



### THOUGHTS FROM MANAGEMENT

At the end of each year and the beginning of the new year, many of us take this opportunity to reflect on events and activities that previously occurred to hopefully learn from those situations. Perhaps, a different approach is not to look back for lessons learned but to reflect on reasons to rejoice.

Are there events in your life that you can rejoice over in 2019 such as sharing meals with friends and family, traveling and making memories or simply relaxing at home after a long day at work? Being happy and taking time to enjoy every day is the best type of hindsight because it allows you to focus on the things in life that matter to you without any regrets or guilt.

At GRC, we are thankful to have a talented team of professionals who provide a comprehensive collection strategy that yields excellent liquidation rates for you, our Clients, in conjunction with our first-class servicing skills. We value the relationships we have fostered over the years with each and every Client and appreciate the opportunity to service your needs. With that thought in mind, we are proud to remind you of our "Suite of Services" available to each of our Clients throughout the year.

For 2020, we relish the thought of strategically planning the future growth of our company while mitigating risk for both our organizations. Retrospectively speaking, 2019 was an awesome year laced with new opportunities to redefine our goals and objectives and we anticipate 2020 being even more rewarding. Wishing you and yours a Very Happy, Prosperous and Healthy New Year!

Zenon Butts  
President



### QUOTES DEALING WITH HINDSIGHT

"I do my best proofreading after I hit "send.""

Unknown

"I don't regret the things I have done; I just regret the things I didn't do when I had the chance."

Unknown

"May you have the hindsight to know where you've been, the foresight to know where you're going, and the insight to know when you're going too far."

Unknown

## TAX REFUND BENEFITS

According to IRS Statistics, \$319 Billion was released from 01/01/19 through 11/22/19, of which \$273 Billion was direct deposited into consumer's bank accounts. This means these funds were readily available for the possible payment of their delinquent debt. If you haven't submitted your delinquent accounts to GRC as of yet, consider doing so this month to take advantage of the tax season when consumers are more likely to allocate funds to become current on their overdue debt. Your accounts can be loaded via our client portal, your personalized FTP site and by authorizing your billing servicer to assign accounts to us. We are here to begin our collection efforts as soon as we receive your accounts!

Compiled from "Filing Season Statistics for Week Ending November ss, 2019," [www.IRS.gov/newsroom/filing-season-statistics-for-week-ending-November-22-2019](http://www.IRS.gov/newsroom/filing-season-statistics-for-week-ending-November-22-2019)

## UPCOMING ACTIVITES

**JANUARY**—Our office will be closed Monday, January 20, 2020 in observance of the Holiday.

**JANUARY & FEBRUARY—**

Clients should take advantage of Tax Season and submit your delinquent accounts to us.

## GRCS SUITE OF SERVICES

As we begin the new year, as a reminder, we want to share various GRC services to ensure you, our valued Client, are able to benefit from them.

**Bankruptcy:**

GRC may be one of the few agencies in the industry that keeps active bankruptcy accounts open unless we are asked by you, the Client, to close your accounts. Our philosophy is to keep active bankruptcy accounts in a restricted disposition and temporarily discontinue credit reporting until we receive a discharged and/or dismissed bankruptcy filing notice. If it is federal debt, we resume collection activity and credit reporting since this debt type is typically non-dischargeable. If it is non-federal debt (tuition, accounts receivable, institutional, etc.), we wait to hear from you, our Client, letting us know how to handle the account. For example, if you know the non-federal account was not included in the bankruptcy filing, we will resume collection activity; however, if the non-federal account was included in the bankruptcy filing, we will close and return the account. In both instances, we take direction from you, our Client.

**Client Portal:**

Our client portal is designed to showcase six (6) sections to be utilized by the end users:

"My Accounts" section

- Provides real-time account information, i.e. consumer demographic data, application of funds, current balance, status of the account, payment arrangements, payment history, etc.

"My ACH" section

- Provides the ability to authorize the transmission of electronic funds to support our green philosophy.

"My Placements" section

- Provides the ability to upload a singular account or multiple accounts via a secure, encrypted environment.

"My Reference Guide" section

- Provides educational and informative reference documents regarding GRC's procedures and/or industry updates.

"My Reports" section

- Provides our suite of reports designed to enable Clients to effectively manage your inventory of accounts placed with us for collection activities. Reports can be sorted, downloaded and/or saved. All reports are in Excel and PDF formats except for our Invoice/Statement and most reports are available on a rolling 12 months basis.

"My Validation Media" section

- Provides the ability to upload documentation to substantiate the debt being collected in various formats, i.e. Excel, Word, PDF, CSV, TXT, ZIP.



