



# National Association of Attorneys General

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## **A Fresh Look:** The Credit and Collection Industry

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# About ACA International

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- The trade association for the credit and collection industry
- Leading source for industry information
- More than 5,000 members in 65 countries
  - Third-party debt collectors
  - Asset buyers
  - Attorneys
  - Credit grantors
  - Vendor affiliates



# Significant Economic Impact

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- U.S. businesses write-off = \$140 billion each year
- Third party debt collectors recover \$40 billion
- Directly/indirectly = 300,000 jobs / payroll \$11 billion
- 80% have 30 employees or less
- 80% of employees work for larger collection agencies



# Accountability

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FDCPA and state law are not recommended guidelines, they are the law.

Those who violate the law should be held accountable.

# We Do Care About Consumers

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- Ethical Standards

- Compliance

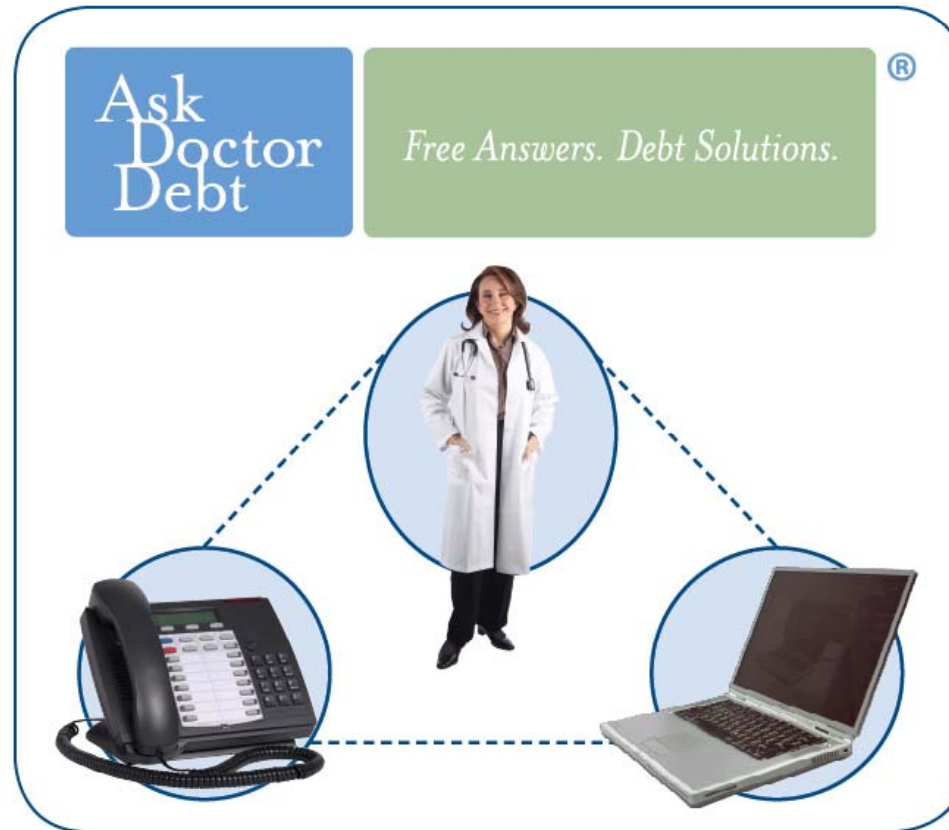
- Complaint Resolution

	Collections Industry	All Other Industries
2009	85%	73.8%
2002-2009	82.5%	71.45%

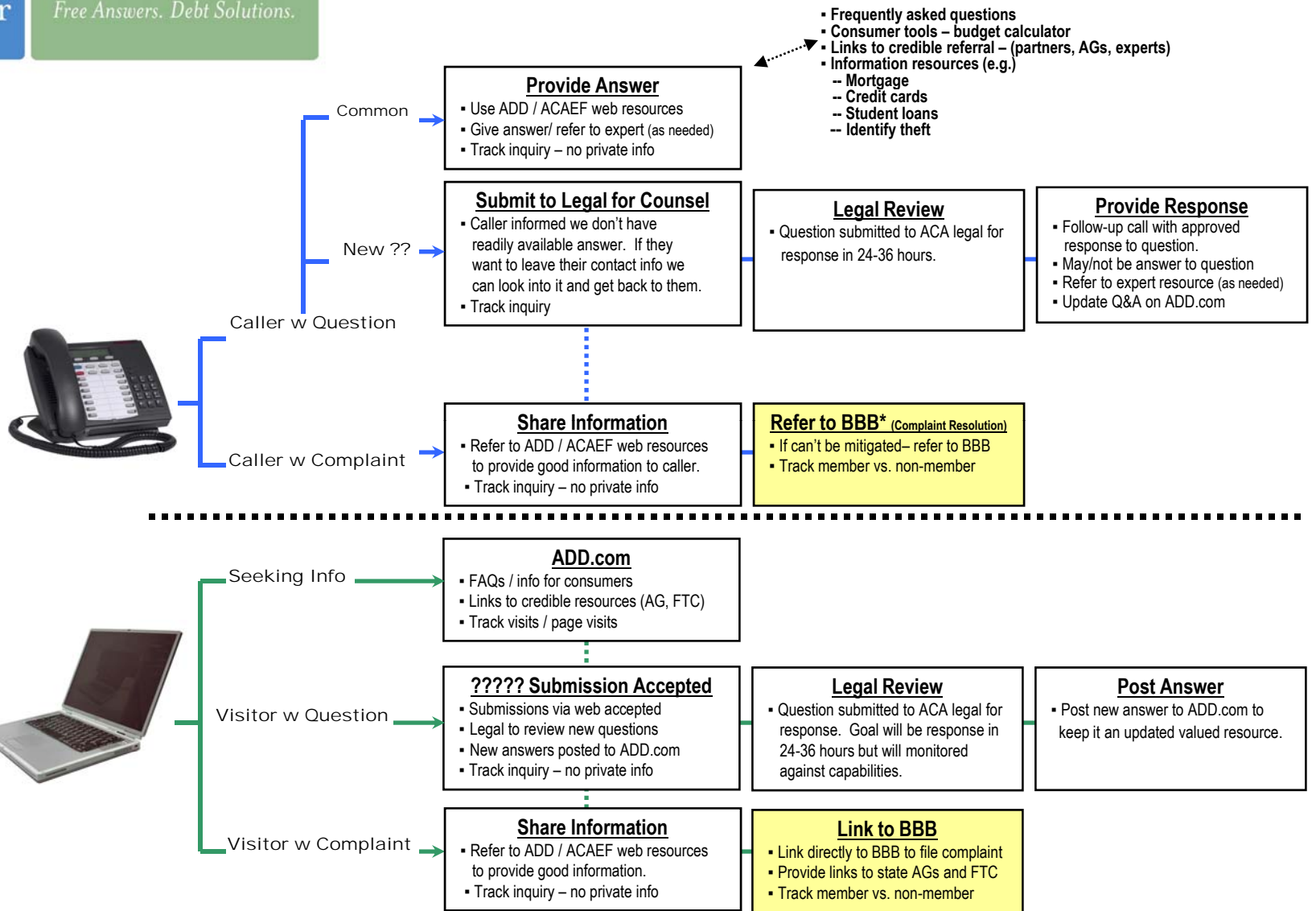
Source: Better Business Bureau

# Ask Doctor Debt

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# Thank You

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