

The Collector Chronicle

NORTH AMERICAN RECOVERY

FEBRUARY 2010

UTAH'S COLLECTION AUTHORITY

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LAST MONTH'S LUCKY WINNER

The lucky winner of our client drawing for last month is ATD Resources LLC. We work with Bette and Amy; they have been using our agency since 2008.

We will be sending each of them two passes to the Aspen Ski Resort, located in Aspen Colorado. Enjoy!!



THIS MONTH'S PRIZE

This month we'll be giving away dinner for two at The Market Street Grill in downtown Salt Lake! (Or an equivalent restaurant for clients outside of the Salt Lake area.) Each client who sends new accounts during the month of February 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 dinner.

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



THE PEOPLE BEHIND THE VOICES...

Every so often we set aside a newsletter to tell you about the people who make things happen at NORTH AMERICAN RECOVERY. That's exactly what we've done this month. So sit back, relax, and enjoy getting to know us a little better.

AMANDA GREEN...*Collector*

I was born in Des Moines, Iowa, but was swiftly transplanted to Utah where I grew up. I am adopted. I married in August of 2009. I am a huge geek who loves playing video games (including World of Warcraft). I collect comics, and read voraciously on nearly any subject or genre. I also love to cook, especially ethnic cuisine. Asian flavors feature prominently in my kitchen, but we like to branch out. My husband and I are also motorcycle enthusiasts, and hope to some day tour cross-country.

AMANDA THOMPSON...*Collector*

I was born and raised in Salt Lake. I will graduate this spring with a Bachelors degree in Business Management and Marketing. I have two fantastic girls, Isabelle (7) and Molly (6). 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 dear dog Walter (Great Dane/Basset Hound mix).

I have worked at NAR for two 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!

ANDREA LEFEVRE...*Data Entry Agent*

I have lived in Utah for 13 years; I was born in Idaho. I like to play funny board games, play the guitar and watch movies, but I don't like chick flicks at all!! I like comedy, action, adventure, mystery and horror. My favorite thing to eat is grilled cheese and tomato soup. I don't like French fries, gum or ice cream. I love Michael Jackson and Bob Marley! "Three Little Birds" is my inspirational life song. I read a lot, especially about World War II. I watch a lot of sports and my favorites are basketball and

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baseball. I would like to go into Advertising and my life-long dream is to make a Super Bowl commercial.

BAILEE MICHAEL...*Collector*

I was born in Phoenix, Arizona, in the middle of July...my poor mother! I am passionate for music- Tool is my favorite band. I come from a small family, just me and my sister, who is my biggest mentor in life. I moved to Salt Lake about two years ago, and absolutely love it up here! Since the day I started at NAR- I knew it was so much different than anywhere else I had worked- we are one big family and I plan to stay for as long as they keep me.

BRETT STEPHENS...*Collector*

I was born in Ogden. My brother, my three sons, and myself, were all born on the 8th of the month, and my mother and my sister were both born on January 22. They are all named after Italian soccer players. I am obsessed with AC Milan, and they are going to bury Manchester United in the UEFA Champion's League this year (because they always do). Additionally, I enjoy spending time with my wife, family, and twin brother. My favorite book is the Hunchback of Notre Damme. I enjoy cooking, outdoors, and I am often mistaken for an Argentinian.

BRITTANY DIXON...*Collector*

I have lived in Utah most of my life. I graduated from Cyprus High School in 2006 and from there was enrolled at SLCC studying psychology. I started working for NAR in 2008 as one of their collectors. In 2009 I started supervising a few nights a month working with the newer employees. In August of 2009 I was married to my best friend and I am loving every minute of it. We also purchased a house in August 2009. It was the busiest year of my life.

I love working with NAR. This company has found a way to keep us challenging ourselves every day and I am very grateful to be apart of this team!

BRYCE PACKHAM...*Legal Action Coordinator*

I was born in L.A., and have lived in quite a few

places throughout my life including: Layton, Phoenix, Houston, Pocatello, Orem, and now finally Salt Lake. Outside of North American Recovery I do photography part time. I've been doing photography for several years and have really grown to love it. I'm an active person and love to be outside riding my bike, shooting photos, etc. I also LOVE to travel and am fortunate enough to be able to do so through my photography. I love working for NAR and hope to be here for many more years.