## GRC'S SUITE OF SERVICES (continued)

### Additional Client Portal Features

- **Adding Notes:** Ability to upload a note to an open account.
- **Contact CSR:** Ability to contact your dedicated Client Services Representative (CSR) instantaneously.
- **Direct Payments:** Ability to post payments made directly to your Institution.
- **Email notifications:** Alerts end users when reports and invoices are available; if requested, end users may opt out of this feature.
- **User Access Levels:** Ability to determine what each end user can access via the six icons available, i.e. limiting a single employee to only view invoices and reports, but not individual account data, etc.

### **Champion Challenger:**

We will develop a customized batch track liquidation model designed to compare recoveries relative to placement volume among all the agencies you use to service your accounts. Having the ability to measure the effectiveness of each of your agencies' recovery efforts will:

- Provide better clarity on how to place accounts between your agencies;
- Holds each agency accountable for their performance;
- Increases recoveries for you, the Client.

### **Credit Reporting:**

GRC's collectors are trained on leveraging the importance of having our trade line appear on a consumer's credit report as a viable collection tool. If we currently don't credit report your Accounts Receivable debt, it's as simple as having an email addendum created to allow us to serve as your Data Furnisher to credit report on your behalf. Help us potentially collect more money for you by using credit reporting as a collection strategy to entice consumers to pay their debt in full before their account begins credit reporting to Equifax, Experian and Transunion. The data needed to report to the credit reporting agencies are: 1) Full Name, 2) Full Address, 3) Date of Birth, 4) Date of Delinquency and 5) SSN.

### **Litigating Accounts:**

After all collection efforts have been exhausted, GRC will consider taking legal action on an account with the Client's permission. Our network of attorneys allows us to litigate across the United States to enhance recovery results. This service is available on both Federal and Accounts Receivable debt types. Having the option of litigating your accounts is a valuable collection tool utilized to enhance your recovery results.

### **Military Accounts:**

GRC partners with you, our Client, to obtain permission from you to either grant the SCRA (Servicemembers Civil Relief Act) benefits or not grant the SCRA benefits. If you elect to grant the benefits, we will make the necessary changes to the account, or if you elect not to grant the benefits (and the servicemember is eligible), we will close the account. Remember, the choice belongs to you!

### **WOW Servicing:**

Our WOW servicing philosophy which represents, "Warm engagement, Optimal interaction and Winning results, is practiced by all employees to ensure each encounter with a consumer and/or Client is a positive experience. While the collection of funds may be viewed as challenging, rest assured GRC treats each consumer with dignity and respect. Likewise, our Client Services Representatives strive to acknowledge receipt of each Client's inquiry within six (6) business hours, even if the resolution requires more time to investigate.

Your dedicated Client Services Representative is available to answer any questions you may have regarding our Suite of Services. Feel free to contact them at 800/234-1472, Option #2.

## MEET DESIREE (DES) PENNO

### **1. Since you were a successful Recovery Specialist, what motivated you to become a CSR?**

My personality is that of a warm, sensitive spirit that thrives on building relationships, encouraging others and helping wherever possible. Being a CSR allows my personality to shine in terms of who I am which gives me such a sense of satisfaction knowing I am helping our Clients. Becoming a CSR just seemed suitable to my personality and I think it's a great fit.

### **2. What is your approach to providing excellent customer service?**

My approach to excellent customer service is to put myself in the shoes of our Clients. This means I listen and try to understand what is being requested so I can provide the most accurate response in the quickest amount of time. I want the Clients to know I am always available to service their needs and to feel comfortable contacting me for any request, even if they consider it small in nature. All of our Clients are important and my goal is to make each one of them feel how important they are to me and to GRC.

### **3. What has been the most challenging aspect of your job and why?**

The most challenging aspect of my job is how much there is to learn in order to become a subject matter expert capable of fielding all our Client's inquiries. Since the CSR is a "one stop shop," it requires me to be knowledgeable in all facets of how items are processed and where to go to obtain assistance in resolving open items. While this is a challenging part of my job, I have to admit I really enjoy it. Coming to work every day is exciting because I don't know what new tasks I'll learn or what skills I'll have the opportunity to use. It stimulates my brain and keeps me engaged, which I truly love.



**Desiree (Des) Penno**

Client Services Representative

(800) 234-1472

Extension 427344

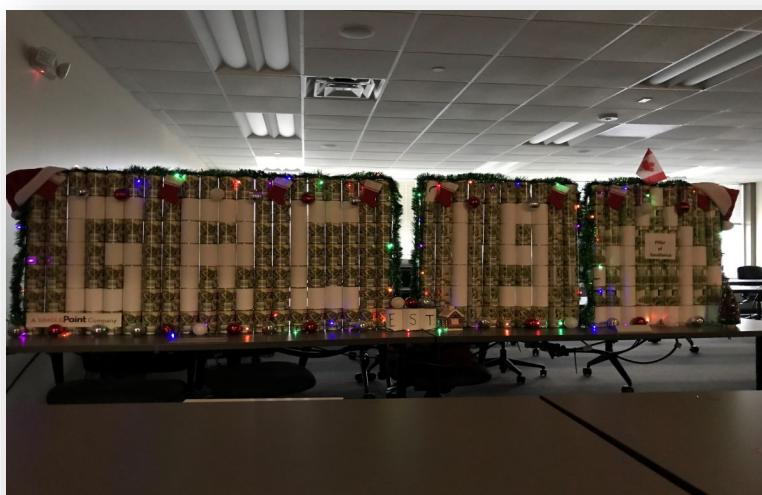
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## GRC'S CHARITABLE EVENTS

