



RECOVERY NEWS



Recovery Specialist Insurance Group

“Remove the Liability Before Removing the Vehicle”

JULY 2011

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Please visit the new RSIG facebook page to view all of the seminar photos. **REMEMBER** all photos can be downloaded and saved to your computer.

www.facebook.com/pages/rsig-recovery-specialist-insurance-group/189092141145252

IN THE NEWS...

2011 SEMINAR RECAP!— from the desk of Dana Loan



Last month marked another successful RSIG Annual Safety Seminar on Repossession and Risk Management! While, as expected, attendance was slightly down from previous years, the seminar still hosted

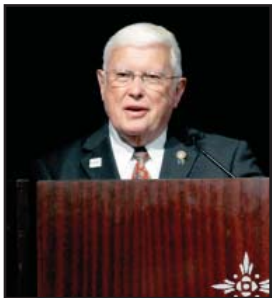
close to 300 repossessors and their staff, families, clients & exhibitors.

On Wednesday, attendees were given the opportunity to attend state specific repossession certification with RSIG’s Director of Education, Mr. Michael Howk and internet profiling with Ms.

Michele Stuart of JAG Investigations. Attendees were then welcomed to this year’s conference with complimentary drink tickets, sponsored by LEAP Auto Loans along with an abundance of tasty food at the reception.

Thursday’s morning was greeted with welcoming remarks and introductions by RSIG’s Chairman of the Board, Mr. J. Ace Carter and invocation by RSIG Director, Mr. Jim Clark. Then we got down to business. Thursday’s first session was an in-depth look at RSIG’s new assignment management tool, National Agency Management Systems or NAMS for short. Leon Scroggins who has been utilizing the program for over a year now gave members and clients a closer look at the industry’s newest solution for repossession assignment management. *continued on page 2*

THE CHAIR WILL ENTERTAIN A MOTION!



Friday afternoon was the annual business meeting of the membership. Ace Carter of Oregon Adjusters and George Bud Wilkins of Omni Recovery Service ran for re-election unopposed and were re-elected to the Board of IG., Inc. They are both eager to serve the membership in the coming years and are looking forward to the future plans of the group.

The proposed Bylaw changes that were sent to the membership in mid April were approved by an overwhelming majority of the membership in attendance and by those who submitted proxy ballots if they were unable to attend. Aside from some general housekeeping items that come up every year, there were two significant changes to the Bylaws that generated some discussion at this year’s meeting.

First and most notable, RSIG now has two classes of membership; voting and non-voting members. The establishment of the non-voting member class of membership is designed to help populate the NAMS agency database with qualified repossessors nationwide and to assist in the future and continued growth of RSIG. In order to make NAMS more appealing to the lenders looking for new

repossession assignment management solutions, we must be able to show that we can handle lenders’ business anywhere in the nation. With this thought in mind and after careful consideration and negotiation with our carrier, we have established a sector of non-voting membership where qualified companies who meet specific underwriting criteria will have the ability to use the NAMS program and have those specific accounts processed through the NAMS program insured by Zurich through the RSIG program. Because of their improved membership qualification and processes, Allied Finance Adjusters members will be given preferential consideration when applying to use the NAMS program.

The second change of interest was the change in the date that membership dues are due. To ease the renewal process, including the issuance of certificates of insurance prior to Sept 1, it is necessary for members to renew their membership in RSIG prior to that date. With your best business interests in mind and to eliminate any delay in our being able to process your renewal certificates a change in the bylaws was recommended and sent to the members in April of this year. The proposed changes were accepted and ratified by the membership at this year’s annual meeting. Pro-rated membership dues invoices for 2011-2012 membership dues went out last week. ■

This informative session was followed by a lender panel where representatives of several national banks wore the bull's-eye and answered members' questions about the current state of and future of our industry. The panelists were faced with questions about the forwarding model, contingent assignments and the general lack of new assignments. The panelists explained that the lack of assignments is because debtor delinquency rates are very low at the current time; they encouraged all repossessionors to remain diligent in their recovery efforts for the assignments they are receiving so as to keep good scores in the vendor score models that many lenders employ. This will help to ensure that when the volume of assignments does pick up that your company is ready in the lenders' eyes. Several panelists also advised that while they cannot report a specific time frame for an increase in assignment volume that they are starting to look deeper into the subprime markets which will allow for more lending to more marginal customers. This trend will likely lead to an increase in repossession assignments, but again no panelist could provide a timeframe for this move.

