

What's Up

In the World of Collections

A publication of Commercial Collection Corp. of NY

August 2006



In this Issue

- Message from President
- Passing of Brian Streebel
- Believe It or Not
- Did you know
- Brain Teaser
- Lien Service

Management Team

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VP of Collections

Darlene Crosby

VP of Operations

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Legal Manager

Robert Landel

Outsourcing Manager

Message from Bob Ingold, President of CCC...

We have been publishing these newsletters every quarter for some time with the last one in December 2005. I attended a future planning conference in January with many of the largest and most prestigious commercial collection agencies in the land. The discussion was about our industry and where it's heading. When speaking with the owners, presidents and operating managers of these agencies I found that each had a newsletter sent either quarterly or monthly and essentially contained similar information as ours. I came away with the wish not to look like all other agencies but reflect the values and strengths of Commercial Collection Corp. in a manner that would set us aside from all the rest. I believe we have the best people, systems and energy in our industry and it bothered me... *continued on back*

We regret to announce

the passing of senior collector **Brian Streebel**. All that knew Brian respected his strong work ethic, willingness to pitch in wherever needed and his warm sense of humor. As a husband and father, Brian was an example to all how to balance the stress of our jobs and family life. He will be missed. CCC has started an education fund for his two young children and any donation can be made to the...

Brian Streebel Scholarship Fund
c/o M & T Bank
65 Broad St.
Tonawanda, NY 14150

Accomplishment

"Where I was born and where and how I lived is unimportant. It is what I have done with where I have been that should be of interest."
-Georgia O'Keeffe, artist

Success

"I don't know the key to success, but the key to failure is trying to please everybody."
-Bill Cosby



**In Business Since
1963**

continued from front

...some that our marketing literature looked like everybody else's. Well I have heard from many of our customers and friends alike and I must tell you I was wrong. Seems that people did enjoy our brief articles on timely subjects, our fun section of puzzles and contests to break their day and many people have called and asked me why we stopped. Well we're back. This is the first issue of our new publications and we hope you enjoy. We intend to keep the newsletter informative and fun and we intend to solicit your input so we can keep this publication fresh. So please help by telling us what you like, what you don't and how can we improve. We will strive to inform, not bore with great regularity.



Believe It Or Not

Collector: "May I speak to the owner please?"

Receptionist: "Who's calling?"

Collector: "Frank from CCC regarding the Dudley account."

Receptionist: "He's not available."

Collector: "Who am I speaking with and what is your position?"

Receptionist: "I'm sorry I don't work here."

Collector: "You don't work there?! Well then you must be trespassing...do I need to contact the police?"

Receptionist: "**CLICK**"

Did you know...

The new "Check Clearing Act of the 21st Century", commonly called "Check 21", allows banks to capture an image of a check and process it electronically. What does this mean for you?

- Faster processing means quicker availability of your funds.
- Identification of check fraud much faster.
- Provide for quicker identification of returned checks which allows you to recover your funds faster.
- Allows you to scan checks from your customers and electronically deposit them in your bank account without ever leaving your office (called Remote Deposit Capture).

This legislation has opened the door for greater use of technology in processing payments. So be sure your bank is utilizing this technology to its fullest. You should also be looking for ways to streamline your cash processing by utilizing these new tools and technology.

LIEN ASSURANCE SERVICE

Are you protected?

Did you know that in more than half of the states it is required to file a pre-lien notice to protect your lien rights? We can make sure you're covered by using our LIEN ASSURANCE SERVICE.

For more information call or e-mail Bob Landel at 800-873-5212 or blandel@commercialcollection.com

Brain Teaser

"Relationships are funny," remarked Bob. "Tom's the same relation to you that I am to your son."

"So he is." Charlie chuckled. "And you're the same relation to me that Tom is to you."

What relationship was Charlie to Tom?

5 Fax-O-Grams will be pulled at random & sent a FREE gift. If you don't have the form, call us and we will fax one to you immediately!

Please return answer on enclosed fax-o-gram by August 31, 2006.

For more information or to place a claim, please contact us at:

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