



Indiana Collectors Association
ACA Affiliated Unit

INDI UNIT NEWS

Volume 3, Issue 4
Fall 2008 edition

Inside this issue:

National Director's Report	2
Education Report	2
ICA Board Contact Information	3
Fall Conference Agenda	4
Registration Form	5

Special Points of Interest:

- ICA is now on the web!!
- New Training Materials to check out for your employees!

• **Fall Meeting**
November 12, 2008
Embassy Suites
Indianapolis, IN
DETAILS INSIDE

INDIANA COLLECTORS
ASSOCIATION
7155 N Co Rd 400 West
SCIPIO, IN 47273

PRESIDENT'S MESSAGE

By: JEFF RATTLER

The Indiana Collector's Association recently held its annual Spring Meeting May 7th at the Eagle Ridge Resort in Galena, Illinois. This year's meeting was a Tri-State along with Illinois and Iowa. The Board of Directors met on May 7th for its Annual Business Meeting.

The board discussed our upcoming Fall Meeting which will be held in early November at Indianapolis, Indiana. Towards the end of the year, we'll be planning the 2009 Annual Spring Meeting and later on, we'll be looking at the possibility of having our own Tri-State Meeting in May 2010. We would be happy to hear any suggestions from ICA Members for programs, ACA schools, and /or entertainment.

I would like to welcome ICA's newest board member, Tricia Crites of Greensburg. Tricia will serve a one year term as an ex-officio.

As always, the Indiana Collector's Association is here to provide support and resources for its members.

Fall Meeting

By: Jim McNally

Our Fall Meeting will be Wednesday, November 12th, 2008 at Embassy Suites downtown Indianapolis. ICA members will receive e-mail registration or you may go to our website to obtain the registration materials. Information is also included within.

The meeting agenda will consist of hot topics within our industry such as data security, payment system upgrade, compliance and collectability processes. Lastly, your ICA Board has been discussing multi-state spring conventions and welcome input from all members!

Thank you and Best Wishes to Don & Barb Horan

Everyone on the Board of ICA would like to thank the Horan's for their involvement over the past number of years.

Don has stepped aside as a board member after many years of contributing.

Barb also resigned as Executive Secretary after 10 years of service.

Best wishes to both of them.

COMMITTEE REPORTS

NATIONAL DIRECTOR'S REPORT

By: FRED RAMIREZ

ACA International held its 69th Annual Convention and Expo July 23rd through July 26th at the Westin Diplomat Resort & Spa Hotel in Hollywood, Florida.

Although I have no final attendance numbers, I don't think ACA was able to reach or break any of its recent attendance records. It was ACA's first GREEN convention meaning every effort was made to minimize waste, use recycled products and conserve resources. As part of this effort, attendees were encouraged to print their seminar handouts at several printer stations available at the convention.

This year's workshops and seminars covered topics such as data security, sales, information technology and many more. The Expo also offered over 140 booths offering information about everything from letter printing to telecommunication products to recovery decision automation.

The ACA International Board of Directors meeting took place on July 23rd. A big topic of conversation

and discussion was the third party dispute resolution program. At last year's meeting, the board had approved approaching the Better Business Bureau to help create this program. It was reported now that such an option is no longer viable due to several issues. So, ACA will look into establishing an independent, nationwide consumer debt collection dispute resolution program of its own. It will be owned as an independent subsidiary corporation of ACA International and will offer consumers a three step dispute resolution program, an information hot line and educational resources provided by the ACA Education Foundation.

The goal is to provide consumers with a meaningful mechanism to resolve disputes with members of the collection and debt buying industry that is approved by the Federal Trade Commission, attorney generals, state regulators consumer advocate groups and the public at large.

EDUCATION REPORT

By: LINDA REED

The Professional Telephone Collectors Techniques and the Fair Debt Collection Practices Act face-to-face seminars were held in May at the Hilton North, Indianapolis. Roger Weiss from St. Louis was the instructor. According to coordinator Sharon Ayala from MedShield, Roger kept the classes lively and interesting. Attendees were a mix of new and experienced collectors who asked a wide variety of questions. These seminars, along with successfully completing an exam are required to obtain the Professional Collection Specialist (PCS) designation. These

seminars are typically held twice a year in the Indianapolis area. Contact me if you are interested in hosting these or any ACA face-to-face seminars in your area. The latest versions of these seminars have been added to the ICA library on CD-ROM. Contact Anne Young at

anne.young@decaturwb.com

or 812-392-2801

to check out these new additions or to obtain a complete list of library materials available on VCR, CD-ROM or AUDIO CASSETTE.