After a tailgate style lunch with the exhibitors, the afternoon session resumed where members were given an opportunity to ask questions of their fellow members about running and managing their day to day operations. Ms. Billie Jo Stoddard of Wildcat Recovery d/b/a Country-wide Asset & Auto Recovery of Dallas, showed attendees a spreadsheet developed in her office to assist their organization in understanding their price margin and break even points. Billie Jo explained that a relatively simple spreadsheet can dramatically show how substandard pricing drastically affects your bottom line. With this spreadsheet you can experiment with different rates to see what you need to charge per repossession to at least meet your minimum operating expenses.

Another member panelist, Mr. Brian Granger of B.G. Lender Services in New York, described how in the last 18+ months, when the repossession industry has taken such a tremendous hit, he has been able to minimize his losses by focusing on local clients. He said that when he attended seminars in years past and heard the warnings and discussions about the turn that the industry would likely take, he began to shift his primary focus from national clients that were turning to forwarders to local banks and credit unions. He credits his current business success to establishing and maintaining these new local relationships and strongly encourages other members to do the same.

Mr. Ron Keys of American Recovery Specialist of Florida was the third member panelist. His focus was on the role of professionalism in your business. His discussion included how important maintaining a professional image is, in addition to the importance of technology, like the use of NAMS in your business and continued education, certification and training. He expressed his belief in the goals and objectives of RSIG as an organization and stressed the importance of belonging to the group.

PRO Insurance and Zurich Insurance Company representatives also did a brief presentation on the Federal Motor Carrier Safety Administrations (FMCSA), SAFER website and the importance of checking this site not only for accuracy but also for general knowledge about violations that may be posted against your company, vehicles and drivers. With just a little knowledge, this information is readily available to insurance carriers, your clients and your competitors. Stay tuned to next month's newsletter for more detailed information!

Mr. Jim Hetchler of Keyless Ride and Michael Howk completed Thursday's sessions. Mr. Hetchler discussed the ever changing world of lock-

smith services. Howk entertained attendees as always with llama tales, stories of the NBA draft and all the legal news you can use – updating attendees on recent changes to state repossession law and case law decisions that can affect your day to day operation in the field. Because of a recent change to Illinois licensing laws there was extensive discussion about regulation and whether or not it is a true pro or con for the industry.

After a restful night, we then got back together Friday morning for presentations from program administrators, Eric Reiningger, Barbara Kraus-Applebee & Vivian Fisher of PRO Insurance Services and from two different departments of Zurich American Insurance Company; Cheryl Hahn, Karrie Weaver and Danielle Galvin from the Programs and Underwriting division as well as Liability Claims Manager, Dan Gallagher.

The presentations by PRO Insurance and Zurich's Program and Underwriting departments were to discuss the current state of the repossession insurance market and RSIG program. PRO's presentation focused on the current state of the insurance market; explaining that soft market conditions have created an environment of artificially low pricing that likely will not be able to withstand the test of time. PRO pointed out the benefits of the RSIG group policy and the benefits of the quality carrier we have in Zurich, the proper and adequate coverages that the RSIG management team has negotiated over the years, and the stability of premiums that ensures our class of business remains appealing and profitable to our carrier.

Cheryl Hahn, Karrie Weaver and Danielle Galvin from Zurich Specialty Auto Programs discussed why Zurich maintains such an interest in the RSIG program. They explain that our comprehensive pre-screening process combined with the ongoing member education provide them with a confidence level to write this tough class of business and to stick with us through the tough times we're currently experiencing. They also explained how they are with RSIG for the long haul and how they are partnering with RSIG to provide greater loss control and risk engineering to help you remain profitable.

After a brief break, the meetings reconvened with a presentation again from Michael Howk joined by Dan Gallagher, Claims Manager. Dan discussed the claim process and what to expect and what to report. He discussed the arbitration process and once a claim is submitted to the carrier how it is handled. Then he joined Mike Howk for the "They Asked You to Do What" session where members submitted situations that they have been presented with in their daily operations and discussed the legal and coverage implications of following through with some of those requests.

