

# CMC EXCHANGE

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## Client Protection & Security is Priority #1

The collection industry is subject to stringent guidelines and regulations concerning security and compliance. Your collection agency should be able to provide you with the documentation concerning their programs and policies with the assurance that your customers are protected.

Agencies must follow specific federal guidelines as outlined in the FDCA and FCRA laws that protect consumers rights and establish collector's responsibilities. In addition, more industry specific laws such as HIPAA and GLBA must be maintained. These laws require a higher level of security to protect accessing a consumer's personal information.

While having physical and technological safeguards in-place is crucial for optimum security, at CMC we also

have the right leadership in-place to assure that ethical standards are upheld and that our clients are also protected, including maintaining their goodwill in the communities they serve.

Some highlights of our program include the training and enforcement of all industry regulations and collection techniques in addition to:

- All Agents are ACA Certified
- Red Flag Rules Implementation Policy
- Disaster Recovery Plan In-Place
- Firewalls and Password Protected Account Access

If you would like more information concerning our security and compliance programs, please send your request to [cohare@creditmanagementcompany.com](mailto:cohare@creditmanagementcompany.com).

### Bankruptcies on a Decline

The number of bankruptcies have fallen 10 percent during the first 9 months of 2011 compared to that of a year ago during the same period - according to the ABI, American Bankruptcy Institute. Consumer bankruptcies also decreased a total of 17 percent in September 2011 versus those in September of 2010.

According to ABI Executive Director, Samuel Gerdano:

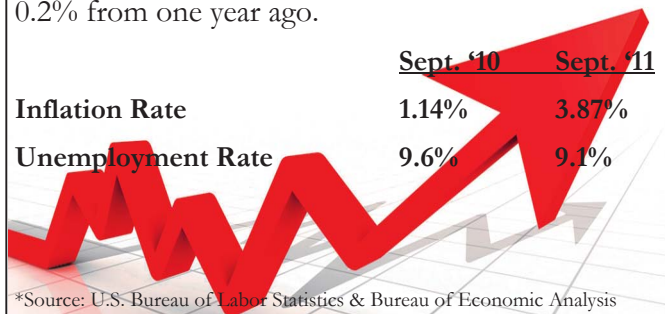
*"The trend of declining filings has been consistent with consumers continuing to reign in their spending, household debt, and an overall pull back in consumer credit." Gerdano also states that: "Total consumer filings for 2011 will be less than 2010."*

For more information visit: [www.abiworld.org](http://www.abiworld.org)

### Economic Indicators\*

Short-term adjustments and decision making rely on measuring and tracking key economic indicators. The indicators below affect consumer share-of-wallet, and therefore the ability to make payments on outstanding debt obligations and the degree of purchasing power. Disposable income realized an increase of 0.2% from one year ago.

