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REAL STORIES MAKE AN IMPACT WITH LEGISLATORS

As you can imagine, our industry is under a microscope during this pandemic. The misinformed commentary of the ills of collection agency tactics only magnify during times of crisis.

We find ourselves in a constant state of proving our value and defending our place in the US economy. But, on one of the many webinars we've attended in the past 12+ weeks, a panelist encouraged attendees to reach out to their client base to ask for any stories that might be told of how their collection agency has helped them through this time.

I thought, what a great idea! We have such a wonderful community of clients, many whose doors we help keep open with the recovery of debt. Of course this recovered revenue is always needed, but do you have a story of how it's helped a bit extra as you've journeyed through these last few months?

We'd be honored if you could take a few minutes and write a thought or two. We are hoping to share some of these stories when responding to regulators when they ask "how are you essential to the US economy?"

You can email me at:
kdavisson@fcnetwork.com.

Kris

Kris Davisson
 Director of Encouragement
 Vice President



Thanks for making a difference...

Best of

"The Connection"

Copies of "The Connection" are now available on our website at www.fcnetwork.com
 If there is an edition you can't find, please let us know and we will add to the website!

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If you wish to unsubscribe from our emails please notify us at:
vjour@fcnetwork.com

AR Balances:

What Causes A Client To Owe Us Money?



Have you ever receive a bill and wonder what the heck is going on? We all do! You might wonder why you would ever receive a bill *from* FCN. I mean we are supposed to be collecting money FOR you, not FROM you, right? Believe it or not, there are some scenarios that could cause you to receive a bill from us. Here are the most common scenarios:

The consumer pays your office

You send an account to FCN for collection, over and done, right? Nope! The consumer walks into your office and says "I am not THAT person and I want to pay you directly, I will not deal with a collection agency!". You can redirect them to FCN, but we recommend you accept the payment and then report the payment to our office. Once reported, we post what is called a "direct" payment, meaning it was paid "directly" to you. We then bill you for our contracted rate with your office. This creates a balance due to FCN on your statement.

NSF checks and Credit Card chargebacks

The consumer pays FCN with a personal check, FCN deposits the check and reports the payment to you & sends you your portion; then, that check is returned to FCN due to non-sufficient funds, closed account, or refer to maker, etc. FCN has to then reverse the previously reported payment. This causes us to ask (bill) you for the amount paid to you on the original transaction, which creates a balance due to FCN from you. Credit card chargebacks create this same scenario.

Reversed payments

The consumer remits a payment to FCN. The consumer may have multiple accounts in our data base and unless specified the payment is applied to the oldest account first. FCN applies the payment, per policy, and reports it to you and remits your portion to you. The next month, the consumer says "Wait! That payment I made was meant for a specific account! You didn't post it where it wanted it to be applied!" So, FCN then has to reverse the payment, ask you for the money we remitted to you on the original transaction and re-post the payment to the correct account. There is another scenario here as well; you send an account to FCN, we receive and post the payment from the consumer & remit your portion of the payment to you. Then, you contact our office and say "I am so sorry, but this account was sent to you in error. Can you please refund the consumer and cancel the account?" This will create a balance due to FCN by you.

If you received a bill from FCN and don't understand why, please contact our client services team **(800) 540-9011**.

We are happy to help!

Susan's Corner:

The Benefits of Maintaining Good Credit



Today is the day Kim Jones graduates from nursing school! It's been a long, tough four years

but she's finally doing it. Kim went into nursing school right after high school at the young age of 18. Nothing was more important to her than getting her education started so she could start her lifelong dream; a career in the medical field.

"I did it! I finally did it!" exclaimed Kim. With all her family and friends around, Kim celebrated her huge victory.

Now that Kim had graduated, she knew she was going to be placed at a hospital way across town. She would be starting her new life and job in just a few short months, so she knew she needed to start looking for an apartment and reliable vehicle.

