

# The Collector Chronicle

NORTH AMERICAN RECOVERY

April 2011

Utah's Collection Authority

## LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for March is Emergency Physicians at Porter in Littleton, Colorado.

Congratulations!! We work with Jessica, Rachel and Agnes and we will be sending them a \$100 gift certificate to a department store or mall of their choice. Enjoy!



## THE PEOPLE BEHIND THE VOICES

By: The Employees of North American Recovery

Each year we devote one newsletter to the people who make North American Recovery a great company. The first three months of this year have been record breaking. We continue to grow and collect more money, and it's all because of the exceptional people we have working here.

This month I asked each employee to write a little something about themselves so you could get to know us better. So sit back, relax, and enjoy getting to know us a little better.

### **BRENNA CLAWSON...*Receptionist***

I am new to NAR but I really enjoy working for this great company. In my free time I love to be outdoors. I enjoy snowboarding, mountain biking and hiking. I also like to work out so that I can keep enjoying my hobbies. I have a three-year-old named Tristan who keeps me busy when I'm not working. I also love Harry Potter.

### **KRIS MCBRIDE...*Collector***

I have just recently joined the collections team here at NAR. I am a single mom of two daughters, Breanna (11) and Karma (4). I should tell you living in a house full of girls is a handful. Even our dog, Bella, is a girl! So you can only imagine what that is like.

I am a full-time student. I go to Salt Lake Community College as well as to Utah State University. Go Utes!! I have a busy schedule and am always on the go. I love to be challenged and to be able to strive for betterment every single day. Sometimes the world spins in all different directions and it's how you handle the motion that determines the sickness. I try to have a positive attitude as much as I can; I like to bring others up when I am feeling down.

I really have enjoyed my time here at NAR so far. The people are great and management really strives to make sure every employee has the knowledge and confidence to do their best.

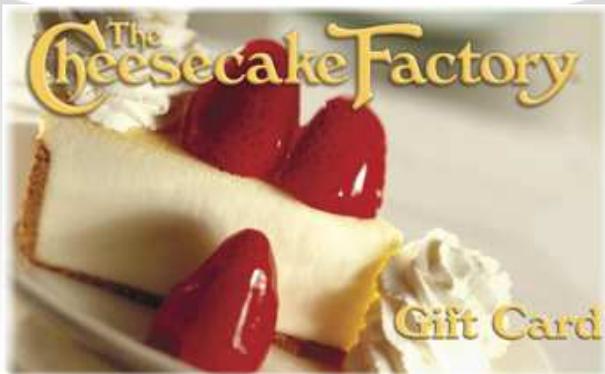
### **TIM MACK...*Collector***

I enjoy my job and the people I work with. I have a beautiful wife and we recently had our first little girl in November. My hobbies include any sport I can get my hands on and spending time with my family. I am currently a student at Weber State University. I hope to graduate with a degree in Mathematics Teaching.

## THIS MONTH'S PRIZE

This month we will be giving away a gift dinner for two at the Cheesecake Factory! 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!!***



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## **KALLIE McMILLAN...***Data Entry Agent*

I was born here in Utah but grew up in a small town in Nevada where I graduated from Moapa Valley High School. Now I am back living in Utah going to college. I am the younger sister of Sage Linnell, one of our Client Service Representatives, and her son Keian's favorite aunt! My boyfriend and I have a puppy named Coda who we adopted from the pound. My favorite things are to be with family and to be outside fishing and enjoying the fresh air!

## **ANTHONY FUENTES...***Collector*

Before working at NAR I worked at Physiocare Physical Therapy followed by Sierra Stucco. I attended Fresno City College where my chosen major was Finance and Financial Management Services.

## **JORDEN SAXTON...***Data Entry Agent*

NAR is a great place to work, and I feel very fortunate to be able to do so. I am currently a sophomore in the University of Utah's Actor Training Program. Through this program I am pursuing a BFA with an emphasis in acting. Therefore, when I am not working hard in the office I am either working hard at school, at rehearsals, or catching up on all the other aspects of my life. To keep from going crazy, I seek adventure and solace in nature. I love to backpack, climb, and simply explore the wonders of the natural world.

## **VALERIE KING...***Legal Action Coordinator*

I am a Paralegal and Legal Action Coordinator 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 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; it makes me love and appreciate the U.S. more every time.

## **JESSICA GUSTA...***Collector*

I was born and raised in Salt Lake City and haven't lived anywhere out of Utah. In my spare time I love to relax by doing things like reading, painting and spending time with family. I am not married and have no kids, but I do have two wonderful dogs, Maddie and Sammy, that are quite the handful themselves! I have worked for NAR for about eight months now and I can honestly say I love my job!

