

# THE CREDIT TIMES



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## IMPORTANT ANNOUNCEMENT

It is with a heavy heart that we announce the passing of Commercial Collection Corporation of NY's (CCC of NY) CEO, Bob Ingold. Bob began his career with CCC of NY in 1979 as a collector. Within two years he had an ownership interest in the company. Over the next 42 years, Bob worked to grow the organization from eleven employees to nearly 100. Through his vision, he took the company from its local base in Buffalo, NY, to one of the premier international commercial collection companies in the country. Over his tenure, CCC of NY expanded to have offices throughout the country beyond our Buffalo, NY corporate office. This includes offices in Florida, Maryland, Minneapolis, North Carolina, Ohio, Oklahoma along with Canadian offices in Quebec, Canada. He had a passion for the work and for ensuring the longevity of the company, both for its clients and employees. He believed in taking care of people and creating a home for them. This allowed a place for those people to flourish, thus giving them an opportunity to be the best version of themselves.

Family was the most important thing to him, and CCC of NY was part of that family. For the better of a decade, Bob has been preparing CCC of NY for the future by personally mentoring the senior executive staff, and many of the next generation leaders. Next year will mark the 60th anniversary of our company, and Bob has set CCC of NY up for the next 60 years. He created a Board of Directors comprised of John Chotkowski, Bryan Rafferty and Valerie Ingold. Bob also enlisted the services of former CCC of NY President, and longtime business partner, Joseph Grieco, to provide his experience as a consultant during this transitional period. The Board, along with President Patricia Stelter, and the entire staff of CCC of NY will continue to operate the business with Bob's vision at the forefront, and make customer service our number one priority. Because of the leadership, values, and culture Bob instilled in all of us, CCC of NY has been and always will be a family that provides our clients with second to none customer service.

Bob was a member of the International Association of Commercial Collectors (IACC) and the Commercial Law League (CLLA) since 1982, holding many positions and winning many awards throughout the years: 2000 – 2002 Chair Elect of the Commercial Collection Agency Association (CCAA) of the CLLA, 2002 – 2004 Chair of the CCAA, 2005 – 2008 Agency at Large Representative to the Board of Governors and Agency Section Representative of the CLLA, 2008 – 2019 IACC Board of Directors member, 2008 – 2011 member of the council for the CCAA of CLLA, 2013 President of the IACC, 2014 Chair of the CLLA for the Eastern District. In 2008, he won the Robert E Caine Leadership Award of the CLLA in recognition of his leadership. Followed by the IACC Leadership and Distinguished Service Award for Outstanding Leadership and Dedicated Service to the Commercial Collection Profession in 2017 and the CLLA Presidents Cup recipient 2019, a distinguished trifecta of awards.

Bob was truly a legend in the industry, respected by all. Through his efforts in preparing for the future, his legacy will live on through the next generation, and you can expect to continue receiving the same exceptional service you deserve.

Sincerely,

The Staff of Commercial Collection Corporation of NY

