



Levy Diamond Bello & Associates, LLC

# Insights & Perspectives

## Forging Ahead



As 2003 progresses, Levy Diamond Bello & Associates wishes you and your loved ones a happy, safe and healthy year.

This year, LDB & Associates resolves to solidify our position within the industry by launching breakthrough products and services that will revitalize creditors' bottom line numbers.

We are thinking big about what we can be and are acting confidently in accomplishing our goals. We have entered 2003 with a defined corporate vision and operating plan. When implemented, we believe, Levy Diamond Bello & Associates will be a robust, one-stop shop for all of your problem receivables' needs.

LDB & Associates vows to maintain due diligence while creating initiatives to build a strong accounts receivable management foundation that will reward you for choosing Levy Diamond Bello & Associates.

Again and again, we thank you for your support and decision to use Levy Diamond Bello & Associates to handle your problem receivables. Your choice drives this company's future.

*"Nothing great was ever achieved without enthusiasm."*

*- Ralph Waldo Emerson*

Watch Out! .....	2
Frank Surratt .....	2
Letter Writing .....	3
Websites of Interest .....	3
Credit Events .....	4
Happy Birthday .....	4

# Debt Collection Alert

## Watch Yourself!

According to the Fair Trade Commission, the number of complaints against Creditors collecting their own debts is 11,021 (numbers for 2002 are not out yet). It is assumed that because the federal Fair Debt Collection Practices Act pertains to debt collection organizations, creditors do not fall under the FDCPA's legislature and, therefore, they can implement a no-holds-barred attempt to protect their assets. In truth, the Commission can still hold the Creditor responsible for utilizing "deceptive, unfair or abusive practices".

## ...and we will watch ourselves!

Third-party debt collection claims have risen to 15,819 in 2001. The nature of the complaints has included:

1. Failure of the collection agency to accept partial payments on the same installment plan as when the account was current.
2. Harassment
3. Failure to send required notice.
4. Failure to verify disputes.
5. Contacting debtor at place of employment.
6. Revealing the debt to unauthorized third parties.
7. Continuing to contact debtor after receiving "cease communication" notice.

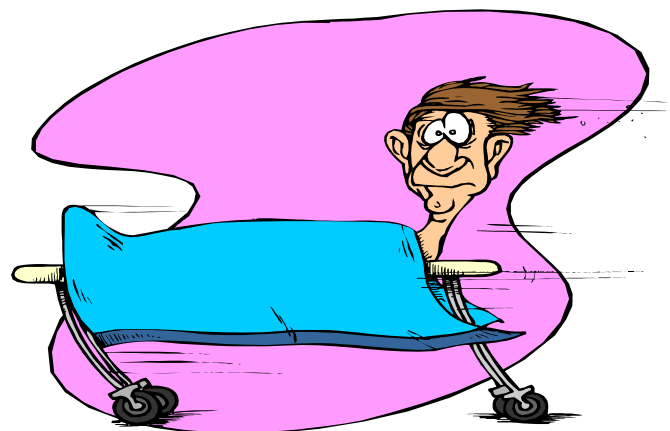
# WATCH



## Crusin' Recovery Road

Unbeknownst to him, our Regional Vice President, Frank Surratt, suffered a major heart attack. He is recovering quite nicely. Want to drop him a line? You may send your get well wishes to him at [golfer@cetlink.net](mailto:golfer@cetlink.net) or 3239 Kings Row Drive, Rock Hill, SC 29732.

Frank is looking forward to getting back out on the golf course...as well as getting back out there drumming up business. Look out!



# Letterwriting Program



We take pride in this product. This custom designed letterwriting program is created with your needs in mind. Personalized letters, printed on either your stationary or this agency's letterhead, are sent to your customers notifying them of their delinquency with you. This is a very cost-effective and efficient way to handle your small balanced delinquent customers. There are no up-front costs involved and we do not require a minimum number of accounts to personalize a program for you.

## Websites of Interest

[www.hoaxbusters.ciac.org](http://www.hoaxbusters.ciac.org): A public service product of the United States Department of Energy and the Computer Incident Advisory Capability that will debunk all kinds of bogus info that floods the e-chain letter train. It is a great site for gaining the truth from the poop.

[www.wiredscholar.com](http://www.wiredscholar.com): This site relays comprehensive, side-by-side university tuition cost comparisons and itemizations, and better than ball-park figures on how much money you will have to spend on your child's education.

[www.infobel.com](http://www.infobel.com): Global yellow and white telephone page listings for no cost.

[www.thepaperboy.com](http://www.thepaperboy.com): This site boasts "easy access to quality global news". You can read today's paper belonging to anywhere in the world.

\*\*\*LDB & Associates provides this information for user research and/or entertainment purposes only.

## How does it work? It's easy as 1-2-3.

1. The most time-consuming part of this program may be merely setting up the letters as per your terms arranged with your Sales Representative. We have a standard format that we typically use, but the unique aspect of this program is that the letter series may be tailored to fit your circumstances. We accept the placements via fax, spreadsheet, or electronic transmission.
2. A series of three letters is issued to each account placed. No phone calls are made to the customer.
3. Upon completion of the cycle, we will either confirm that the account has been paid, respectfully return the account to you uncollectible, or roll it into regular collections. Again, the program is per your terms.

The backbone of this product is an open exchange of communication between this office and yourself. Once the program is established, it runs like a charm!

Our Letterwriting Program provides you with **Options**, **Convenience**, and **Cost-Efficiency**. What more can you ask for?

Look No More!

Want more details? Please contact Cindy Figuly at 203-882-7945 or your local sales representative.

# Happy Birthday LDB Employees



Angela Pellegrino - 03/09



Paul Ziko - 03/22



Enio Marini - 03/22



Thomas McCarthy - 04/15



Adria Baldieri - 05/09



Eric Cohen - 05/17

## Credit Events

Team LDB will be exhibiting at the following credit conferences this spring:

**Broadcast Cable Financial Management Association & Broadcast Cable Credit Association 43rd Annual Conference "Reach For The Stars"**. May 18 - 20, 2003 at the Century Plaza Hotel & Spa, Los Angeles, California -- LDB Booth # 34

**National Association of Credit Management 107th Credit Congress & Exposition** June 1 - 4, 2003 at Walt Disney World Swan and Dolphin Hotel, Orlando, Florida -- LDB Booth # 120

Levy Diamond Bello & Associates LLC, 65 Bic Drive, Milford, CT 06460

Tel: 203 876 1000 Fax: 203 876 1565 [info@ldbassociates.com](mailto:info@ldbassociates.com)

[www.ldbassociates.com](http://www.ldbassociates.com)