



# What's Up In the World of Collections



A Publication of Commercial Collection Corp. of NY

December 2011



Robert Ingold, President  
Commercial Collection Corp.

## From Our President

2011 – Whew!

Where did this year go? Seems like it was just January and we were all watching the Northeast get hit with terrible snowstorms while Buffalo dodged the bad weather for a change.

We attended the NACM Credit Congress & Exposition in May, several Credit Research Foundation meetings, Commercial Law League convention and numerous other visits to see our friends, colleagues and clients. In all instances we heard, **“Business was bad, but it’s getting better.”** The sense of optimism among credit managers, collection experts and financial executives has been remarkable. We’ve all come through some very hard economic times and, like you, I feel we are at the end of the tunnel looking ahead not back.

CCC has faired well in these turbulent times. I know of many collection agencies that didn’t make it through this critical period. Certainly some of the credit for our success goes to the great staff we have. From typists to collectors to sales personnel, everybody at CCC is dedicated to provide you, our client, the highest quality customer service you deserve. Our programs including **The FRED Factor** and the **10 Commandments of Customer Service** provide each person in our organization with the tools to answer your question, “What do I need in a collection agency?”

On a larger note however, **the credit for our success goes to you, the client.** Your trust in our work, your expectation of the highest level of customer service and your drive for the best results possible, bring out the best in us.

As the year ends, we think about all that we are grateful for. Our relationship with you, our client, is one thing we treasure. **Thank you for your trust and commitment.** As the holidays grow near, everyone in our CCC family

wish you, your family and your staff a wonderful

*Holiday Season  
and a  
Great 2012!*

*Robert Ingold  
President*



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### Management Team

**Robert Ingold**  
President

**Joseph Grieco**  
Exec. Vice President

**Judith Mattioli**  
Sr. Vice President

**Patricia Stelter**  
VP/Controller

**John Chotkowski**  
VP of Collections

**Susan Landel**  
VP of Collections

**Darlene Evans**  
VP of Operations

**Bryan Rafferty**  
VP of Sales

**Frank Vecchio**  
Legal Manager

**Valerie Ingold**  
Outsource Manager

**Save The Date**

**June 11, 2012**

CCC of NY  
Will be having their 50th Anniversary Party  
NACM Credit Congress  
Gaylord Texan Hotel  
Dallas, Texas  
7pm to 10 pm  
**JOIN US!!**



## Misunderstanding

One of our clients anonymously contacted us after reading our September Newsletter article titled "Outsourcing...Why?" She told us that she found the article offensive and it encouraged companies to get rid of personnel. This could not be farther from the truth.

The article was not intended to offend or steal anyone's job. It was meant to bring to light another resource available for credit departments to use **during special projects or times of being short-handed.**

During these difficult economic times, companies are requesting departments take on more responsibility with less staff. That is where utilizing outsourcing on a short or long term basis can be a benefit to those within the department and also the company itself. We appreciate the client's honest comments which allowed for this clarification to supplement our newsletter.

**The Management of Strategic Outsource Solutions  
Commercial Collection Corp. of NY**

## HAPPY BIRTHDAY!!

### Scorpio

Mr. Jeff Hao  
Ms. Angela Gordy  
Ms. Nancy Meloni  
Ms. Lisa Fogleman  
Ms. Christina Henson  
Mr. Reggie D'Ancona  
Ms. Dawn Riggs  
Ms. Julie Licona  
Ms. Sherry Teague

**Born: Oct. 23 - Nov. 21**  
**Best Quality: Dedicated**  
**Special Color: Maroon**  
**Starstone: Topaz**

### Sagittarius

Ms. Nikki Huml  
Ms. Natalie Duran-Ariz  
Ms. Linda Fitzgerald  
Ms. Bonnie Kelly  
Ms. Terri Esterline  
Ms. Renee Nazarko  
Ms. Patty Hammer  
Mr. Eric Earl  
Ms. Bea Baszynski  
Ms. Tabatha Perry  
Ms. Sharon Frost  
Ms. Lisa Small  
Ms. Lynda Slayton  
Ms. Thea Dudley  
Ms. Cheryl LeBlanc  
Ms. Lynne Sherman

**Born: Nov. 22 - Dec. 21**  
**Best Quality: Adventurous**  
**Special Color: Purple**  
**Starstone: Turquoise**

**Ask About Our... Client Birthday Club!!**

## Brain Teaser

I cover my face with my hands, I never say a word  
Yet I always give you what you want.  
I speak no language, I mouth no words  
yet you always know what I'm saying.

**Last Question:**

My friend Albert the butcher wears a size 13 shoe, is six feet tall, and wears a 42-long suit. What does he weigh?

**Answer:** Meat

**Winner to Previous Question:**

1. Stacy Hover (Albany, NY)
2. Jerry Lentini (Conyers, GA)
3. Richard Charles (Broken Arrow, OK)
4. Debbie Brown (Macedonia, OH)
5. Brian Riefke (Madison, WI)

All answers to be placed on enclosed Fax-O-Gram form.  
5 Fax-O-Grams will be pulled at random & sent a FREE Gift.



## Believe It or Not

### Get your money **FASTER!!**

All we need is your Company Name, Bank Name, Bank Address, Routing Number and Bank Account Number.

ACH – Automated Clearing House will transfer the money out of our account and deposit it into your bank. A statement is then e-mailed telling you that the money is in the account and what it represents.

Call or e-mail Patti Stelter at 800-873-5212 or  
pstelter@commercialcollection.com for more information.

**If there is a topic you would like to see appear in our newsletter, please contact Judy Mattioli at:**

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jmattioli@commercialcollection.com / www.commercialcollection.com