## **SARAH ROBERTSON...***Collector*

I enjoy the challenge of this exciting position, as well as the fun, professional work environment.

I have been married for seven years. Evenings and weekends I train horses, teach and ride extensively. I have three beautiful horses of my own. I am also the SLC equestrian examiner for Examiner.com. On the rare occasion that I have spare time I paint; my work is on display at Horse Crazy in Draper and I have had a few gallery exhibits.

## **CHASE SAXTON...***Data Entry Agent*

I have worked part time at NAR as a Data entry agent for almost a year now, and, as a full time college student, it has been a great fit. I currently attend the University of Utah and am considering majoring in music (classical guitar), Business, or Political Science. Aside from procrastinating the moment I decide my major, some activities I enjoy are snowboarding, long-boarding, playing the guitar, and hiking. My favorite thing about my job is feeling my fingers flow like water over the keyboard with the lightning speed of a flash flood down a narrow slot canyon as I enter accounts and do other "data entry" tasks. I lament the fact that my job does not provide me with an outlet for creative writing but, I assure every client who may read this that all of their business that passes through my hands and into our system is treated with the same finesse and attention to detail as was this short bio. Thank you NAR for letting be apart of such a great team!

## **JUSTIN DENNEY...***Collector*

I was born in Ogden, Utah. I've been with NAR for one year now and really enjoy it here. I graduated from Davis High School and then served a two year LDS mission to Houston, Texas. I have a beautiful wife, Brianne, and we've been married for almost three years now. I earned a Bachelor's Degree in Business Administration last April from Weber State University. I love spending time with my wife and hanging out with family. I love playing basketball, softball, and golf. I really enjoy the outdoors!

## **GERALD WHITE...***Collector*

I just had my one year anniversary with NAR. 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 that 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!

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My personal life consists of a love for the outdoors and my family and friends. I earned my BS in Economics from the University of Utah and have learned how collecting debt can be a hidden variable that can keep prices down for consumers while keeping businesses profitable.

## **DEVIN ANDERSON...***Collector*

I have been with NAR for a year now and enjoy the daily challenges it brings. After graduating from Uintah High School I attended Utah State University majoring in Journalism and Communications with an emphasis in Public Relations. I also minored in Human Resource Management. Before joining the collections team I worked in sales and customer service.

## **ANDREA LEFEVRE...***Data Entry Agent*

I have been with NAR for a little over a year, and what a great year it has been! My passion in life is collecting pre-1950's postage stamps and over the years I have accumulated quite an extensive collection. In my spare time I enjoy quilting and cross stitching, but my newest endeavor is boondoggling. I have three adorable nephews, with a fourth on the way, they are the joy of my life! In May I will be marrying the man of my dreams and I plan on sharing a long and lovely future with him.

## **THERESA ANDERSON...***Lead Data Entry Agent*

I work in data entry and I've been with NAR for over a year now. Life has been going pretty great. My husband and I recently bought a home near the mouth of Little Cottonwood Canyon as well as a handsome Irish Setter puppy. We've decided recently to pick up rollerblading in the park since walks just don't satisfy the dog and our favorite pastime is just spending time together, whether it's going on vacations or just having dinner and watching our favorite TV series.

## **STEVE HALLING...***Collector*

I was born in Provo, Utah. I got married on June 24, 2010, to my best friend Shaylei. In our spare time we enjoy traveling and doing other activities with our families. I am currently going to school and working. I have worked for NAR for a little over one and a half years. I really enjoy working here. My coworkers and bosses are awesome. Collecting can be tough sometimes but they all make the experience amazing.

## **MIA QUINN...***Client Service Representative*

I've been with NAR for two years now. I started as the

Receptionist but I just recently became the Outside Client Service Representative and I can't wait to get started. I look forward to meeting and getting to know our clients and helping to answer any questions.

I love time with close friends and fun outdoor activities like four-wheeling, swimming, boating or just sitting by the fire. I enjoy working out in my free time, I just wish I could eat healthier! I have a fabulous four (almost five)-year-old niece, she's pretty much the best thing that ever happened to my family. I love to watch Conan O'Brien, he's a real pick-me-up after a bad or just long day. If you're ever feeling down, don't! Feel awesome instead.

## **BRYCE PACKHAM...***Legal Action Coordinator*

I enjoy long walks on the beach, the smell of springtime air, and milk. I'm a bachelor living in downtown Salt Lake City and am currently studying mass communications at the University of Utah. I've moved around various parts of the country throughout my life, but consider Salt Lake my home. I've been working here at N.A.R. for two years now and love it! My other passion in life is photography; I'm a part time wedding and fashion photographer and refuse to go anywhere without my camera.

