

# The Collector Chronicle

NORTH AMERICAN RECOVERY

January 2021

America's Collection Authority

## LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for the month of December is Mountain America Credit Union. They are one of our oldest clients and have partnered with us for over 28 years! We will be sending them a gift basket from the Chocolate Covered Wagon. Enjoy! 😊



**MOUNTAIN AMERICA**  
CREDIT UNION

## 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 in January!  
Good luck!!**

**Chocolate  
Covered Wagon**

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

## WHY WE DO THINGS THE WAY WE DO

BY: David J. Saxton

President, NORTH AMERICAN RECOVERY

Here at North American Recovery we do things a little differently. But, we aren't different just for the sake of saying so, we're different because we've found better ways to collect; a better mousetrap. This month I wanted to share with you some of our philosophies, beliefs, and the reasons behind our methods.

First off, we start with the belief that every debt is owed, and every consumer should pay their bill. This may sound strange, but collectors must be 100% confident that every bill they are asked to collect is valid and legitimate. Consumers are constantly telling our collectors their bill is not owed for this reason or that. Collectors need to remain firm in their belief that the bill is truly owed, and not let a consumer convince them otherwise.

Next, when speaking with a consumer, we teach our collectors to be creative about providing solutions. In addition, we help the consumer understand what he or she should be doing and what action they should be taking to pay or resolve their account. This is an important difference. Educating the consumer on what they need to do is an important part of resolving an account.

On the other hand, if a consumer truly does have an issue they cannot resolve, and they send us documented proof, we will do whatever it takes to help. That includes asking you to review the information before we continue—if necessary. This approach helps resolve even more accounts.

Next, we allow consumers to make whatever reasonable payment plans they can afford. Even though the consumer had the opportunity to make payments to you, the fact that their account is now with a collection agency may be what's needed for them to take the matter seriously. When they realize this, the chances are much better they will stick to a payment plan. We agree to whatever they offer—as long as it's reasonable.

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These techniques work splendidly when a consumer communicates with us. However, in spite of our many efforts to contact every consumer, some people refuse to answer our calls or respond to our letters. When this happens, our next step is to identify which consumers can pay. We believe that if a consumer can pay, they should.

When the consumers with the ability to pay choose to ignore us or outright refuse to pay, the only way we will collect is through the courts. It's an unfortunate but true fact in the debt collection industry. We don't take the decision to use legal action lightly. Just the opposite. Our collectors must have done everything possible to collect an account, or their request for legal action will be rejected. In fact, we have a list of 25 things the collector must do before a request for legal action is approved. This ensures that we never sue someone who is willing to pay or someone who doesn't have the ability to pay.

Once legal action has started, if at any time during the process, a consumer reaches out to us and expresses an interest to pay, we stop all legal action and set them up on payments. However, surprising as it may be, some consumers never respond. Not to our letters, our calls, to the summons, or to the notice of judgment. Their non-responsiveness leaves us with no other choice than to proceed with the next step: a wage garnishment.

Since the consumer's employer is required to take money out of every paycheck, we know the account will eventually be paid in full. Our willingness to invest our own money, and the degree to which we are able to identify and proceed with legal action, is another important difference that results in much higher returns for our clients.

Another major difference with our collection model is that we do not "settle" accounts. Some

collection agencies believe if a consumer has been a "skip" for several years, when they finally call and want to pay, the agency should settle for less than what is owed. That does not make sense to us. Just because a consumer has finally decided to clear up their credit, doesn't mean they should be allowed to pay less than what they owe. Not paying a bill for several years is not a good reason to reduce a balance and settle an account. So, we don't. Consumers often express their frustration, telling us, "You're the only collection agency that won't settle!" We take this as a compliment and stick to our guns because we know they're motivated. When they realize we aren't going to settle, they eventually end up paying what's owed.

Finally, every person in our organization is committed to doing an exceptional job and always strives to do everything right the first time. No matter how small or large the task, we never do anything halfway, and we never try to sneak something by that is not up to par. It is not easy, and it takes a dedicated team of professionals working hard every day to pull it off. The staff at North American Recovery is just that. We hold ourselves to very high standards and we don't compromise our beliefs.

When we do make a mistake, we fix it, learn from it, and use the experience to improve our services. This makes us better in the long run.

So, when it comes time to send your accounts to us, you can rest assured we take the responsibility of recovering your money very seriously. The trust you have in us is well placed because we pride ourselves in striving for excellence, and the result is success for both of us.

Thanks for reading. Have a great month!



*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](mailto:DaveSaxton@North-American-Recovery.com)

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