



Happy New Year Everyone! Hard to believe that January is almost over. I hope you are still keeping your New Year resolutions. Don't let this recent cold snap get you down. 95 degree and humid weather will be here before you know it.

Collection Tip of the Month

Often times we work with clients that are hesitant to allow us to take consumers to small claims court to collect their debt. Many of them feel that taking someone to court is not a nice thing to do to someone that is having financial difficulties. We agree! That is why we have a process in place to make sure that any consumer that we recommend for litigation has the ability to pay.

Our internal checklist has over 20 pieces of information that our collectors must verify before they can send to their supervisor for approval. After the supervisor approves, Dave does a final review prior to sending to you for your approval. The most important piece of information that we look for is the consumer's employment verification. We will not take a consumer to court unless they have



worked at their current employer for a minimum of 1 year. Why? It's because we want to make sure they have the ability to pay and that we have the ability to garnish their wages if they do not pay voluntarily. As you know, we pay for the court costs and filing fees in advance of going to court. We do make exceptions to the employment verification if we have identified that the consumer has assets to cover their debt.

Like our clients that are hesitant to pursue litigation, we do not want to take consumers to court that do not have the ability to

**Full Access to our
NEW! Document Library**



Download *Patient Information Forms, Credit Card Authorization Forms, Collection Scripts, Past Due Letters* and much, much more...

Click for immediate access.

pay because it's not a nice thing to do plus we have the additional motivation of wanting to make sure we have a chance of recouping our court costs that we advanced. Nobody wins if we take someone to court that does not have the ability to pay. By the way, last year 32% of our collections came from accounts that went to litigation. 10 years ago, that percentage was about half. It's a "sign of the times" and we have had to adjust our business model accordingly.

When we do recommend a consumer for litigation, we will send you an "assignment of accounts" form that you are required to sign. We may also ask you for an itemized bill if you have not already sent that to us. If you choose to follow our recommendation, please sign it promptly and send it back to us. If you do not choose to pursue litigation, please send the form back with a note telling us that you do not want to go forward. Then we will put the account back into our regular collections cycle.

Associate Spotlight

This month we are featuring Toni Anne Oberholtzer.

Toni Anne has been with the company for 13 years in the collection department. What Toni Anne likes best of her job is building rapport with consumers and making them



feel at ease at working with a collection agency by helping them understand their debt and all of their options to resolve the debt. Toni Anne is married

and has 6 children and 7 grandchildren. She enjoys spending her free time with her family. See her recipe for stuffed mushrooms below.

Industry News

We work with the three main Credit Bureau's (TransUnion, Equifax and Experian) on a daily basis. Reporting consumers to the credit bureau aids us tremendously in the collection process. We report consumers to the credit bureau's 60 days after the listing has been entered into our system. We wait 60 days in order to give our collectors time to work with the consumer to pay their debt. Often it is a motivator to the consumer to pay their debt before it gets reported to the credit bureau especially if they are planning on needing credit for a major purchase such as an auto or a mortgage.

In December, the new Consumer Financial Protection Bureau (CFPB) conducted a review of how the credit bureau's obtain and manage consumer data. You can see the complete 46-page report by clicking on this link <http://www.consumerfinance.gov/reports/key-dimensions-and-processes-in-the-u-s-credit-reporting-system/>. The report is an "everything that you wanted to know, but was afraid to ask" type of report.

How Can I Earn CEU's By Attending a CDA Seminar?

Many of you belong to various professional medical office management associations and are looking for industry professionals to conduct a seminar at your local or state meetings. CDA is now offering a free seminar called "9 Red Hot Ingredients to Fire Up your A/R Collections in Just 30 Minutes a Week?" for your medical or office managers association. We just conducted the seminar for the American Association of Professional Coders and they received 1.5 CEU's towards their professional certification for attending. Also, we were approved by the American Academy of Medical Administrators are allowing their members 1.5 CEU's for attending a live seminar or webinar.

You can view a short video on the seminar by going to

<https://www.cdac.biz/spiceitup>

If you are interested in learning more about how you can bring our seminar to your association, please call Dave or Tony.

Thank You For Your Trust!!

We are looking to help more clients like you. The greatest form of flattery is when one of our clients refers us to one of their colleagues. If you know someone that can benefit from our services, let us know and we will be glad to follow up.

Chef Dave's Kitchen

Cheese and Crab Stuffed Mushrooms (from Toni Anne Oberholtzer)

1 LB	Fresh Mushrooms
2 TBSP	Onion Chopped
2 TBSP	Butter
1/4 Cup	Soft Bread Cubes
1/4 Cup	Crab, Finely Cut
1/2 TSP	Salt
2 TSP	Lemon Juice
1/4 TSP	Worcestershire Sauce
1/2 Cup	White Wine or Cooking Sherry
1/2 Cup	Cheddar Cheese Shredded
	Garlic Powder to Taste

Remove stems from mushrooms and set caps aside. Chop stems. In a small skillet, sauté onion and chopped stems in butter until tender. Add bread cubes and crab. Cook over medium heat. Stir constantly until lightly brown. Add salt, garlic powder, lemon juice and Worcestershire sauce. Fill

mushroom caps with bread stuffing. Place in 9" square or shallow baking dish. Pour wine around caps. Bake at 400 degrees for 15 minutes. Top with cheese. Continue baking 8-10 minutes until cheese melts. Serves 6-8 people.

All the best,

Tony Muscato, VP of Sales

www.CDAC.biz



If you no longer wish to receive our emails, click the link below:

[Unsubscribe](#)

Creditors' Discount & Audit Company P.O. Box 213 Streator, Illinois 61364 United States (815) 672-3176 x235