

The Collector Chronicle

NORTH AMERICAN RECOVERY

April 2021

America's Collection Authority

CUSTOMER SERVICE

BY: David J. Saxton

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Every successful business understands the importance of excellent customer service—collection agencies are no exception. We've always prided ourselves on the way we treat consumers with respect, dignity, compassion, and how we truly care about helping them find solutions and pay their bill.

While we can't please all of the people all of the time, we strive to do so. And when we succeed, we like to share. So, this month's article is sharing with you three calls we've received from three different consumers.

The first call: <https://www.north-american-recovery.com/files/Call1.wmv> is a consumer speaking with a collector near the end of her relationship with us. She had been paying her bill for about 18 months and wanted to share her feelings regarding her interactions.

The second call: <https://www.north-american-recovery.com/files/Call2.wmv> is a consumer who has experience in the receivables management industry and has also had multiple encounters with NAR over the years.

The third call: <https://www.north-american-recovery.com/files/Call3.mp3> is a voice mail I received recently from a consumer who had been working with a collector we affectionately refer to as our *Five Star Collector* (mainly because she receives more five-star reviews than any other collector). This call speaks for itself.

I'm very proud of our employees and the culture we have developed over the years. We work hard and we strive to succeed, but we never compromise our values or beliefs, and we always treat everyone the way we would like to be treated.

Thanks for reading. Have a great month!

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for the month of April is Rocky Mountain Associated Physicians. They started using our agency more than 14 years ago, back in 2007. We will 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 card to The Chocolate Covered Wagon. Each client who sends new accounts this month 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 new accounts this month!
Good luck!!**

**Chocolate
Covered Wagon**

Gourmet Chocolates, Fudge, Caramel Apples, Popcorn & Salt Water Taffy



The Collector Chronicle is published monthly by NORTH AMERICAN RECOVERY for prospective and current clients. Please direct questions or comments to the Editor, Dave Saxton at: DaveSaxton@North-American-Recovery.com

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