	Sept. '10	Sept. '11
Inflation Rate	1.14%	3.87%
Unemployment Rate	9.6%	9.1%



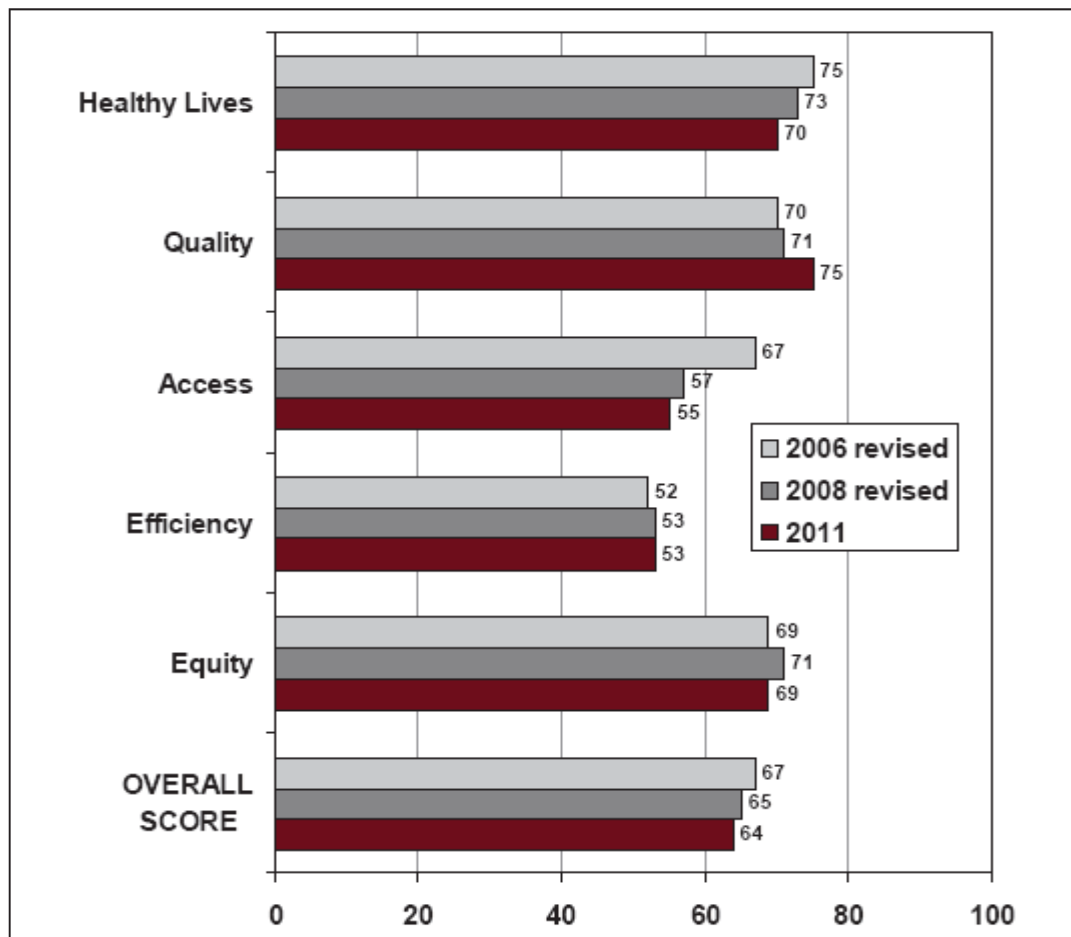
Healthcare Statistics Revealed, Breast Cancer Awareness Fundraiser, Employee Spotlight, Possible Modernization of TCPA to Open Communication Lines, and CMC & AAHAM in Ocean City, MD

## Healthcare Statistics Revealed

In a survey conducted by the Commonwealth Fund Commission, the National Scorecard on the U.S. Health System in 2011 scored 64 out of a possible 100. This survey provides a comprehensive assessment of health, healthcare, quality, access, efficiency and equity in the U.S. This is a decrease of 3 points from the 2006 survey of 67 and the a 1 point decrease from the 2008 survey of 65. Some improvement indicators included improved patient treatment, effective hospital care, and an improvement in preventable mortality. However, the limited access to healthcare and rising cost of healthcare confirms that the U.S. is still falling short of providing affordable access to healthcare. The Affordable Care Act targets many of the disparities identified in the study. (www.commonwealthfund.org)

- The national average for bad debt is 2.38 percent, 2.50 percent for charity and 4.88 percent for uncollectable accounts. (source: The Hospital Accounts Report Analysis on Fourth Quarter 2010)
- The number of Americans who did not have health insurance at some point in 2010 was 60.3 million. (source: The Commonwealth Fund, March 16, 2011)
- In 2010 annual premiums for families covered by employer-sponsored health insurance were \$13,770, up 3 percent since 2009 and up 114 percent since 2000. (source: The 2010 Employer Health Benefits Survey, the Kaiser Family Foundation and the Health Research and Educational Trust).

### Scores: Dimensions of a High Performance Health System



- In 2010, 29 percent of adults, ages 19 to 64 reported they had medical debt or trouble paying medical bills, and 16 percent had been contacted by a collection agency for unpaid medical bills. (source: The Commonwealth Fund Insurance Survey 2005-2010)

- In 2010, 41 percent of adults said they skipped or delayed getting needed healthcare or filling prescriptions because of the cost. (source: The Commonwealth Fund Biennial Health Insurance Survey of 2010)

Source: Commonwealth Fund National Scorecard on U.S. Health System Performance, 2011



## Breast Cancer Awareness Fundraiser



Once again CMC's annual October fundraiser to raise money for breast cancer research was a success. The theme this year was "Wishing Upon a Star", and it included a backdrop of the city of Pittsburgh skyline with pink honor stars. Staff members that made a donation received a star to honor someone personal in their lives. As a memento, the stars were placed above the city skyline to represent glimmers of hope in the night sky.