CARY STOTHART...*Data Entry Agent*

I was born in Miami, Florida, however, after being promoted in his career my father was transferred to Utah, and therefore, I was raised there. Recently, I got married to my very wonderful wife, Becca, and at the same time, graduated from the University of Utah with a degree in Psychology. At this moment, I enjoy spending time with my family and assisting in research at the U.

CATHERINE TALIULU...*Data Entry Agent*

I love sports, both as an observer and participant. Cooking is something I'm trying to get better at. Traveling is something I want to do more of. I'm surrounded by family, so I enjoy alone time. Reading is my favorite past time.

CHRIS COCCIMIGLIO...*Sales Representative*

I have worked at North American Recovery since 2007 and love it here! I was born in SLC 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 almost four years to my amazing wife, Breanne, who I met while in college and has put up with me ever since. I also enjoy doing anything outside including; Tennis, Basketball, Soccer, and Wakeboarding. I really enjoy what I do and hope to stay with NAR for a LOOOONG time!

CRYSTAL LIEBL...*Collector*

I am a single mom of two beautiful little girls. I am also studying to become a psychiatrist, I am enrolled full time at the University of Utah. I have been with NAR since 2004 when I finished my service with the United

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States Air Force. Since I have been with NAR, I can sincerely say that this job has challenged me in a way that I am very grateful for. I have learned so much here. THIS is a great place to work and the people here are wonderful.

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

My turn. I'm the owner of NORTH AMERICAN RECOVERY. I've been in the collection industry for over 21 years. My first collection job was right out of high school and I discovered that I had a knack for collecting. I worked for two different agencies until I finally started my own company over 17 years ago.

I am very passionate about my career and it's a pleasure to come to work every day. I feel very fortunate to work with so many talented, smart, caring people.

In my personal life, I married my high-school sweetheart, Shelley, 21 years ago. We live in North Salt Lake with our three beautiful children; Jordan (20), Chase (18), and Breeanne (15). 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, or watching a movie together (preferably one of the Star Wars movies), or just hanging out; being with my family is what makes life worth living!

EMILY NORDFELT...*Deposit Coordinator*

I am the Deposit Coordinator for North American Recovery; I process all of the payments received from debtors and clients. I have had the pleasure of working at NAR for almost two years now.

GAVIN DUCKWORTH...*Collections Manager*

I am the Collection Department Manager and have been with the company for seven years, six of them as a manager. 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 we live in South Jordan. In my spare time I love to be with my family, play golf or softball.

HEATHER RAINER...*Document Acquisition Specialist*

I was born in Mills County, Iowa (I don't have a city because I was born in the car) but moved to northern Idaho when I was nine. I lived there for about 16 years before moving to Salt Lake with my daughter, in January of 2009. My daughter Arabella, is 20 months old and I LOVE hanging out and being with her and teaching her how to be as girly as I am. She is a blast, but definitely keeps me busy! In my spare time (ha ha), I love shopping and fashion, singing, watching movies, reading, listening to music, playing games and watching my favorite shows (Smallville and America's Next Top Model) on TV.

I am the Document Acquisition Specialist and I love it. I stay busy, but it's nothing I can't handle! I love coming to work everyday; the people here are awesome and we always have a good time, while still managing to get all our work done! I don't plan on going anywhere else anytime soon!

JALAIN SWENSON...*Collector*

I was born and raised most of my life here 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 (10) and Maleah (9). When people say its like having twins with their ages so close I say, "No, it's much worse!" You go through stages for 2 years instead of 1 with twins!!!! I have done collections for a year and a half. It has been a great asset to my life and family. To say I enjoy my job would be a understatement. I love my job!

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, and two awesome little boys, a year and a half and a six-month old. I enjoy camping, fishing and hanging out with my family.

I love my job! There is an easy going, nicer work environment here than anywhere else that I have worked.

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JULIE STRATTON...*Knowledgebase Administrator*

I was born in Salt Lake City, Utah; I am the youngest and the only girl. Currently, I am a full-time student at the community college; I am earning my Associates in the Accounting program there. My life is very busy between school and work and I love it but I do miss having a lot of spare time. When I do get a free moment away from everything, I enjoy reading, watching old movies, spending time with my family (especially my 16 nieces and nephews), scrap booking, cooking, camping, giving my five brothers a hard time and spending time outdoors.