"This one's cute!" Kim said to her mom as she was apartment hunting. "But \$1,200 a month for just me?! I don't know if I can afford that," she said. Kim kept searching for an apartment for the next couple days and finally found "the one." She decided to make the call to start the application process.

Kim downloaded the application straight from the website and filled it out. "Hmmm...I didn't know ALL OF THIS would be on the application." Kim said. "Financial obligations? Well, I know I have my student loans and a couple of credit cards I received when I first went in to school, but I haven't used those in years!" she thought. "Oh well, I guess I'll list them." Kim completed the application and consented to a credit check. She submitted the completed application to the apartment management for consideration.

Kim received a call from Mike with Redwood Apartments. The conversation went something like this: "Hi Kim! This is Mike with Redwood Apartments! We received your application. Everything looks great but you do have a couple of open accounts on your credit report that are a concern to us..."

"Oh, really?" Kim asked, disappointed.

"Yes ma'am, we apologize but we aren't going to be able to approve your application at this time. We are so sorry," said Mike. Kim ended the call very discouraged.

She went ahead and decided to pull her credit report so she could see for herself what Mike was talking about. "Oh my goodness, I had no idea!" she cried out. Student loans and maxed out credit cards with past due payments, now she knew the reason why she was denied the apartment.

"Time to buckle down!" Kim said to herself so she reached out to each creditor listed on her credit report and established postdated payment arrangements on each account. Since Kim post-dated her payments each month, she knew they would be paid on time, which in return would help her score.

It's been six months and Kim is ready to pull her credit report again. Keeping her fingers crossed, she submits another application to Redwood Apartments.

A couple of days later, "RING! RING! RING!" "Hi Kim, this is Mike calling you from Redwood Apartments. We received your new application and I must say, you have done an excellent job with your credit report!"

"Thank you!" Kim said with a smile on her face.

"I am happy to let you know you have been approved for the apartment, when can you come in and sign the lease agreement?" asked Mike.

"TODAY!" Kim said as she jumped for joy.

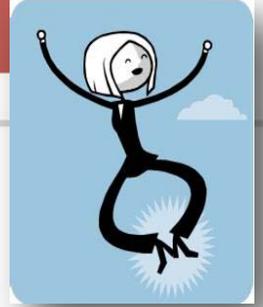
"Excellent, we will see you this afternoon" said Mike.

Kim ended the call and could not believe she was finally able to go out and be on her own. She had no idea her credit report could make such a huge impact on her livelihood.

Without decent credit, she was unable to find herself somewhere to live. It's been a year and Kim makes sure she pays ALL of her bills ON TIME. Her credit report is looking great and she was even able to buy herself a new car! Things are definitely starting to look up for Kim!

****Credit scores can impact your ability to secure many types of different credit; mortgage, credit cards, apartment rentals, auto loans and much more. Credit reports may be checked by many entities. When creditors check a credit report, it allows them to make decisions based on the credit worthiness of the consumer. A credit report reveals a lot of information about the consumer's financial history or obligations. Credit scores and reports are constantly changing. It is important to pay all bills on time and if able to, pay more than the required payment amount each month. Bad credit can hinder one's possibility of obtaining new credit, such as a credit card or car, or even a home. It is important that a consumer try to maintain good credit. You never know when you may need new credit in the future.**

Client Kudos ...



The Sacramento Valley Station, a City Public Works facility, has received the highest sustainability rating for a building, LEED Platinum.

The building serves as the main hub for passenger heavy-rail in the Sacramento area and has been undergoing renovations since 2012 to improve the space while keeping its historic setting.

Recent renovations to the building include features to increase energy performance, water efficiency, reuse of materials and creating the best use of a former Superfund site.

