



Caine & Weiner
— Excellence in Global Receivable Solutions —

85th
1930 - 2015 Anniversary

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FOR IMMEDIATE RELEASE

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Contact: Jennie Hirtzel – Marketing Manager
9931 Corporate Campus Drive, Suite 2200
Louisville, KY 40223
502-425-9100 Tel
502-426-9005 Fax
jennie.hirtzel@caine-weiner.com

Caine & Weiner Announces Internal Role Changes

Woodland Hills, CA— In alignment with the strategic intent contained in Caine & Weiner’s Mission/Vision statement: *Ongoing Investment in People, Procedures, and Technology*, and with the expansion of the current Operations/Marketing teams, core roles have been realigned in order to maximize all available resources which include the following:

Frank Dispensa, who has been with Caine & Weiner since 2000, has been appointed to serve as the company’s Vice President, Client Operations. In his new role, he will assume management of all client relation activities as well as association and client satisfaction strategies, reporting to Joe Batie, Chief Commercial Officer. He previously held the position of Vice President, Regional Operations.

Steve Simon, who has been with Caine & Weiner since 2002, has been appointed to serve as the company’s Vice President, Compliance & Quality Assurance. In his new role, he will oversee Caine & Weiner’s national programs centered around compliance and providing our clients with the highest degree of quality service by focusing on maximizing results and client specific resolution strategies, reporting to Mark Milstein, Chief Operating Officer. He previously held the position of Vice President, Operations Services.

Doug Gilman, a 25-year industry veteran, has been appointed to serve as the company’s Vice President, Collections & Staff Development. In his new role, he will assume management of the company’s regional offices including Louisville, KY, Chicago, IL and Buffalo, NY locations. Doug will also oversee all collection and staff development strategies, reporting directly to Mark Milstein, Chief Operating Officer. He previously held the position of Vice President, Quality Assurance.

John Myers, who has 18 years of industry experience, has been appointed to serve as the company’s Vice President, Collections & Outsourcing, and will manage all office activities. In this new role, he will assume management of all collection activities for the Texas location as well as Outsourcing strategies nationwide, reporting to Mark Milstein, Chief Operating Officer.

Caine & Weiner welcomes Jennie Hirtzel who has been appointed as the company’s new Marketing Manager. In her new position, Jennie will play an active role in managing all of the company’s strategic marketing initiatives and the 2016 marketing plan. Jennie has 20+ years of experience with writing, editing, graphic design and marketing management. She most recently managed marketing and communications activities for several healthcare companies and associations.



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“We are excited to announce these new roles,” said Greg A. Cohen, President & CEO. “These individuals’ comprehensive backgrounds and exceptional records in the ARM industry are uniquely aligned with Caine & Weiner’s current and future direction. They will all be key contributors to our valued stakeholders and will be strategically involved in the company’s activities for 2016 and beyond.”

Caine & Weiner (www.caine-weiner.com) is celebrating its 85th year of continuous service as a global provider of highly effective and results-oriented 1st and 3rd party commercial and consumer accounts receivable management services in support of the *Receivables-to-Cash Cycle*. To serve the domestic market, the global Los Angeles-based enterprise maintains a network of five full-service call centers strategically located throughout the U.S. Through their active partnership with Global Credit Solutions (GCS), Caine & Weiner has established an international presence in over 90 countries. Caine & Weiner has supported U.S. commerce in *Receivables-to-Cash* management since their beginning in 1930 and is a founding member of the former Commercial Collection Agency Association (CCAA), and remains certified by the Commercial Law League of America (CLLA) which is endorsed by the IACC. Caine & Weiner is also a sustaining member of the International Association of Commercial Collectors (IACC) and a long standing member of the American Collectors Association (ACA).

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