

# The Collector Chronicle

NORTH AMERICAN RECOVERY

May 2013

Utah's Collection Authority

## LAST MONTH'S PRIZE

The lucky winner of our client prize for April is Cyprus Credit Union. We have been collecting for them for 9 years and will be sending Lynda, Josh, and Ashley a gift certificate to Fleming's.

Congratulations and enjoy!!



## THIS MONTH'S PRIZE

This month we will be giving away tickets to an upcoming Salt Lake Bees or Colorado Rockies game (or to the team in your area). Each client who sends new accounts during the month of May will have their name entered into a drawing. At the end of the month we'll draw a name and, if it's yours, you'll win the tickets.

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



## THE DYNAMICS OF A COLLECTION CALL (PART II)

THIS MONTH'S ARTICLE WAS WRITTEN BY TY WARREN,  
OUR COLLECTION DEPARTMENT TRAINER.

Last month's edition of The Collector Chronicle covered just a few of the psychological aspects involved with making an effective collection call; why we do things, the way we do things, and how our unique approach sets North American Recovery ahead of the average collection agency. In this edition, we are going to take things a step further by analyzing the steps taken after we have verified that the person we are talking to is our debtor, informed them of the bill, and given them a chance to pay.

As we discussed in last month's edition, if a debtor refuses to pay, we verify the necessary information and forward the account to our attorney for a garnishment of the debtor's wages. The reason is simple: In our 20 years of business we have found that those debtors who genuinely want to pay will find a way to get their bill paid within a reasonable time frame. It is much more effective to collect from those that want to pay, and sue the ones who don't. However, we also realize that each account is unique, and there are instances where we are not able to collect an account using legal action. There are also times when the debtor genuinely wants to pay, but simply doesn't have the means to pay the bill in full. We take this into account, adapting to each scenario with a unique, yet equally effective, approach.

Our commitment to you as our client is to give each of your accounts the individual attention they deserve; to collect payment in full in the most efficient way possible while maintaining a constant level of professionalism. It is for this reason that unless there are extenuating circumstances, we don't allow debtors to make monthly payments; if they were going to make monthly payments they would have done so when the account was in your office. However, we do make exceptions based upon your wishes or in situations where we are able to determine that the debtor truly can't afford to pay in full with one payment.

In these instances we will offer the debtor the chance to pay their bill in 2, 3, or even 4 payments. If the collector and debtor can come to an agreement on one of these schedules, the collector will set the debtor up on an automatic payment arrangement to get the bill paid in full in a

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timely manner. If the debtor is unable to make these payments, we refer him to friends, relatives, his bank, credit union, and other lending institutions to get a loan for payment in full. This suggestion is an efficient way to get the account paid in full while still allowing the debtor to make monthly payments. It truly is a win-win for all parties involved. This approach is extremely effective and works in most instances, but in some cases the debtor is still unable to obtain the full amount. So we again take a slightly different approach.

At this point, the debtor has talked to our collector, verified his personal information, attempted to obtain a loan for payment in full, *and* provided proof of his loan attempt. Through all of this it is clear that the debtor genuinely wants to pay so we again adapt and take a unique approach that is slightly different, but *still* just as effective.

Once we've received documentation showing the debtor has been denied a loan for payment in full, we talk to him once again and determine his take-home pay each month. Once we have obtained this figure, we can then calculate what our attorney would be able to obtain if our attorney garnished his wages (or a reasonable amount if the account doesn't meet the requirements for legal action.)

For example, if the debtor is paid twice a month and his checks are \$875.00; his total take home for the month is \$1,750.00. If our attorney garnished his wages we would be guaranteed \$437.50 a month. In this instance, we know we can be guaranteed a return of \$437.50 by obtaining a garnishment; it would be a bad business decision for us to accept any less. We explain this to the debtor and offer to set them up on monthly payment arrangements similar to the amount we could obtain through a garnishment. If the debtor agrees to this arrangement, the account is paid in a timely manner, and the debtor is able to make payments. Again, a win-win for all parties involved. If, however, the debtor refuses the payments, we then have no choice but to

send the account to our attorney for a lawsuit and garnishment.

So there you have it: The basics of a collection call. We do receive excuses and stalls, but we use our expertise and unique approach to quickly determine the root cause of delinquency, resolve the issue, and collect payment in full on your account in the most efficient way possible. In addition to our advanced collection procedures, we incorporate the latest technology, including call recording and monitoring on each and every call. You can rest assured that we are representing you with the highest level of professionalism at all times.

We understand that our policies and techniques may not be the most popular with debtors; however, our collection model is a tried and true formula that has placed North American Recovery at the cutting edge of the collection industry over the last 20 years. This approach provides you with the exceptional results you're looking for without consumer complaints.

## KIND WORDS

This month's kind words come from a debtor who was helped through a particularly difficult situation regarding an account he owed. This debtor worked with one of our Management Trainees, Jessica Harris, and had this to say about his experience:

"I wanted to write to you today to commend one of your employees. I have worked with Jessica on some pretty interesting issues regarding my case with N.A.R. Inc. She has been exceptionally helpful, incredibly knowledgeable, and an amazing representative of your company. It's not often you find representatives like that anymore."

Thank you,  
Todd D.



The *Collector Chronicle* is published monthly by NORTH AMERICAN RECOVERY for prospective and current clients. Feel free to direct questions or comments to David J. Saxton at [DaveSaxton@North-American-Recovery.com](mailto:DaveSaxton@North-American-Recovery.com)

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