After the business meeting the seminar came to an end with a filet and lobster tail awards dinner where the group was entertained by the musical comedy trio, Brinnon and Marks...before you ask, there are 2 Marks! Many thanks to "Cupcake", "Puddin" and "Hot Lips" – RSIG's solid gold dancers for their willing participation in one of the many hilarious Brinnon and Mark's skits. No worries, we'll keep your real names hidden to protect your image...but you know who you are!

Discussions are underway for the 2012 conference already, but rest assured where ever it is, it will be informative and fun! There has been some discussion about a possible joint conference with the members of Allied Finance Adjusters in New Orleans; discussions are still underway in that regard. If you have suggestions on potential locations or topics you would like to see addressed, let us know. We'd love to hear from you! ■

NATIONAL AGENCY MANAGEMENT SYSTEMS

NAMS was developed at the request and urging of the RSIG membership, to offer a different alternative (for some) or as a compliment to the assignment management tools that are currently available in the marketplace today. The NAMS program is user friendly and feature rich. It is currently being evaluated by several major lenders and is in use daily by many members' local clients who have been turned on to the system by RSIG members.

What NAMS needs now is your participation to make sure it gets off the ground with a strong start. The members using the program love it. Deborah Slone of SEC Repossessions in Alabama says "It's just hard to believe ALL of our members aren't utilizing NAMS." Leon Scroggins of Leon's Quality Adjusters in California has been using the program on a daily basis, including providing the RSIG monthly report, as well for over a year now and reports that his staff loves the program; finding it easy to navigate and very intuitive to learn reducing the number of hours needed for training – allowing employees to more effectively use their time servicing his clients' other needs.

RSIG prides itself in offering lenders' the cream of the crop when it comes to repossession agency selection; but also acknowledges that there are other qualified repossession agencies that are not currently RSIG members and who have long standing relationships with lenders that may not be willing to change agencies. With this in mind, NAMS will be made available to both voting and non-voting RSIG members. (A non-voting RSIG member status was approved by the membership at the annual meeting this June). Non-voting members will have the benefit of using the NAMS program and bringing their existing client base to NAMS, but at a higher price than a voting RSIG member. It is our goal to eventually convince those non-voting members that RSIG is the only way to go and have them become full-fledged RSIG members and realize all the benefits of RSIG membership!

One of the biggest advantages to a lender using NAMS is that every assignment processed through NAMS is afforded the top quality coverage that RSIG offers through its policy written by Zurich American Insurance Company. Insurance verification and vendor compliance are two issues facing lenders today and with NAMS, both are knocked out in one stroke, eliminating most lenders concerns about performing their due diligence!

NAMS has negotiated with some of the industry's top vendors to bring you additional products and services essential to your business from directly within the NAMS program. Without the need of individual member accounts and agreements, KeylessRide will be offering key code services with a few simple mouse clicks at very competitive pricing. NAMS will also be integrating US Tracers newest skiptracing tool, RepoBoost, to its long list of competitive advantages. RepoBoost is a new comprehensive report, exclusively being integrated with NAMS, that is the first of its kind to specifically help find delinquent debtors and defaulted collateral. RepoBoost taps in to the information you need today to find those hard to locate accounts including detailed POE information, email addresses (so you can dig deeper into social media as an investigative tool), and other information in addition to phone numbers, physical addresses, known contacts and DL information.

As with any new technology, NAMS has been a long time in the making, but user feedback and lender interest is strong. At a recent meeting with several major lender who were part of an in-depth NAMS presentation we were able to determine that the lenders needs can best be addressed with a lender interface and not necessarily a portal for lender data entry. This moves the project far ahead from where we were just weeks ago. The lead developer left that meeting with one simple statement... "Our job just got a lot easier!"

Those were extremely positive words and with the RepoBoost integration we are sure NAMS will soar in the very near future! ■

AND THE AWARD GOES TO....

Criteria for the awards given out at the RSIG seminar changed slightly this year. This change was in part due to the tough economic times that everyone is experiencing, which also has a direct impact on RSIG's economic condition, and because several of the comments we hear most often is that we do too many awards and that members are running out of room on their walls for the plaques.

