

# THE CREDIT TIMES



December 2018

A Publication of The Commercial Collection Corp. of NY, Inc.



## Season's Greetings from our President



Before you know it we will be ringing in 2019. My, how this past year has flown by. It's hard to believe another year is about to come to an end.

This past year has seen so many changes here at CCC, I can hardly believe it myself. Our office has not only grown by 12 employees, we have also expanded each of our departments and finally grown into our entire building. We owe most of our company's growth to all of you, our wonderful clients and partners. Without your loyalty we would not be the full service agency we are today.

Never being complacent in the way we do business, CCC continues to work with our employees and partners on improving our customer service. For many years now we have had an active program to improve our procedures and processes. I am very pleased to tell you most of our 2018 initiatives came directly from our employees, as they conducted weekly and monthly meetings on such topics as approachability and responsiveness; to efficiency and productivity. Our employees came up with many programs that allowed CCC to enhance your customer experience. And we've heard from many of you about this.

Of course, 2018 came with some sorrow. We lost three of our very dear associates, Tom Dickes, Dave Kaplan and Donna Diggins. They are and will continue to be missed daily. When I reflect on this past year I can't help but think of how blessed I am for having known and worked with each of them.

Time moves on as they say and with that comes the hope for a new year. We expect to offer you our best in service and show our appreciation for all you do to help make CCC a successful organization. On a personal note I want to take this time to wish each of you much happiness and good health in 2019. For it is a combination of those two things along with friends and family at our side that truly measures our success.

From our family to yours, we wish you a very happy holiday and hope the year is filled with good health & much happiness. Thank you again for everything you do.

**Joseph Grieco**  
President  
The Commercial Collection Corp. of NY, Inc.

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- \* From Our President
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### Management Team

**Robert Ingold**  
Chief Executive Officer

**Joseph Grieco**  
President

**Judith Mattioli**  
Sr. Vice President

**Patricia Stelter**  
VP-Controller

**John Chotkowski**  
VP of General Collections

**Darlene Evans**  
VP of Operations

**Bryan Rafferty**  
VP of Legal & Marketing

**Frank Vecchio**  
VP of Collections

**Valerie Ingold**  
VP of Outsourcing

**Chad Haynie**  
VP of Business Development



**Congratulations to our winners from Empire Merchants & Multiflow Industries on winning an Echo Dot in our drawing.**

**Make sure to enter this month's drawing by using your Special Placement form. For every claim you place you will be entered for a chance to win one of two Echo Dots.**



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