



## NEWS & VIEWS

### WELCOME TO BCS NEWS & VIEWS

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We are pleased to present this first issue of BC Services' new quarterly newsletter! Our primary goal in launching the newsletter is to provide our readers with helpful, interesting, relevant news and information in a concise, effective way. It will feature articles on the latest developments within the credit management sector and provide fresh ideas for business solutions.

So, please grab a cup of coffee, sit back...relax and enjoy reading this debut issue — and be sure to watch for the second publication next quarter.

### COMPANY SPOTLIGHT

The past few years have brought many challenges as well as opportunities to business worldwide. BC Services continuously looks at ways to reshape and improve the way we do business. We have taken great measures to ensure that you are getting the best value for your collection dollar. As you read through this newsletter, you will notice many new services, programs and tools implemented to increase your cash flows. Returning valuable dollars to your bottom line is at the forefront of everything we do.

To provide even better customer service while being environmentally-friendly, we will be implementing a paperless solution to statements and reports. We encourage all our customers to take advantage of receiving these documents via our website.

We acknowledge you, our clients, for your continued trust in BC Services for all your collection needs. Our mission is "to serve credit grantors with honesty, integrity, and promptness in the management of their accounts receivables".

### IT DEVELOPS WEB PORTAL



Our team is very excited about the new opportunities that each new year brings! We have many projects on the table that will enable us to continue to serve our customers effectively, and efficiently. One project that our IT department is currently working on is the creation of a web portal for our clients. This will allow access to view accounts that you have placed with BC Services, and the ability to report direct payments. Look for more detailed information in our second quarter newsletter.

## ATTORNEY ADVISOR

### Changes to TCPA Could Affect Your Business...

The Federal Communications Commission recently published proposed amendments to their rules under the Telephone Consumer Protection Act. The FCC press release regarding the proposed rules states that the purpose of the amendments is to place tougher restrictions on telemarketers placing calls through auto-dialers and prerecorded messages.

As proposed, these rules would have a far broader effect. They require any entity who uses an auto-dialer or prerecorded message to call a consumer on his/her residential phone line or wireless number to obtain the called party's prior express **written** consent to receive auto-dialed or prerecorded message calls. This would apply to collection agencies calling consumers using an auto-dialer or prerecorded message. The proposed amendments also may extend these rules to first parties. An example of how this could impact your business is that it could apply to situations where prerecorded messages are left reminding a consumer of an appointment. These proposed rules emphasize the need for companies to be proactive in addressing new regulations. As always, consult with your own legal counsel, but BC Services recommends modifying your initial consent agreements and contracts that your patients and consumers sign to include a paragraph or clause providing express written consent to receive auto-dialed or prerecorded messages on their phone number(s). Stay ahead of the regulations before they affect your bottom line.

A copy of the press release can be found at [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DOC-295839A2.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-295839A2.pdf), and a link to the proposed rules - [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/FCC-10-18A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-10-18A1.pdf).

## COLLECTIONS CORNER



The month of April is dedicated to promoting financial literacy education in the community. The campaign is organized by the Association of Credit and Collection Professionals (ACA) to provide information and generate awareness of the Education Foundation's initiatives, such as the **Collector's Pledge**.

*"...The Collector's Pledge is an ACA International Education Foundation initiative that encourages members and their employees to make a voluntary, personal commitment to treat consumers with dignity and respect in every aspect of their work. The pledge acknowledges that respectful behavior and common courtesy are cornerstones in the credit and collection industry. Similar to a company code of conduct espoused by many industry employers, the pledge reflects the positive values and practices of ACA International's membership...."* (excerpt from ACA)

Management & staff of BC Services are strong believers in the Collector's Pledge. All BCS Collectors are required to take the pledge when hired. They are monitored regularly to ensure they adhere to the guidelines of the pledge and they renew their pledge annually.

This is important to our Company—it's another way to help us do a better job at managing relationships by treating people with dignity and respect in every situation.

## FACTS & FIGURES

Third-party debt collectors returned \$40.4 billion to the U.S. economy in 2007. This represented a 20.9 percent reduction in private sector bad debt for the year. (Source: "Value of Third-Party Debt Collection to the US Economy in 2007: Survey and Analysis", PricewaterhouseCoopers, June 2008)