I enjoy working at N.A.R. This company has provided many learning experiences that I wouldn't have been able to get anywhere else. Everyone I work with is amazing and friendly...I love it!

KARI MCARTHUR...*Collector*

I was born in Jacksonville, Arkansas, but raised in Utah. After graduating from Granger High School I moved to Jacksonville, Florida where I went to North Florida Institute to get my Cosmetology license. I lived in Florida for five years and realized how much I missed it back home. So I moved back to Utah where I met back up with my first love (Ricky) and got married. Together we have two beautiful kids, our daughter Devyne (6), and our son Riley (3).

I've been with NAR for eight months and I love every second of it. I honestly never thought that I would be in collections. NAR makes it easy on us to be able to do what we do. I still do hair on the side!

KAYLA REYNOLDS...*Data Entry Agent*

I was born and raised in Salt Lake City. I love to travel. The most exciting place I've been was England & Paris during high school. I loved every minute I was there! I hope to return to Europe soon. When I was in junior high school and high school, I would go and live down in Florida with my aunt and cousins for the summer.

I'm currently going to school for Respiratory Therapy and will be graduating in nine to ten months. I can't wait to get out into the field and start working. I plan to move to Florida a little after I graduate. I need the warm

weather! I love working for NAR. This has seriously been the best job I've had. I love that I'm learning new things almost everyday. I work with some awesome people and everyone gets along so well.

KRISTEN HILL...*Collector*

I have been collecting for five years and with NAR for close to two. NAR is very different than any company I have ever worked for. When I am not here collecting I am home with my pride and joy, Jaycee, who will be two in April. When she goes to sleep I spend the quiet time doing my homework. I will have my associates degree in May 2010, then its on to more homework for my bachelors degree! Outside of all those responsibilities I enjoy long walks on the beach and anyone that can make me laugh!

LEA SMITH...*Client Service Representative*

I have worked for NAR for four and a half years. I am currently an in-house Client Service Representative. I have a four year old daughter named Acacia Belle and she keeps me pretty busy. When I do have spare time I spend it watching "Glee" and "Vampire Diaries," they are my new favorite shows and I cannot miss an episode (thank you DVR). Even my four year old likes to watch them with me.

MIA QUINN...*Receptionist*

I'm the receptionist. I was born in Japan (military dad) and raised in Utah. I graduated from Clearfield High School (Go Falcons!). I just got my Associates at Weber State University and am transferring to the University of Utah when I save up enough money to afford it (ha ha). I love going boating and four wheeling. I have no husband and no kids, but I do have one awesome niece! I haven't been there in years, so it's about time. My guilty pleasure? Gossip magazines. I love fashion and design. I love going to California to visit my cousins and swim in the ocean, there's an awesome deli at Newport Beach (Big Belly Deli). I really love working at NAR, I've learned so much and made so many new friends, and with my commute, I had better love working here.

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NICKI DUCKWORTH...*Client Service Representative*

I grew up in Magna, Utah and then moved to a small town called Salina, for nine years. I have one brother who has three children, as well as a sister with one on the way! I graduated from North Sevier High School in 2005 and then completed my Associates of Applied Science in Business from Snow College in 2007. I moved back to Salt Lake County a year and a half ago leaving my close relatives behind to try and get a fresh start. I have been dating an amazing man for a year now and never thought I could ever be this happy. Because I grew up in a single family home I have been working since I was 13. I never thought I could honestly say, "I love my job," but I do...and it is amazing to feel that way!

RACHEL JENSEN...*Client Service Representative*

I was born and raised in Herriman, Utah, in the south-west corner of the Salt Lake Valley. I recently graduated from Utah State University with a Bachelor's in Journalism with an emphasis in Public Relations and that is something I am very proud of. My interests are very, well, random. I absolutely love college football, musical theater, dolphins, chips and salsa, country swing dancing and the California coast. I also love spending time with possibly the cutest little girl ever, my niece MaKaylee.

I enjoy being involved with our clients on a daily basis. Having the opportunity to interact with so many individuals is the part of my job that makes going to work everyday enjoyable. My hope is that I am able to answer questions and resolve concerns any client may have.

