

The Collector Chronicle

NORTH AMERICAN RECOVERY

May 2022

America's Collection Authority

LAST MONTH'S LUCKY WINNER

The winner of our client prize for April is Reeder Asset Management. They've been using our agency for nearly three years. We'll be sending them a gift basket from the Chocolate Covered Wagon. Enjoy!



THIS MONTH'S PRIZE

This month we will be giving away a gift basket from the Chocolate Covered Wagon. 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 gift card!

*Don't miss out on your chance to win!
Send us new accounts before the
end of the month!
Good luck!!*



**CHOCOLATE
COVERED
WAGON**

THE NICEST COLLECTION AGENCY IN THE COUNTRY

By DAVID J. SAXTON

President, NORTH AMERICAN RECOVERY

This month I wanted to share a small excerpt from a call our Collection Department Assistant Manager had with a consumer who had an account in our office. The account was for an unpaid credit card in the amount of \$3,605.98.

Upon receiving the account, we contacted the consumer. She indicated that she did intend to pay and offered to make monthly payments. We agreed, and the payments started back in February of 2021. She has paid diligently since then. She has called our office multiple times over the past 14 months and has spoken with nine different collectors.

The call you're about to listen to was with our Collection Department Assistant Manager. While the consumer still hasn't paid her account in full, she's well on her way to doing so. We were all very happy to hear what she had to say. Why? Well, when we hire new employees, we tell them that we have a reputation for being "the nicest collection agency in the country." Hopefully, this call will help us prove it.

Thanks for reading—and listening. As always, have a great month!

- Dave

[Compliment Call](#)