



ARIZONA
COLLECTORS ASSOCIATION

Unit Update

Fourth Quarter, 2008

President's Message - Chris Becraft

Four years after serving as President of the Arizona Collectors Association, I am stepping into my second term of office as President, and am amazed at how our Association has progressed.

The Arizona Collectors Association Annual Meeting at which I was sworn in for my first Presidency had no more than 10 attendees and no exhibitors. The Annual Meeting we organized last month had nearly 50 attendees and 23 exhibitors, and we actually made money for the first time ever! We've gone from virtually no regular programming to having several, well-attended education opportunities every year. We've even won the Unit Certificate of Excellence award two years in a row. At no time in the recent history of our Association has our membership been more involved and our Association as successful as we are today. It is a good place to be as the incoming President and is the result of many years of hard work by volunteer members on our Board and Executive committee.

Our main goals for the upcoming year are as follows:

- Sponsor three education events as well as another strong Annual Meeting
- Continue to build our financial reserves
- Closely monitor state and federal legislation that may impact our industry

With that said, we are very pleased to welcome Superintendent Felecia Rotellini of the Arizona Department of Financial Institutions to speak to our Association during a luncheon event on Thursday, November 20th at Jobing.com's corporate offices in Phoenix. You'll find details regarding this two-hour event in this newsletter and I encourage you to please join us that day as we continue to build on the positive relationship between the Arizona Collectors Association and the Arizona Department of Financial Services.

Everyone in our Association should be very proud of how far we've come in the past several years. I have had the pleasure of knowing and working with many ACA members and staff at a national level and I can assure you that I receive regular, positive remarks on how well the Arizona Collectors Association is doing compared to other units. I would also like to ask for your help in serving on the Board or committees of our Association to help maintain the momentum we currently enjoy. Please feel free to contact me directly with any questions, comments or suggestions. It's your Association and I work for you.



Chris Becraft
Collection Service Bureau

Special points of interest:

- Meet Your "New" President
- Website Update
- Thanks to our Unsung Hero
- ACPAC Silent Auction - See how much we raised!

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ACPAC Fundraiser at Annual Meeting is a **HUGE** Success!

“In all, the Arizona Collectors Association raised over \$2,100 for the ACPAC Fund.”

The addition of the ACPAC Silent Auction and the 50/50 Drawing to our last Annual Meeting held, August 15th, 2008, was a big hit with all the attendees. Throughout the day of the meeting, attendees and vendors were able to bid on a large selection of donated items for the silent auction and purchase 50/50 tickets for

the cash prize drawing held at the conclusion of the meeting. In all, the Arizona Collectors Association raised over \$2,100 for the ACPAC fund.

Besides raising funds for a very important cause, everyone had a great time trying to out bid their competition for prizes that ranged from an IPOD Touch to an Xbox

360 to sports and celebrity autographed memorabilia.

With the success of these fundraising events, you can be sure to find them again at next year's Annual Meeting. For more information on how to donate to the ACPAC fund, contact Brad Klein, our ACPAC Chair, at 623-580-7207 ext. 103 or at brad@wecollectit.com.

Website Updated - Your Feedback Requested

“From one location, you have instant access to some of the best vendors that provide services and products to our industry.”

In the beginning of the year, a survey was sent to our membership to gather feedback about the resources our membership currently uses and to discover what resources the membership would like to see implemented in the near future. The overwhelming response we received was that this newsletter, Unit Update, was the most utilized resource used and our website, www.azcollectors.org, came in a close second.

As you might have noticed, last year we re-designed the newsletter to make it easier to read and navigate. These changes have already received praise from the membership and the board is excited that the newsletter is so well received by our membership.

This year, we will focus more of our efforts on improving the website. In fact, some of the changes to the website have already

been made. Recently, we added a “Business Partners” page. This page contains a brief description and contact information from all sponsors of the last Annual Meeting. The Business Partners page provides a continued value for our sponsors, but also becomes a resource for our membership. From one location, you have instant access to some of the best vendors that provide services and products to our industry. Please be sure to check out this new addition to our website.

The website currently provides a ton of useful information, but we recognize that there is always room for improvement. Some of the information that can found on the website now is:

- **Mission Statement, Promise, and Values**
- **Board Members Names and Contact Information**
- **Job Board**

- **2007 Annual Meeting Video Presentation**
- **Useful Links**
- **Archived Newsletter Downloads**
- **Upcoming Events**
- **Bylaws**
- **Logo Downloads**

After visiting the website, let us know what other information or resources you would like to see added to our website. Please use the “Contact Us” page or call any of your board members to discuss your ideas.

The purpose of our website is directly related to the promise our association makes to our members. That promise is **“To be the comprehensive, knowledge-based resource for success in the credit and collection industry.”**

Letter from Jay Gonsalves, President, ACA International

Dear Arizona Collectors Association Board,

I just wanted to take a moment and thank you and your membership for the invitation to attend the Arizona Collectors Annual Meeting at the Arizona Grand Resort on August 15th, 2008.

Not only was the resort and venue great, but the conference itself was excellent. In addition to being extremely well attended, it was also very informative with terrific presentations. Also, I have never attended a single state unit meeting that had as much vendor support, and with major national players too!

Again, congratulations on a successful Annual Meeting and thank you again for making me feel so welcomed during my visit.

Sincerely,

Jay E. Gonsalves

President, ACA International, Inc

“Not only was the resort and venue great, but the conference itself was excellent.”
- Jay Gonsalves, President ACA International

A Special Thanks to our Unsung Hero

by: Joe Spiek

A lot of people helped make our last year's Annual Meeting at the Arizona Grand Resort a big success, but there was one particularly person who deserves more recognition.

Bob Cherner, partner in Silver and Cherner, Ltd. with his wife Linda, does all the little things behind the scenes that makes our volunteer

board look so good!

As our professional management company, Bob and his staff help run the day to day operations for the Arizona Collectors Association and they provide support for the officers and board members.

Bob did an extraordinary job in the weeks leading up to the

Annual Meeting and played a critical role in our success.

In my term as President last year, I had the privilege of working closely with Bob and his staff. I can assure you, we are lucky to have them as our professional management company.

Thank you Bob!!!

FOR MEMBERS ONLY!!!

ACA & Jobing.com present...

“Lunch with the Department of Financial Institutions”

ACA members are invited to join Superintendent Felecia Rotellini for lunch on November 20th, 2008, from 11:30 am- 1:30 pm. See website for details or call Bob Cherner at 602-996-1220.

Limited to 65 seats. Register Today!



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Collection Service Bureau

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Director

Scott Sievert
Audited Financial Management
Resolution, Inc

To learn more about the Arizona Collectors Association and information on how **YOU** can get involved, please visit our website at:

www.azcollectors.org

When visiting our website, you will also find upcoming events and seminars, Board of Directors and Membership directories, past newsletters, and much more!!!

Visit us on the web at:

www.azcollectors.org

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Your next issue of the...

*Unit
Update*



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