## **HEATHER THOMAS...***Client Service Representative*

I was born in Mills County, Iowa, and moved to northern Idaho when I was nine. I lived there for 16 years, until January of 2009, when I moved to Salt Lake with my daughter, Arabella. She will be three in May and is at a really fun stage right now. She is super smart and amazes me everyday with some of the things she comes up with.

Besides having a daughter, I got married in December 2010 and have loved every minute of it. The three of us have tons of fun laughing and hanging out together. I am looking forward to (but am also a little scared) this summer, when I will be taking a class on how to ride motorcycles so my husband and I can go riding together. In my spare time (when I have it), I spoil myself by watching Glee on TV. I am a singer, so I enjoy listening to the different variations of songs they come up with. One thing I've always wanted to do is sing the National Anthem at a baseball game...and this year I will have that opportunity. On May 26th, I will be singing the National Anthem for the Salt Lake City Bees and I am way excited for that! It will be a great way to push the limits of my comfort zone.

I am a Client Service Representative and enjoy the atmosphere of working in that position. I stay busy, but that's how I like it! I love coming to work everyday and seeing what each new day brings.

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## **KAYLA REYNOLDS...***Data Entry Agent*

I work in the Data Entry department. I have been working for NAR for just over two years now. NAR is a great company to work for and I enjoy my job and everyone I work with.

As for my personal life, I spend most of my free time either in school or doing homework. I have just recently graduated with my Associates in Respiratory Therapy last August and I am currently finishing up my Bachelors in the same field as well. After I graduate from this program I plan on attending Westminster College to obtain my Nursing Anesthesiology Degree.

I have a cute little terrier mix named Ellie, and a pit-bull basset hound mix named Snickers. I currently live with my amazing and supportive boyfriend and we have a little one on the way that is due in October! I can't wait to start our family!

## **JAMESON MURRAY...***Data Entry Agent*

I was born in Anchorage Alaska, and moved to Utah when I was five years old. I have a wonderful wife, two awesome little boys, and three snakes. I enjoy camping, fishing and hanging out with my friends and family. Someday I plan on going back to Alaska to do some serious fishing! I have worked at NAR for a little over two years, and I love it here.

## **JALAIN SWENSON...***Collector*

I was born and raised most of my life in Utah in the Ogden area. At 18 I packed up and moved to Dale City, VA. I graduated from Garfield High School in Woodbridge, VA, while living by myself and working full time as an assistant manager. Since, I have had two amazing girls, Kiah (12) and Maleah (11). When people say its like having twins with their ages so close I say, "No, it's much worse!" You go through stages for two years instead of one with twins!!!! I have done collections for two and a half years. It has been a great asset to my life and family. To say I enjoy my job would be an understatement. I love my job!

## **CATHERINE TALIULU...***Data Entry Agent*

I am a family-oriented, sports-following, sci-fi geeking, movie-watching, music-listening, TV-browsing, new-to-blogging daddy's girl who loves to read.

## **EMILY NORDFELT...***Deposit Coordinator*

I have had the great opportunity to work for North American Recovery for three years now. I process all of the payments we receive each day. In my spare time, I enjoy preparing for the zombie apocalypse.

## **BRETT STEPHENS...***Collector*

I am a father of three boys, Alessandro (Alex) age 5, Francesco (Cesco) age 3, and Genaro (Naro) age 1. Needless to say it gets a little rambunctious at my home. I live an active lifestyle, and enjoy both playing and refereeing amateur soccer, judo, and muay thai. I also enjoy reading. My favorite novel is *The Hunchback of Notre Dame*. I enjoy working at N.A.R. for a variety of reasons. One reason is our approach. We get results fast. I also enjoy working with the many fun people in the office.

## **AMANDA THOMPSON...***Collector*

I was born and raised in Salt Lake. I graduated last year with a Bachelors degree in Business Management and Marketing. I am a single mom of two fantastic girls, Isabelle (8) and Molly (7). They keep me busy and I am so proud to be their mom! In my spare time I love to spend time outdoors with my girls and our very good-lookin' dog Walter (Great Dane/Basset Hound mix).

I have worked at NAR for three years and I love it here. My job is challenging and my co-workers are the best! I hope to be here a long time!

## **BAILEE MICHAEL...***Collector*

I'm originally from Phoenix, AZ and I would love to go back!! I am very passionate about music and writing and I play the bass guitar. Tool is my absolute favorite band, if you know me - you know I love Tool! I also started modeling part time, mostly just for fun on the side.

