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Moving Forward

February 2012

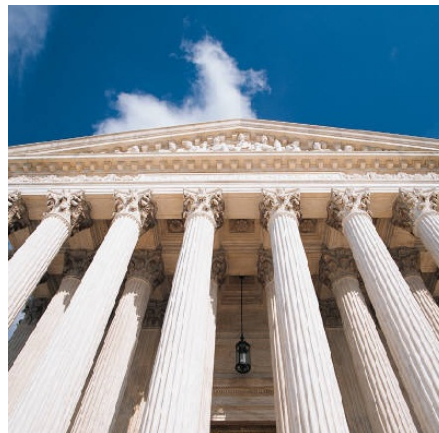
The Forwarders List of Attorneys

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Publisher's Memo

Dear Friends and Colleagues,



Billions of people around the world are currently celebrating the Chinese Lunar New Year, which started January 23. It's worth noting that it is the Year of the Water Dragon, which is the greatest creature of the Chinese Zodiac. According to the Chinese, the dragon comes along only every twelve years, gracing all believers with good luck, good fortune, and good health. In the spirit of this belief, we are predicting a good year here at Forwarders.

There are good things already in motion that promise to deliver in 2012...

First, we've hired a new Office Administrator, Stephanie Rubin. If you haven't already communicated with her, I encourage you to email Stephanie to say hello at stephanie@forwarderslist.com. Stephanie has been with us for almost six months and she's doing an excellent job delivering the type of service you've come to expect from Forwarders.

Second, we're continuing to focus on in-person relationship building. We traveled more than ever in 2011, visiting clients, and potential clients, in their offices and this success will allow us to continue the plan in 2012. Additionally, our attendance at industry conferences has created new sources of business for attorneys as we've helped clients build and improve their legal collections. Look for us in attendance everywhere the industry calls in 2012!

We see continued moderate growth in the usual areas of the collection industry that we've always served and a more significant growth in international business, so be on the lookout for that.

Third, and lastly, look for upgrades on www.forwarderslist.com this year. We recently made some minor changes and more significant improvements are being worked on. To complement the improved web site, our monthly e-newsletter will be a fixture and there will be more activity on Facebook and LinkedIn. These tools will be used to establish new, and strengthen existing relationships, and will also bring attention and traffic to the

web site. There are "buttons" and links in this newsletter for you to connect with us - we look **Forward** to even more communication in 2012.

For all of our clients who observe Chinese New Year, Happy New Year! We're looking forward to continued good luck, good fortune, and good health.

Regards,

Gary

Managing Accounts Receivables

Using Third Party Accounts Receivable Companies Saves Time and Money

Accounts receivable management is a core function of your business; and, as with any other aspect of your business, it must be managed effectively to produce the best results while avoiding costly mistakes.

Read **more**.

National Media Spends Holiday Bashing Debt Collectors

The holiday break saw several high-profile articles in major national publications that took square aim at the accounts receivable management industry and some of the practices used to collect debts. Leading the charge was business behemoth *The Wall Street Journal*.



Read **more**.

What do YOU think?

What will be the biggest challenge the debt collection industry will face in 2012?

- A. Volume Shortages
- B. Compliance with Changing Laws/Regulations
- C. Consumer Debt Education
- D. "Paid in Full" vs. "Payment Arrangements"
- E. Other

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What do YOU think?

Gary's Calendar of Events

WELCOME!

Welcome to the newest members of The Forwarders List! Click **here** to request a list of these firms.

Congratulations!

Congratulations to **GB Collects** in New Jersey for obtaining CCAA Certified Agency status.

Congratulations to **Gilbert M. Singer**, of Marcadis Singer in Tampa, Florida, for his unanimous selection to serve as the chairman of the Florida Commission on Human Relations.

Congratulations to **Weinstock, Friedman & Friedman, P.A.** in Maryland for it's Better Business Bureau A+ Rating and to firm member, **Sidney Friedman**,

To participate in our poll question, submit your answer and the reason(s) why by clicking [here](#). We will post the results in next month's issue of "Moving Forward."

who has been named a Maryland Super Lawyer for five consecutive years by *Baltimore Magazine*.

Gary's Calendar of Events

If you would like to meet with **Gary Tier** at any event he is attending*, please click [here](#) to request a meeting, or click on the event title for more information.

*DBA International

The Aria, Las Vegas, NV
February 7-9, 2012

IACC Teleseminar with speaker Porter Heath Morgan

Wednesday, February 15, 2012
11:00 a.m. Central

*CLLA Southern Region Conference

Houston, Texas
March 2, 2012

*16th Annual National Collections & Credit Risk Conference

Hyatt Regency New Orleans, New Orleans, LA
March 14-16, 2012

FENCA AGM/Debt Collection Days of the Norwegian Debt Collection Association

Gardfermoen, Oslo, Norway
March 18-20, 2012

*CLLA Eastern Region Conference and Installation Dinner

New York, N.Y.
March 20, 2012

NASP 2012 Subrogation Litigation: Skills and Management Conference

March 22, 2012 - March 23, 2012

FENCA AGM of BDIU

Berlin, Germany
April 19-21, 2012

*CLLA 118th National Convention

Chicago, Ill.
May 3-6, 2012

*NARCA 2012 Spring Collection Conference

Hilton San Diego Bayfront, San Diego, CA
May 16-19

Food for Thought

"The second vice is lying, the first is running in debt."

- Benjamin Franklin

"I like my players to be married and in debt. That's the way you motivate them."

- Ernie Banks



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