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***SIXTH IN A SERIES OF BULLETINS: ASPEN NATIONAL COLLECTIONS' TIPS FOR HANDLING  
TIMESHARE RESORT MORTGAGE OR MAINTENANCE FEE RECEIVABLES***

## **Bulletin #6: What should you expect from your collections agency?**

Timeshare resort collection professionals Buzz Waloch and David Combs of Aspen National Collections have been sharing advice and tips to assist timeshare resort operators in protecting their portfolio of installment loan receivables and/or annual maintenance fees. In the fifth bulletin in this series distributed last month, we discussed issues affecting aging resorts. To read Bulletin #5, go to <http://aspennational.com/collections/bulletins.html>.

Today, we'd like to answer a question commonly put to us by resort managers and board members. They often ask us to describe the different programs we offer and how we will apply them. This is a little difficult to answer briefly, because we customize each resort's collections program. Our first rule at Aspen National Collections is that we must earn your business. That's why we work on each case individually in order to maximize recovery without complaints.

Here are some of the ways in which we work:

### **Early Collections**

Anytime you can identify customers whose credit is questionable or who have frequently been delinquent in the past, these accounts can be placed into a special pool to be referred over to us for Early Collections. This program allows Aspen to identify problem accounts and begin collection efforts as soon as they become past due. Unquestionably, this process increases recovery rates and decreases collection costs. Plus, resorts typically experience a higher customer satisfaction rate as a result of a clear-cut, no-nonsense approach.

### **Pre-Collect Program**

Aspen's pre-collect environment is multifaceted with Aspen providing its clients with a variety of options. These range from sending correspondence to making phone contact attempts. Aspen's Resort Accounting Services branch can provide our clients with either a series of letters with purely customer service-based content and/or prerecorded or live customer service calls. This series of letters or calls simply remind the owner of their oversight regarding their past due obligation. These mailed or phone

contact attempts can also be formatted to appear to originate from our client. They can direct the consumer back to the client or their lockbox or payment processing address.

If unsuccessful, the next series will be results-oriented letters printed on Aspen's letterhead. The customer receives a clear message that the resort takes their payment obligations seriously enough to have retained the services of a professional agency.

### **Maintenance Fee Recovery**

In many cases, Aspen's collectors can recover 100 percent of the originally assigned balance on your past due annual maintenance fee accounts and can simply add our fee to the amount collected. When the account is paid, we send the full amount to you while Aspen retains only our fee. The program is intended for Homeowners Associations (HOAs) whose condominium documents and state statutes allow for such a procedure. We always suggest HOAs and managers check with a qualified attorney.

In future Tip Bulletins we will cover the following:

- Credit Reporting
- Skiptracing
- Web information access
- Customized reporting

Please sign up to receive future bulletins by visiting our web site at: <http://AspenNational.com>. Thank you.

### **Has this been helpful?**

Email [Buzz@AspenNational.com](mailto:Buzz@AspenNational.com) or [DCombs@AspenNational.com](mailto:DCombs@AspenNational.com) and send us your questions. Let us know what you think!

Did you miss our previous bulletins? Would you like to hear more of our thoughts about managing your portfolio of timeshare or shared ownership loans and/or maintenance fees? Give us a call (contact Buzz Waloch at 1-888-855-5333, (760) 840-9678 or David Combs at 1-800-283-2797, 1-970-250-6592) or go to our web site [AspenNational.com](http://AspenNational.com) and to download previous and sign up to receive future bulletins. Aspen has been in the timeshare collections business for more than 20 years. Why not tap into these resources?

### **About Aspen National Collections**

Aspen National Collections is a national agency with specialized expertise in consumer debt collections for companies involved in timeshare or vacation ownership resorts. Professional collectors are carefully trained in reminding owners/members of the value of their vacation purchase. They are skilled at performing their work in a firm, assertive manner, while adhering to Aspen National's commitment to high ethical standards. Aspen customizes collection programs to fit the resort's needs and prides itself on working every account to the fullest. For more information, contact Buzz Waloch at 1-888-855-5333, (760) 840-9678, [buzz@aspennational.com](mailto:buzz@aspennational.com) or David Combs at 1-800-283-2797, 1-970-250-6592,

[dcombs@aspennational.com](mailto:dcombs@aspennational.com). Visit [AspenNational.com](http://AspenNational.com) for more information and to subscribe to the series, "Aspen Tips for Better Portfolio Management."

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