This is CMC's 6<sup>th</sup> year holding the fundraiser with all proceeds going to the Susan G. Komen foundation. It also included remembrance pins & buttons, a Chinese auction and half-the-take. Although we try to have fun raising money for the foundation, we take this cause very seriously as it is close to many of our hearts. If you are interested in more information concerning the Susan G. Komen foundation, or would like to make a donation, please visit <http://www5.komen.org>.

### Employee Spotlight

This issue's Employee Spotlight is Brandy Swartzwelder, Marketing Coordinator. She has been a dedicated CMC employee since 2005. In her position she is not only busy assisting with the Marketing functions of the company, but she also helps support both the Sales department and the Administrative department with sales packets, monthly client reports and Client Access.

She also acts as the special event coordinator for our annual Breast Cancer Awareness fundraiser as well as sitting on other CMC event committees. According to Melissa Zurich, Marketing Director:

*"Her Spotlight selection has been a long time coming. She is an amazing asset to this company with her organizational skills, thoroughness, creativity and initiative. I know I can count on her every working day!"*

During her time-off Brandy is busy pursuing her B.S. degree at Point Park University in Pittsburgh. She also



**Brandy Swartzwelder**  
Marketing Coordinator

tries to fit in spending quality time with her niece and nephews. Thank you Brandy for your dedication!

## Proposed Modernization of TCPA to Open Communication Lines

On November 4, 2011 the Energy and Commerce Committee's Subcommittee on Communications and Technology discussed the Mobile Informational Call Act of 2011. H.R. 3035 will modernize the Telephone Consumer Protection Act (TCPA) to allow businesses to use assistive telecommunications technology such as predictive dialers to contact consumers on their wireless numbers for calls that do not constitute a solicitation.

During the meeting Lee Terry (R-Neb), the Vice Chair of the subcommittee, questioned witnesses about how he could work with them to finalize appropriate language for the bill. One such witness, Faith Schwartz, Executive Director at HOPE NOW, stressed that not allowing cell phone contact "is hindering effective communication between home owners and loan servicers" and that the increased communication with her organization would decrease the number of foreclosures.

Some members did express concern about an increase in telemarketing calls and potential abuses. Schwartz pointed out that much of this discussion seemed to fall outside of the scope of the bill, since H.R. 3035 specifically aims to continue to protect consumers against telemarketers. Attorney General Zoeller took issue with the proposed language that allows state pre-emption. Terry stated that this is something he would be willing to review before deciding on the final language for the bill.

The hearing provided a great first step toward advancing the legislation. We will closely watch this continued progression in Congress.

Source: ACA International



CMC Exchange is published to provide CMC's current and future business partners with information that may be useful to their business. It should not be construed as legal advice.

Questions and comments are welcome. Please direct them to Melissa Zurich, Marketing Director, by calling our toll free number at 1-800-472-1483 ext. 161 or you can email her at the following address: [mzurich@creditmanagementcompany.com](mailto:mzurich@creditmanagementcompany.com).

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## AAHAM in Ocean City, MD

As a recent 2011 corporate sponsor for the Maryland AAHAM chapter, Pat DiCenzo, VP of Sales, and our newest sales force addition, June Matthews, Regional Sales Manager (Mid-Atlantic), headed to Ocean City, Maryland from September 13<sup>th</sup>—15<sup>th</sup> for AAHAM's 39<sup>th</sup> Annual Institute conference, "Catch the Wave to Healthcare Changes."

This was a great opportunity for CMC to present our services to new friends from the eastern part of the country. It also gave June a forum to reacquaint herself with some of her old business partners. Both ladies enjoyed themselves over the course of the 3 day event and the educational value it provided. If you would like to speak with June concerning what services CMC can provide your organization, please contact her at 1-800-472-1483, ext 295.

As a full service accounts receivable management agency we have programs ranging from Early Out services to Full Bad Debt collections.