Long Term Member Awards were awarded this year to members with 20+ years of membership in the group. With our thanks and gratitude for continued loyalty and support, we would like to recognize the following members for their years of membership:

LONG TERM MEMBER AWARDS...20+ YEARS

J. Ace Carter	Oregon Adjusters	23 years
David Hughes	Southeastern Recovery	22 years
Rick Keith	Lenders Adjustment Service Org of WY, Inc.	21 years
Rowland Horne Jr.	Horne's Recovery, Inc.	21 years
Mary Lou Webb	Magic Valley Collections & Recovery, Inc.	21 years
Edward Marshall	Eastern Services, Inc.	21 years
Hebert "Bud" Ernst	Credit Adjustment, Inc.	21 years
Jim Clark	Clark Recovery	20 years

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Claim Awards were given this year to members with 5 and 10+ years of claim free membership. In the future these milestones will be marked on the fives. Plaques will be awarded for 5, 10, 15, 20 years

of claim free membership. This gives everyone something to strive for! This year's claim award recipients were:

CLAIMS AWARDS...5 AND 10+ YEARS OF CLAIM FREE MEMBERSHIP

Ridgeside Tow & Repos	Don Heartley, Jr.	5
Classic Recovery	Peiter Salas	5
Talon Auto Adjusters	John Heinkel	5
BRG Recovery	Brian Gerz	5
North Star Recovery LLC	Kenneth Voitus	5
Acadia Recovery Inc.	E. David Wescott	5
Acclaim Recovery Service of Dayton	Deloris B. Adkins	5
County Wide Recovery	Scott Schweizer	5
Guardian Services LLC	Sidney McCann, Sr.	5
All American Recovery	Robert Daniel	5
Upstate Recovery	William Stewart	5
Cliff's Quality Recovery	Clifford Swenson	5
All Pro Recovery Service	George Mollenberg	10
James Aloï Private Investigator	James A. Aloï	10
Arizona & Reservation Recovery of Flagstaff	Frank Edenhofer	10
American Recovery & Investigations of Savannah	Randy Edmondson	10
High Desert Recovery	Charlie Lambright	11
Georgia Recovery Service	Jeffrey L. Freeland	12
Washington State Recovery Service of Bellingham	Stephen Ball	12
Direct Recovery & Investigations	J. Gail Mullinax	13
United Recovery Bureau	Davis Scott McLaughlin	14
Leon's Quality Adjusters	Leon Scroggins	14
All American Recovery of Jacksonville	T Carter	14
American Recovery Specialist of Western PA	John W. Curnow	15
With Out Pink Slip	Quentin Gutierrez, Jr.	17
J&B Recovery	Jake Worshim	17

Fundraising efforts for the RABF are ongoing at industry meetings now, greatly in part due to the efforts of Mike and Rachel Reiter who attend each of the meetings and share their stories; and in no small part because of the RABF Advisory Committee, comprised of one member from each national or state association. This committee has made great strides towards the industry wide acceptance of the fund.

It is no longer perceived as belonging to one organization or another; each group takes great pride in their participation in the various fundraising opportunities. Humanitarian Awards were given this year to people or organizations that donated \$500.00 or more within the year. This year's distinguished list of \$500+ Donors includes:

HUMANITARIAN AWARDS...\$500.00 OR MORE WITHIN THE YEAR.

Action Auto Recovery	Charles Cowherd	Georgia Recovery Service Inc.	Jeffrey L. Freeland
Action Recovery Services LLC	Rob Lee	Harper Industries Inc. on the behalf of CALR	Dennis Roberts
All American Recovery of Jacksonville	Tommy Carter	How Adjustment Service Inc	David Handschin
All Cities Recovery Agency Inc	Mike Holliday	James Aloï Private Investigator	James A. Aloï
Allied Finance Adjusters Conference Inc.		IG., Inc. d/b/a Recovery Specialist Ins. Group	
Allstate Recovery Bureau	Tom Angstead	Keyless Ride / Secured Mobility	Mike Laranang
American Recovery Association		KymCo. Inc. dba Elite Towing & Recovery	Kymberly Schmoyer
AMI - Asset Management inc	Dennis Birkley	L.A. Private Detective & Auto Recovery	Bob Quintana
CARS Inc d/b/a Complete Auto Rec. Service	Chuck Palazzolo	Leon's Quality Adjusters/Kern County Recovery	Leon Scroggins
Client's Choice Recovery Inc.	Tracy Argo	Lighthouse Ins. Services LLC	(Servicing Agent for RSIG)
Contract Services Recovery	Michael Terry Lloyd	Lightning Recovery	Thomas Marks
Digital Recognition Network	Cort DeHart	MVTrac	Scott Jackson
DMAR LLC	Nancy Adams	National Finance Adjusters	
Dynamic Towing Equip. & Manufacturing	Anthony Gentile	National Locating & Recovery	Mary Jane Hogan
Genco Recovery Company	William McCook	National Recovery Specialist Inc.	Glynn Colquitt

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HUMANITARIAN AWARDS...\$500.00 OR MORE WITHIN THE YEAR.

