tennis and watching a good flick at the drive-in. I love playing sports; I currently spend lots of time playing in basketball, softball and indoor soccer leagues. I'm a highly competitive person and will pretty much play anything if challenged!

I love spending time with my wife; whether

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it's going to the lake or just sitting at home watching a movie, we enjoy being with each other. I like to eat ice cream, and I really enjoy a nice pair of slacks.

BRYCE PACKHAM... *Operations Supervisor*

I recently celebrated my five-year anniversary with North American Recovery. Having such a great group of co-workers makes it a pleasure to come into work each day, and that's part of what makes North American Recovery such a great place to work.

I'm a big believer in making life enjoyable and will do things at the drop of a hat. I enjoy extreme sports, such as BMX, snowboarding, and my newfound hobby of paragliding. As a photographer, I love integrating photography with my other passions. I like going to new places, meeting new people, and trying new foods (although I've recently developed a slight obsession with seafood—especially sushi).

TROY WILKERSON... *Director of Client Relations*

I was born and raised in Utah and have lived here my entire life and have loved every minute of it. I have been with NAR for seven wonderful years!! During my career with NAR, I have been involved in sales and client relations.

I graduated from BYU in 1993 with a Bachelor of Science Degree in Family Science, with a minor in Psychology. The year 1993 happened to be a wonderful year in my life: I not only graduated from college, but I also married my wonderful wife, Shauna.

We have three amazing children, Peyton (19), Paige (15), and Kylee (14). I couldn't imagine life without them, and everything we do is with them. As a family, we enjoy boating, camping, fishing, and four wheeling. I also enjoy hunting, baseball and playing golf. NAR ROCKS!!

DAVE SAXTON... *Owner, President and CEO*

I'm Dave Saxton, the President, CEO & Owner of North American Recovery. I love coming to work every day and facing new challenges together with our Management Team and our employees. I can say with 100% certainty, *I love my job!* It's an honor to work with so many talented and dedicated managers and employees, and a pleasure to serve our clients. Our entire team is continually developing new and innovative ways to collect more money. While I didn't dream of being a bill collector when I was growing up, I wouldn't change a thing!

I was born and raised right here in good old Salt Lake City, Utah. I went to West High School where I met and married my high school sweetheart, Shelley. We've been married for over 25 years, and are now empty nesters living in North Salt Lake. Our three children, Jordan (26), Chase (22) and Breeanne (19) all moved out this past year to start their lives on their own (no grandchildren yet—but I'm sure that will eventually change).

In my spare time I enjoy boating and camping on the beaches of Lake Powell. I like reading science fiction, driving sports cars, and riding motorcycles. I've recently developed a joy for writing too; right now, it's limited to projects in my business like procedure manuals and company statements, but I have penned a few poems recently, and I have a great idea for a novel and can't wait to start.



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