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## Publisher's Memo

### We'll Take You There



As the clock struck midnight on New Year's Eve and people were doing their usual resolutions, I couldn't get the line "if you want it, come and get it" out of my head. It's a line from the song "Babylon" by one of my favorite musicians, David Gray. The most important quality for me in a musician is their song writing ability and "Babylon" is an excellent example of why David Gray is a winner in my books. Music is meant to inspire or move us in a particular way. In thinking about even the song title, is it a place or a state of mind? Is it a city of great luxury or place of captivity? Does the title even have anything to do with what the songwriter is saying? The conversation could go on into the new year! But, that single line stuck with me. It reinforced my belief that if any of us want anything, we have to go out and get it. So as the new year

rang in, I decided that for every item on my wish list for the Forwarders List this coming year, I'm just going to have to go out and get it.

Opportunity doesn't come knocking at our doors very often. But more importantly, if it does, we have to be able to recognize that it is actually an opportunity. Here at Forwarders List, we've been a trusted source of referrals and business connections for the credit and collection industry since 1922. We don't wait for things to happen, we make them happen. And we know what opportunity looks like and we go get it to serve our clients well.

In 2013, Forwarders List will continue to be out there and visible. We'll continue to improve our services and deliver better results for our clients. There will definitely be changes and improvements in the coming year and hopefully 2013 will prove to be a landmark year for us. Continue this journey with us and we'll take you to that place you're looking to go.

Best wishes for a successful 2013.

Regards,

*Gary*

## Mike Ginsberg: My 2013 Predictions for the ARM Industry

As another year passes by, I have been asked to provide my predictions for the future of the ARM industry. Like years past, I will list my top predictions for the coming year in this post. However, I must confess that writing this feels different to me this year.

Perhaps this is because of the significant regulatory, economic, political and operational influences that have been converging upon all facets of credit and collections, but I don't think that's the reason. Writing this feels different this year because today is the first week after another unspeakable tragedy has struck yet another small community in America, this time taking the lives of very young, sweet children. When my own children ask me the same question we are all left asking, "Why does something like this happen?", I am reminded how precious life is and how trivial my predictions are.

I am very fortunate to have meaningful opportunities to interact with professionals from virtually every aspect of credit and collections. Owner/operators share with me their perspective because they know that will maintain confidentiality. An owner's perspective is critical but it is not the only one that I value or seek. Throughout the year, I spend time with collectors, debt buyers, attorneys, accountants, vendors, economists, recovery managers, those who establish credit policy, regulators, enforcement agents like state's attorneys general, conference coordinators, reporters and investors. Many of the professionals I interact with reside outside the United States. [Continue Reading.](#)

## Credit Card Delinquencies Fall to Lowest Level Since 1994

Consumer delinquencies continued to decline in the third quarter of 2012, with bank card delinquencies falling to an 18-year low as consumers strengthen their financial base amid economic uncertainty, according to results from the American Bankers Association's Consumer Credit Delinquency Bulletin.

During the third quarter, bank card delinquencies dropped to their lowest levels since 1994, falling 18 basis points to 2.75 percent of all accounts, well below the 15-year average of 3.89 percent.

The composite ratio, which tracks delinquencies in eight closed-end installment loan categories, fell 8 basis points to

### In This Issue

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### WELCOME!

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

### Food for Thought

"The secret of getting ahead is getting started. The secret to getting started is breaking your complex overwhelming tasks into small manageable tasks and then starting on the first one."

-Mark Twain

"What is not started today is never finished tomorrow."

-Johann Wolfgang von Goethe

### TRIVIA

**How big is the Time Square New Years' Eve Ball?**

Answer: Today the ball weighs 11,875 pounds and is 12

2.16 percent of all accounts in the third quarter, below the 15-year average of 2.40 percent. The ABA report defines a delinquency as a late payment that is 30 days or more overdue. [Keep Reading.](#)

## Three Costly Mistakes Debt Collectors Should Avoid in 2013

Here's something we all know: 2013 will be unlike any other year in the history of debt collection in the United States. It is known. The most obvious reason is that the largest ARM companies in the country will be subject to federal examination for the first time ever. And that should probably be enough.

But there's more.

In their latest episode of ARM industry legal podcast, The Debt Collection Drill, attorneys John Rossman and Mike Poncin discuss specific ways debt collectors can take to avoid costly mistakes in 2013. In addition to preparing for CFPB supervision (read Rossman's article on that here), Rossman and Poncin talk about the appropriate way to accept checks by phone (hint: many companies may be doing it incorrectly) and little known licensing issues causing class action headaches. [Listen Here.](#)

## What do YOU think?

***Which 2012 event had the most impact on you?***

- A. London Olympics
- B. Presidential Election
- C. School Shooting in Connecticut
- D. Fiscal Cliff
- E. Super Storm Sandy

To participate in our poll questions, submit your answer and the reason(s) why by clicking ***here***.

**We will select one winner at random who will receive a \$25 Gift Card.**

The results will be posted in next month's issue of "Moving Forward."



**Last month, we asked what is your favorite holiday tradition that gets you most excited for the season?**

**Congratulations to our December winner, Irene**

feet in diameter. It is adorned with 2,668 Waterford crystals.



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**Comments? Suggestions?**

We want to hear from you. Tell us how we're doing and what improvements you would like to see by clicking ***here***.

**Vogelei-Ubil from GB Collects.**

Thanks to everyone who participated.

## 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.

**\*IACC Annual Convention 2013**

Eden Roc Renaissance Miami Beach, Miami Beach, FL  
January 16-18, 2013

**NARCA 2013 Attorney Workshop**

Nashville, TN  
January 20-21, 2013

**\*16th Annual DBA International Conference**

Aria Resort & Casino, Las Vegas, NV  
February 5-7, 2013

**\*The 2013 Eastern Region Installation Dinner**

The Water Club, New York, NY  
March 19, 2013

**\*17th Annual National Collections & Credit Risk Conference**

Hyatt Regency New Orleans, New Orleans, LA  
March 20-22, 2013



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