*Our greatest glory
is not failing, but in
rising every time
we fail. -Confucius*

THE INDIANA COLLECTORS ASSOCIATION

BOARD OF DIRECTORS

PRESIDENT , <i>Jeff Rattler</i> , Collection Specialists	(765) 646-6034
E-Mail: collspldata1@sbcglobal.net	Fax (765) 646-6037
VICE PRESIDENT , <i>Jim McNally</i> , Connersville Credit Bureau	(765) 825-4141
E-Mail: ccreditbureau@verizon.net	Fax (765) 825-0691
MEMBERSHIP/NAT'L DIR. - <i>David Barnard</i> , Med-Shield	(317) 613-3700
E-Mail: davidb@medshield.com	Fax (317) 613-3745
LEGISLATIVE - <i>Steve Hooley</i> , Business & Professional Svc.	(574) 389-3000
E-Mail: steveh@buspro.biz	Fax: (574) 970-1025
PUBLIC RELATIONS - <i>Terry Young</i> , Allied Collection	(812) 372-0263
E-Mail: tyoung@alliedcollectionservice.com	Fax (812) 375-2448
GRIEVANCE - <i>Linda Reed</i> , Helvey & Associates	(574) 269-1726
E-Mail: lreed@hlv.com	Fax: (574) 267-8040
ACA NATIONAL DIRECTOR - <i>Fred Ramirez</i> , Lafayette Accounts	(765) 423-2502
E-Mail: LASInc2004@aol.com	Fax (765) 742-5785
EDUCATION - <i>Thomas Dent</i> , Vision Financial Services	(219) 325-5889
E-Mail: Thomas.Dent@vision-financial.net	Fax (219) 362-4422
BOARD MEMBER - <i>Michael Iacovazzi-Pau</i> , Unique Management Services	(812) 285-0886
E-Mail: miacovazzi@unique-mgmt.com	Fax (812) 285-0895
EX-OFFICIO - <i>Tricia Crites</i> , Collection Associates, Inc.	(812) 663-2777
E-Mail: tricia@caicollect.com	Fax (812) 663-2898

Check out ICA on the web at: www.acainternational.org/in

INDIANA COLLECTORS ASSOCIATION

2008 FALL CONFERENCE

NOVEMBER 12TH, 2008

EMBASSY SUITES DOWNTOWN
110 West Washington St
Indianapolis, IN 46204
317-236-1800

SCHEDULE OF EVENTS

8 -9:00 am	Registration and continental breakfast.
9 –9:15 am	Introduction of Conference by Jeff Rattler, President of ICA. (Vendor introduction)
9:15 –9:45am	New Technology in Payment Processing. TSI Payment Systems - by Brian Wasserman, CEO EFT Networks, Inc. - Bonnie Finley and Chris Fulton
9:45 – 10 am	Industry legislative happenings by Mark Shublack, Ice-Miller, ICA Legal Counsel
10 - 11 am	How to handle difficult people and negotiate payments, presented by Tim Steadmon, Tom Rogers, Jon Hanks from HCA Healthcare.
11-11:15am	Break
11:15-11:30pm	MAP Chair – Richard Gonon, State legislation Updates
11:30-12:00pm	Employment law update by attorney from Kightlinger & Gray
12:00-1:30pm	Lunch buffet in hotel atrium
1:30-2:00 pm	TCPA Update by Peter Velde, Kightlinger & Gray
2:00-2:30 pm	Data Security by Thomas Sizer, Lexis Nexis
2:30-3:00 pm	TCPA – Filtering Cell phone numbers with autodialers by Thomas Sizer, Lexis Nexis
3:00-3:30 pm	Group Discussion - Moderator: Tom Dent: **What are effective continuing training programs for collectors? **What does it mean to be an “ethical” collector?
3:30 pm	Closing of Conference – Jim McNally, ICA Vice-President.
3:30-4pm	Opportunity to meet with vendors.

OUR THANKS TO OUR SPONSORS!!



REGISTRATION

INDIANA COLLECTORS ASSOCIATION
2008 FALL CONVENTION
NOVEMBER 12, 2008
EMBASSY SUITES DOWNTOWN
110 W. WASHINGTON ST.
INDIANAPOLIS, IN 46204 317-236-1800

NAME: _____

AGENCY: _____

ADRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____

EMAIL: _____

Convention registration is \$99.00 for up to 3 attendees from each agency.

Please register by October 31, 2008.

For further info or questions, please contact Jim McNally at 765-825-4141

Please make check payable to ICA

MAIL TO:

Indiana Collectors Association

c/o Anne Young

7155 N CR 400 W

SCIPIO, IN 47273



7155 North County Road 400 West
SCIPIO, IN 47273

PLACE STAMP
HERE