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 Institute for Collection Leadership
 The size is right. The time is now.

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Happy Holidays!

from the Caine & Weiner Family!

As our landmark 85th year comes to a close and we prepare to celebrate the Holiday Season, I wish to convey my heartfelt appreciation to our clients. We sincerely value the opportunity they've given us to provide them with innovative accounts receivable management solutions and are always mindful that they are the foundation of our success. Representing every major worldwide industry, their satisfaction is our highest priority.

I wish to also acknowledge and extend my appreciation to our respected stakeholders, extraordinary alliance partners, and our trusted international partners Global Credit Solutions, for all having a shared vision, similar core values and a unified commitment to best in-class service and unmatched performance.



Zach, Matt, Cami, Chris, Greg & Jake Cohen

We also want to thank Caine & Weiner's team of dedicated professionals. Their efforts have not gone unnoticed. They are genuinely appreciated for their selfless dedication, loyalty and commitment to excellence.

Looking forward to 2016, I am excited about all that we have planned for the future of Caine & Weiner as we continue to grow and prosper.

The Caine & Weiner team is looking forward to working hard toward a successful 2016 and seeing what successes the year will bring us. In the meantime, I wish you a very Happy Holiday Season from my family to yours!

~Greg A. Cohen
 President & CEO



**2016 Economic Outlook:
 Beige Book Reports a Beige Economy**

Credit: Chris Kuehl, Ph.D., NACM economist and co-founder of Armada Corporate Intelligence

The latest edition of the Fed's Beige Book report could not be more aptly named. This is the collection of reports that comes from the 12 districts that encompass the U.S. Each one assesses economic activity that takes place in its region. The collective analysis gives some clues to what is happening in the economy as a whole.

Although the report's beige cover is the inspiration behind its name, the current edition also could be referred to as beige because the data itself is almost bland. Nothing in it suggests that the economy is in real distress, but there also is nothing suggesting the economy is on the verge of catching fire either. It has been described as a report outlining moderate growth.

This is the last version to be released prior to the Fed's December meeting, and some had hoped that it would have provided definitive proof of the economy's state—one way or the other. It really doesn't; although given the comments by the Fed chair, it would seem that only a really negative report would have had much impact on the proposed rate hike. [Click here to continue article](#)

Caine & Weiner Attends the Inaugural Institute for Collection Leadership Meeting



Caine & Weiner has joined the ICL (Institute for Collection Leadership) and was recently invited to attend a meeting with approximately 40 industry leaders at the Nov. 11th –12th inaugural meeting in Irving, Texas. Caine & Weiner was excited to address industry issues with the other agencies, asset buyers, and collection law firms that have become members of the group.



Greg Cohen, C&W President/CEO Elected as IACC President for 2016

Caine & Weiner is proud to announce that Greg A. Cohen, President & CEO, has recently been elected to serve as President of the International Association of Commercial Collectors (IACC) for 2016. Cohen, elected by fellow association members, will serve as head of the Board of Directors and will provide guidance and strategic direction for the association. He will begin his year-long term as President when he is inducted in January 2016.

The recognition of Cohen as IACC President coincides with the strategic growth Caine & Weiner has experienced this past year as the company celebrates its 85th continuous year of service in the credit and collection industry. As C&W President and CEO, Greg is responsi-

ble for the general management, growth strategy and daily operations of the company. Greg has been involved in the credit and collection industry for the past 30 years and has previously served as the Vice President of IACC, as well as served on the boards of other trade associations.

International Association of Commercial Collectors is the largest organization of commercial collection specialists in the world. IACC is an international trade association, consisting of over 300 members located in more than 20 different countries. Since 1970, the association has been responsible for setting and enforcing the highest standards of conduct throughout the industry.

A review of our *memorable milestones* in history and yours...

1930's	1940's	1950's	1960's	1970's	1980's	1990's	2000's	2015
Sidney Caine & Charles Weiner establish C&W and release announcement about the company's establishment	The C&W Danger Signal Demand Collection System becomes an industry innovation	C&W becomes incorporated and Sid Caine is recognized for being Past President of CAC	C&W continues to grow and is known in the industry as best-in-class for client satisfaction. They also become one of the original 13 CLA certified agencies.	C&W celebrates 50th anniversary in the credit and collections industry	C&W launches first version of its website www.caine-weiner.com	C&W receives elite SSAE-16 Audit status	C&W celebrates 85 years of continued service	
A Coca Cola is \$.05	The first McDonald's opens	The first credit card is released	Man lands on the moon	The Brady Bunch is tv's most popular show	The personal computer is introduced	Dial-up internet is born	Financial crisis unfolds	Gas prices drop



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Excellence in Global Receivable Solutions



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Tell Us What You Think:

The Biz is Caine & Weiner's quarterly client newsletter. If you have comments or questions please direct them to the editor:

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Details Keep the Focus on Repayment

by Mark Milstein, Chief Operating Officer



Before the first letter is mailed or the first call is made, a critical step in the debt collection process needs to take place – proper onboarding and compliance screening. Accuracy is key when collecting delinquent accounts. Nothing is more damaging to a valuable client relationship or derails the efficient collection of accounts than errors in communication about the debt. One critical error is collecting on the wrong amounts or for the wrong services. Bottom line:

Accounts need to be scrubbed and cleaned so that the information is as accurate as possible. Below are important quality control drivers that best in class accounts receivable management firms review before and after an account is placed. A hands-on approach, backed by state of the art technology, provides the most effective, results-oriented service possible. Scrubbing, scoring, file handling and communication/reporting are all necessary steps to achieve optimal, accurate results. With these details properly handled the recovery specialist can focus on their communication regarding the account on repayment solutions which is where the conversations need to stay focused.

Quality Control Drivers

Data Scrub and Scoring - Accounts loaded into a collection system should be scrubbed and scored to the extent that the type of debt allows for same. Accounts can be immediately “scrubbed” for the following information:

- Bankruptcy, Deceased, Litigious debtors
- National Change of Address Information
- Current and Potential Contact Information

Skip Tracing - Locating a debtor who is no longer at the given address or phone number is a crucial part of the collection process. Using a wide range of services from different vendors to trace such parties increases data accuracies drastically.

Full Featured Collection System – Once an account is scrubbed and ready to be placed, a strong file management system produces optimal collection results, precise follow-up, continuous management oversight and 100% accountability.

Features should include:

- Multiple agents working accounts through an organized file rotation system can improve results when the agents have different strengths.
- Appropriate embedded management oversight throughout the process guarantees 100% file accountability.
- Prior to any closure the account should undergo appropriate management reviews and if the balance warrants potential litigation review as well.

Communication/Reporting– Scalable and flexible technology combined with powerful data-mining features facilitate root cause and portfolio analysis, and provides valuable statistical information that can be converted to charts and graphical applications so that the client has the most up to date and accurate account information. These resources are essential components of a successful inventory management process especially when working with larger volumes of relatively smaller balances.

As receivables management experts with a strong attention to getting the details right we are able to keep our recovery specialist conversations focused on customer ability to pay and that equals more payments and higher results for our clients.