RANDIE McDONALD...*Collector*

I have been with NAR as a collector for four years and have gratefully learned and grown with the company as a person and an employee. I am married to a wonderful man, Ben, whom I met on a blind date that was arranged by an associate of NAR. We have an amazing baby girl, Ryan Bennett McDonald, who is now seven months old. We have three awesome dogs who are my kids: Spankie, a seven-year-old Shi Tzu; Pickles, a three-year-old Pug; Tank, a five-month-old Chorkie. We

love to go camping and shooting. I plan on being with NAR for many years to come.

RAQUEL COLLINS...*Administrative Assistant*

I'm the Administrative Assistant here at NAR. I enjoy being outdoors and snowboarding, swimming, running, eating sushi, cooking, scuba diving and traveling. I love puppies too. My favorite season is Summer and I love riding my cute green Vespa around to the farmer's market and anywhere downtown. I love music and enjoy going to see all my favorite European DJ's spin.

I have lived in Salt Lake City for almost a year now, and I love this city. I thoroughly enjoy my job and look forward to seeing NAR grow in the years to come.

ROBERT WILLIAMS...*Collector*

I have been an NAR employee for nearly nine months. Previously I was employed in various capacities by the Salt Lake City Public Library. I enlisted in the United States Marine Corps in 2004, deployed to Iraq in 2007 for 13 months, and achieved the rank of Sergeant.

RUSSELL GOODMAN...*Collector*

I grew up in Grantsville, Utah, and moved to Boston, Maine, at 17 to finish high school. I have been working at NAR for just over a year. I have one wife, no kids. I met my wife when I was 14 and have been with her ever since. I like working at NAR because everyone is treated like they are important and vital to the company's success.

SAGE LINNELL...*Data Entry Supervisor*

I am the Data Entry Supervisor. I have been working here for four years and still love it! NAR is a great company and I enjoy my job and everyone I work with. As for my personal life I have been happily married to my husband Tyson for just over two years, we have a one and a half year old Yellow Lab named Bronco, she keeps us entertained, and we will also be adding to our family when our first child is born in mid August... hopefully the summer won't be too hard on me!

I spend a lot of time supporting my husband and his wrestling team which I enjoy a lot. He is the Kearns

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High Wrestling Coach and we also run Grappler's West Wrestling Club from March to July... it keeps us busy but we have been very successful! When not at a wrestling tournament we enjoy camping, fishing (which I am still better at than him), hunting, going to concerts (George Strait was awesome) and going on new adventures! I still love the Denver Broncos and one day I will meet John Elway!

STEVE HALLING...*Collector*

I was born in Provo. I have been working at NAR for about five months. I got back from an LDS mission in July and I help out here with the Spanish accounts. I'm starting school this semester at the Salt Lake Community College to get my associates degree.

THERESA ANDERSON...*Data Entry Agent*

I was born in California and moved to Utah when I was 14. Since then, I've graduated from the University of Utah with a BS in Anthropology and recently married several months ago. Although my family lives outside of Utah, I've been able to spend time with my husband's family and they are awesome. When I'm not working, I try to spend every ounce of my time with my wonderful hubby. We are best buddies who love going to the movies together, playing video games, and hanging around the house. I personally enjoy my Nintendo DS, trying exotic foods and I'm always down for a horror flick.

I'm having a wonderful time working for NAR because everyone is so friendly, professional, and hard-working. I always have a great day.

TIFFANY BASTIAN...*Collector*

I was born in Salt Lake City Utah, but lived in Germany for four years while my Dad served in Desert Storm. I am a very proud Mommy of an energetic two year old boy, the love of my life! I enjoy spending as much time with my son as I can and showing him the world. We love to go camping, hiking, and pretty much anything outdoors!

TROY WILKERSON...*Sales Representative*

I was born and raised in Utah and have loved every minute of it. I have been with North American Recovery for almost three 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 children, Peyton (15), Paige (11) and Kylee (10). I couldn't imagine life without them. I love camping, fishing, and hunting. I also enjoy playing golf, baseball, and coaching my son's baseball team.

WESTON CHARLESWORTH...*Data Entry Agent*

I grew up in the mountains of Northern Utah, I enjoy taking my Bull Mastiff Raul out for walks on the beach of the local lake. I have three kids and recently got married. We enjoy traveling to tropical destinations and listening to Jimmy Buffet.

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

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