Throughout early November, GRC employees competed in a charity food sculpture competition with the goal of collecting non-perishable items to donate for the upcoming holiday season. Team GRC successfully collected almost 1,000 canned food and non-perishable items to donate to the Cincinnati Freestore Foodbank.





## CALENDAR OF CONFERENCES

Listed below are conferences being held January through April 2020.

Conference Name	Website	Date(s)	Location
<b>January</b>			
N/A			
Conference Name	Website	Date(s)	Location
<b>February</b>			
<b>Coalition of Higher Education Assistance Organizations (COHEAO) Annual Conference</b>	WWW.COHEAO.ORG	2/11/20 - 2/12/20	Washington, D.C.
<b>South Carolina Technical Education Association (SCTEA) 2020 Conference</b>	WWW.SCTEA.ORG	2/13/20 - 2/15/20	Myrtle Beach, SC
<b>Professional Development Group II, Inc. (PDG) Cards and Payments on Campus Conference</b>	WWW.PRODEV.COM	2/16/20 - 2/19/20	Henderson, NV
Conference Name	Website	Date(s)	Location
<b>March</b>			
<b>Oklahoma Association of College and University Business Officers (OACUBO) Spring 2020 Conference</b>	<a href="https://oacubo.outreach.ou.edu/">https://oacubo.outreach.ou.edu/</a>	3/4/20 - 3/6/20	Oklahoma City, OK
<b>Illinois Association of Student Financial Aid Administrators (ILASFAA) 2020 Annual Conference</b>	WWW.ILASFAA.ORG	3/9/20 - 3/11/20	Naperville, IL
<b>Ohio Bursars Association (OBA) Spring Conference</b>	<a href="http://www.ohiobursars.org/meetings">http://www.ohiobursars.org/meetings</a>	3/12/20 - 3/13/20	TBD
<b>National Association of College and University Business Officers (NACUBO) 2020 Student Financial Services Conference</b>	<a href="https://www.nacubo.org/Events/2020/2020-Student-Financial-Services-Conference">https://www.nacubo.org/Events/2020/2020-Student-Financial-Services-Conference</a>	3/22/20 - 3/24/20	Portland, OR
<b>The Great Plains Network/Nebraska Financial Aid (NeASFAA) Spring Conference</b>	WWW.NEASFAA.ORG	3/25/20 - 3/27/20	Norfolk, NE



## CALENDAR OF CONFERENCES (Continued)

Listed below are conferences being held January through April 2020.

Conference Name	Website	Date(s)	Location
<b>April</b>			
<b>Kansas Association of Student Financial Aid Administrators (KASFAA) Spring Conference</b>	WWW.KASFAA.ORG	4/1/20 - 4/3/20	Topeka, KS
<b>Wisconsin Association of Student Business Officer Personnel and Administrators (WASBOPA) 2020 Spring Conference</b>	WWW.WASBOPA.ORG	4/6/20 - 4/7/20	Wisconsin Dells, WI
<b>Pacific Financial Aid Association (PacFAA) Spring 2020 Conference</b>	WWW.PACFAA.ORG	4/8/2020	Honolulu, HI
<b>2020 California State University (CSU) Business Conference</b>	<a href="https://www2.calstate.edu/csu-system/financial-officers-association">https://www2.calstate.edu/csu-system/financial-officers-association</a>	4/14/20 - 4/16/20	Anaheim, CA
<b>Virginia Community College System (VCCS) New Horizons Conference</b>	<a href="http://newhorizons.vccs.edu/">http://newhorizons.vccs.edu/</a>	4/15/20 - 4/17/20	Roanoke, VA
<b>Educational Accounts Receivable Management Association (EARMA) 2020 Conference</b>	WWW.EARMA.INFO	4/22/20 - 4/23/20	Atlantic City, NJ
<b>Florida Association of Bursars &amp; Student Accounting Administrators (FABSAA) 2020 Annual Conference</b>	WWW.FABSAA.COM	4/22/20 - 4/24/20	Orlando, FL
<b>Professional Development Group II, Inc. (PDG) College &amp; University Bursars SFS Conference</b>	WWW.PRODEV.COM	4/26/20 - 4/29/20	Orlando, FL
<b>North Carolina Association of Community College Business Officials (ACCBO) Annual Conference</b>	<a href="https://ncaaccbo.memberclicks.net/">https://ncaaccbo.memberclicks.net/</a>	TBD	TBD

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