



NEWS
Agency Ink

ACC Named Best Places To Work in Collections Again in 2021

[Agency of Credit Control, Inc.](#) was recently named as one of the *Best Places to Work in Collections.*

This award is based on associate feedback regarding a variety of topics such as, quality of leadership and company support. Small, medium, and large companies across the US completed the two-part surveys that determined The Best Place to Work in Collections. The first part consisted of evaluating each nominated company's workplace policies, practices, philosophy, systems, and demographics. The second part consisted of an employee survey to measure the employee experience. The combined scores determined the top companies and the final ranking. Best Companies Group managed the overall registration, survey and analysis process and determined the final rankings.

[Agency of Credit Control, Inc.](#) was identified as the only recipient of this award for its company size in the State of Colorado. This is a true testament of the culture at [Agency of Credit Control, Inc.](#) and shows that the company not only has a passion for its clients and consumers, but also strives to improve the quality of its associates' lives at work.

[Agency of Credit Control, Inc.](#) is one of the oldest and most respected billing and debt collection service providers in the Rocky Mountain region. With an expert staff and state of the art technology, [Agency of Credit Control, Inc.](#) can provide its clientele with superior service and performance. Agency of Credit Control, Inc serves a variety of local, regional, and national clients in the healthcare, retail, and utility industries.

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Winner
Best Places to Work
in Collections

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On-Demand: Fewer Collectors, More Accounts: Prioritizing Contact Efforts for the Coming Wave of Delinquencies and Defaults

As the economy faces unprecedented unemployment rates and an impending recession, record numbers of financial accounts across industries will enter collections. According to NPR, banks are preparing for “an onslaught of defaults in debt.” Agencies face staffing challenges with limited office use and work-from-home challenges.

Additionally, the recession may accelerate consumer contact information changes, either from moving residences or changing phone information. Poor data and an increase in call blocking and SPAM tagging could worsen RPC rates. Collections organizations that have more accurate consumer phone and email data, and the phone behavior of their target consumers, will be better positioned to efficiently make contact and arrange for payment.

How are you preparing for fewer collectors and more accounts? Learn how other agencies are leveraging the following insights to improve their contact efficiency and effectiveness:

- Omnichannel phone, email, and device data for coordinated contact attempts across channels
- Dialing the phone number a consumer uses most
- Contacting the consumer during the times and days when they are most likely to answer
- Mitigating inappropriate call blocking or spam-mislabeling

Join Neustar dialing optimization experts Mitchell Young, Vice President of Customer Intelligence & Risk Solutions; Todd Meeks, Director of Risk Product Management; and Wendy Weinhardt, Principal Solutions Engineer; as they explain proven strategies that will help your organization prepare for the coming wave of accounts entering collections.

For more information, you can visit: <https://www.collectionindustrynews.com/>



5 Fun Fall Facts:

1. Americans typically refer to this time of year as “fall,” while the British use the word “autumn.”
2. Pumpkin spice has nothing to do with pumpkins.
3. Birds spend most of the fall migrating.
4. Fall colors are caused by the amount of sugar in leaves.
5. Ancient people wore Halloween costumes to hide from ghosts



U.S. Small Business Administration to Launch Expedited PPP Loan Forgiveness Portal

The U.S. Small Business Administration (SBA) is launching a new loan forgiveness portal for the Paycheck Protection Program (PPP) that is expected to lead to quicker decisions on the remaining 7.8 million loans in the program, according to an [article from Inc.](#)

The portal will be announced through an interim final rule on PPP loan forgiveness, according to the article.

Features of the portal will include the option for business owners to apply for loan forgiveness directly through the SBA, instead of their lender, if their loan is \$150,000 or less.

Lenders will need to use the SBA portal and will still be responsible for deciding on the loan forgiveness, according to Inc.'s report. Lenders have 60 days to decide once an application is submitted through the portal, and the SBA must issue the funds within 90 days.

The new forgiveness platform will begin accepting applications from borrowers on Aug. 4, 2021, according to [news release from the SBA](#). Lenders are required to opt-in to this program through <https://directforgiveness.sba.gov>. In addition to the technology platform, the SBA is standing up a PPP customer service team to answer questions and directly assist borrowers with their forgiveness applications. Borrowers that need assistance or have questions should call (877) 552-2692.

"This initiative will allow PPP borrowers to put their concerns of achieving full forgiveness behind them and focus on operating and growing their businesses again," Patrick Kelley, associate administrator for SBA's Office of Capital Access, said in the news release. "We are pleased to be able to assist financial institutions across the U.S. in processing forgiveness applications for small business owners."

Read more on the new portal in the [Inc. article](#).



COLLECTOR OF THE MONTH

ACC'S May 2021 Collector of the Month goes to Clark!!

ACC'S June 2021 Collector of the Month goes to Veronica!!



Collections Reg F Changes Effective November 30, 2021

This rule revises Regulation F, 12 CFR part 1006, which implements the Fair Debt Collection Practices Act (FDCPA), to prescribe Federal rules governing the activities of debt collectors, as that term is defined in the FDCPA. The final rule addresses, among other things, communications in connection with debt collection and prohibitions on harassment or abuse, false or misleading representations, and unfair practices in debt collection.

For more information Visit: www.consumerfinance.gov





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Pumpkin Bread

Ingredients:

- 5 Large Eggs
- 1-1/4 Cup Canola Oil
- 1 can (15 ounces) Solid-Pack Pumpkin
- 2 Cups all-purpose flour
- 2 Cups sugar
- 2 Packages (3 Ounces) cook and serve vanilla pudding mix
- 1 teaspoon baking soda
- 1 teaspoon ground cinnamon
- 1/2 teaspoon salt

Editor's Note: Bread may also be baked in two greased 8x4x2-in. loaf pans for 75-80 minutes.

Fall Events:

[Downtown Boulder's Fall Fest](#): Sept. 17–19, 2021
Boulder's autumn fest lines up music performances, a beer garden, local food vendors, a children's carnival and more along the city's beloved and bustling [Pearl Street Mall](#).

[Applefest](#): Oct. 1–3, 2021

Driving into the small town of [Cedaredge](#) on Colorado's Grand Mesa, you'll pass row after heavenly row of trees bursting with shiny red and green apples beckoning you to sink your teeth in. At Applefest, more than 150 vendors share the area's agricultural wealth with visitors, who can also check out a classic car and antique tractor show, bands and much more.

[Elk Fest](#): Oct. 2–3, 2021

The beautifully haunting bugle of a bull elk is unmistakable, and every October spectators head to [Estes Park](#) to experience the phenomenon. The elk gather there, at the edge of Rocky Mountain National Park, to show off for their ladies during the start of the rutting (breeding) season. At Elk Fest, you can learn about these beasts' behavior, observe them in their natural habitat, participate in a bugling contest and see performances by American Indians.

Directions:

- In a large bowl, beat the eggs. Add oil and pumpkin; beat until smooth. Combine remaining ingredients; gradually beat into pumpkin mixture.
- Pour batter into five greased 5-3/4x3x2-in. loaf pans. Bake at 325° for 50-55 minutes or until a toothpick inserted in the center comes out clean. Cool for 10 minutes before removing from pans to wire racks to cool completely.
- **Freeze option:** Securely wrap and freeze cooled loaves in plastic and foil. To use, thaw at room temperature.