North American Repossessors Summit
OpenLane (Online Auction Services)
Quality Auto Recovery
Ray Wilson Company
Recovery Specialist
Repoman.com / USAWeb.com LLC
Shamrock Recovery Service Inc.
Summs Skip & Collection Service Inc.
Webweaver USA Inc.
RSIG, Chief Executive Officer
RSIG, Director of Education

Collected from Attendees at March 2011 Meeting
Jason Menaheim
(Baltimore, MD)
Chris Wilson
Cynthia Cave
Dan Meeks
Joseph G. Hession
Mark Summs
John Michel
Edward & Sunny Marcum
Mike & Tori Howk

For her ongoing dedication to the fund and its efforts, Rachel Reiter of H.A.R also received a plaque and special recognition at this year's conference. This year the fund has raised over \$70,000 through its fundraising efforts and has disbursements over \$41,000; so your donations are still needed to make sure money is available when it may be needed most. The fund depends on the industry to sustain it. This fund is just one way that the industry can come together to look out for each other because you never know when it could be you, your family member or one your employees.

Our condolences, thoughts and prayers go out to Ms. Peggy Chapman of Speedy Recovery in Las Vegas, NV for the

death of her husband Jack in June and to Ms. Lisa Whaley-Lofay, for the death of her father of Jack Whaley of Jack Whaley Recovery in San Diego, CA. Both lost their loved ones this summer and have asked that donations be sent to the Recovery Agents Benefit Fund. While they are dealing with this most difficult time, we thank them for thinking of the fund and express our sincerely sympathies for their losses.

The Recovery Agents Benefit Fund is recognized 501c3 organization by the IRS. The RABF is a 100% volunteer organization with no director, officer, or committee member receiving any sort of compensation for their volunteer efforts. ■

MOST VALUABLE EMPLOYEE... EMPLOYEE APPRECIATION...



We were asked this year by one of our members Mr. Bob Stagg of Southeastern Repossessions in N. Charleston, SC if we could help him acknowledge one of his valued employees, Jason Wisenbaker. While we failed to do this at the Annual Seminar as we had previously planned, the thought hit us that many of you may also have employees that have been with you through thick and thin, or have gone above and beyond, or have overcome

great adversity. So we are starting an "MVE / Most Valuable Employee/ Employee Appreciation" section of what will become our regularly produced news briefs and show them on our new Facebook page.

It's a no cost way for you to recognize your employees that help you succeed. It's a way to possibly increase employee morale as the recognition will hopefully inspire others to work towards them being nominated next. As an incentive...each person who gets recognized in the RSIG News will be entered into a drawing to be held December 1, for a \$200.00 Gift card, just in time for the holidays.

This month, we'd like to tell you more about, Jason Wisenbaker. His employers Bob and Kim Stagg report that he has been with

them for 5 years. Jason came from another repo company where he was completely untrained in anything concerning repossessions. He only knew to go get the car any way he could get it, right or wrong. Bob trained him in the proper methods of repossession and he has excelled to the point that he now accompanies Bob on client visits. He has expressed great eagerness in learning the laws and regulations and been a huge asset to the business. He does an outstanding job of handling debtors and diffusing difficult situations. Bob and Kim further describe Jason as a loyal and dependable employee and more importantly he has become like family to the Stagg's who wanted to make sure that he knew how important he is to them and to the success of their company. Congratulations Jason!

If you have an employee that you would like to have recognized in this way, submit their story and a photo if available to us for consideration and review. The feedback we receive from you will determine how long this column will continue. One submission per company is allowed per month and each will be reviewed on its own merits. All submissions must be received by the 15th of the month to be eligible for consideration, so get your August MVE submissions in! In your submission be sure to include how long this person has been with your company and why they are such an asset to you! ■

LOST AND FOUND!

A man's sport coat was left in the meeting room. It is a black Alexander Lloyd sport coat, looks to be an XL or XXL size. If you got home and unpacked and figured you left your jacket behind, give us a call.