I have worked at NAR for four years and I absolutely love being part of the company. It is an honest, challenging, ever-changing atmosphere. Management rocks, great incentives keep us motivated, and our family-like-bond is ever growing. Go NAR!

## **CHRIS COCCIMIGLIO...***Sales Representative*

I have worked at NAR since 2007 and love it here! I was born in Salt Lake City and have lived here my whole life. I also graduated from the University of Utah in Business Marketing and have been working in Sales ever since. I have been married for over five years to my amazing wife, Breanne, and recently had our first addition to the family, our little girl, Chloe.

I enjoy doing anything outside including tennis, basketball, soccer and wakeboarding. I really enjoy what I do and hope to stay with NAR for a long time.

## **TROY WILKERSON...***Sales Representative*

I was born and raised in Utah, have lived here my entire

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life and have loved every minute of it. I have been with NAR for four fantastic years, and have been involved in sales my entire working career. I graduated from BYU with a Bachelors of Science Degree in Family Science, with a minor in Psychology, in 1993. 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 (16), not sure I am ready for the dating scene, but he is, Paige (12) and Kylee (11). 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, playing golf, baseball, and coaching my son's baseball team. NAR ROCKS!!

## **JULIE STRATTON...** *Knowledgebase Administrator*

I was born and raised in the Salt Lake Valley and have five lovable but oftentimes irritating brothers. I am a daddy's girl and I love to spend time with family, especially my dad, mom and two adorable shi tzu babies, Roxie and Bandit. Roxie's my sweet angel and Bandits a holy terror but amazingly loveable. They make each day enjoyable.

I'm currently finishing up my Associates Degree in Accounting at the Salt Lake Community College and can't believe how much I've learned and continue to learn each day.

When I'm not working, attending school, or doing homework I love to read, spend time with family and friends in the great outdoors—doing things like camping, fishing and four-wheeling. I also love to garden, sew, scrapbook and play games with my nieces and nephews on the Wii. They beat me every time; personally I think they cheat. I also have two birds named Tequila Sunrise and Sophie.

## **SAGE LINNELL...** *Client Service Representative*

I have been with NAR for five years, I have switched departments and I am now in Client Service which is very enjoyable. I can admit that I love my job. As for the stuff I love outside of work...I have been happily married to my husband, Tyson, for three and a half years and we were blessed with our first child, a boy named Keian, in August, whom my husband cannot wait to start wrestling. We also have a yellow lab named Bronco that our son thinks is the best thing ever and she is great with him. My husband is the head coach for the Kearns High School wrestling team. I spend a lot of time supporting him with that and with our wrestling club, Grappler's West. When not at a wrestling tournament we enjoy

fishing, camping, hunting, and going to new places.

## **CRYSTAL LIEBL...** *Collector*

I have worked for NAR for what will be seven years this summer. I love the people that I work with and I think that is the main reason that has kept me in the business so long. Outside of work I am a single mother of two beautiful girls, Kiana (6) and Maliah (4). I am currently attending the University of Utah full time working on my Masters Degree in Psychology. With all that I have to do on a day to day basis, being a mom is by far the best. My girls are the most important part of my life and everything that I am or ever hope to be, I owe to them.

## **GAVIN DUCKWORTH...** *Vice President*

I have been with NAR for eight years. Over the course of the last seven years I have had the great opportunity to manage our fantastic collectors on a day to day basis. Last year I was promoted into the position of Vice President of the company where I still manage and oversee the collection side of the business.

I was born in Salt Lake City where I attended Brighton High School, then headed south on a baseball scholarship to Southern Utah University where I earned my Bachelor's degree in Business Administration. My wife Jessica and I have three kids (and one on the way) and we live in South Jordan. In my spare time I love to be with my family, play golf and competitive softball.

## **DAVID J. SAXTON...** *President/Owner*

I'm the owner of the company and I love my job! I've been in the collection industry for over 23 years; it's been a perfect fit for me. I'm very passionate about our company. I work hard every day to ensure we provide the best collection services possible for our clients. The most enjoyable part of my job is working with so many talented, smart, caring people every day.

In my personal life, I married my high-school sweetheart, Shelley, 22 years ago. We live in North Salt Lake with our three beautiful children; Jordan (21), Chase (19), and Breeanne (16). As much as I like my job, I love being a husband and a father even more. I enjoy every moment I spend with my family. Whether it's wakeboarding, snowboarding, traveling, watching a movie together (preferably a Star Wars movie), or just hanging out; being with my family is what makes all the hard work worthwhile.



**The Collector Chronicle is published monthly by NORTH AMERICAN RECOVERY for prospective and current clients. Please direct questions or comments to Dave Saxton at the address or number listed below.**

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