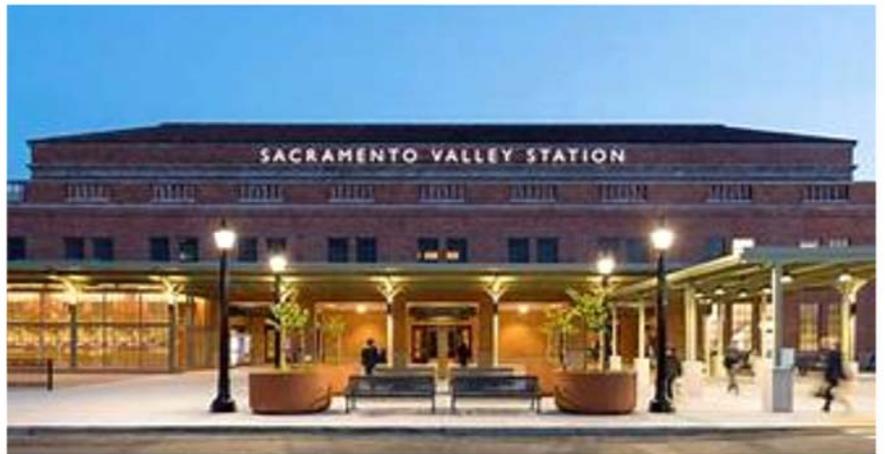
“Sacramento strives to be a leader with its sustainable practices and policies,” said **Greg Taylor, Sacramento Valley Station project manager**. “This award sets a high mark for us because it’s the first City-owned building to receive such high certification.”

LEED, which stands for Leadership in Energy and Environmental Design, is a series of four ratings given to buildings based on how energy efficient they are and how little they affect the environment. The ratings are given by the U.S. Green Building Council, a national advocacy organization for sustainable design. Opened in 1926 under ownership of the Southern Pacific Railroad, the Sacramento Valley Station has been in continuous operation as a passenger station. The Sacramento Valley Station continues to operate during the COVID-19 pandemic.

“The restoration of the building was long overdue from years of neglect by the time the City took ownership in 2006,” explained Taylor. “The building sets a bar for the future development of the city-owned site.” The City is currently working on a 20-year master plan that includes the addition of a new bus center, new light rail station and an eventual new concourse to accommodate all transit modes with easy transfers. The plan also prioritizes bikes and pedestrians and controls traffic circulation for efficient access separated from these active modes.

The plan foresees the station to not only be a regional transportation hub, but also accommodate residential, hotel and office uses. As the expansion of the station complex near the rail tracks evolves, the uses in the historic station will transition as well in the next two decades.

**Congratulations
City of Sacramento!**



Congratulations to our client and wishing them continued success!



GOING GREEN

Every Little Step I Take!

At times, we feel our efforts to change the world are lost because we are only one person. But imagine each effort like this; you tell one person, that person tells one person, that person tells one person, etc., etc....you get the picture? Every single effort makes a difference, no matter how small. Here are some little things you can do that make a big difference!

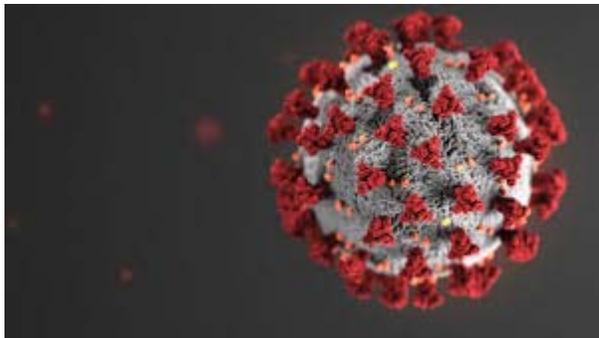
Skip the bag at lunch! Why? On an average, a plastic bag is used for just 12 minutes, lunch takeout is even less. We can reduce single-use bag usage by asking for no bag at lunch. When you get takeout, just carry the container.

Just a tiny squeeze! Why? We only need a pea-size amount of toothpaste on our brush. When we use more, we buy more often. We can reduce packaging & production by using less. When we brush, only use a pea-size amount.

One bag per person please! Why? The more weight a vehicle carries when we travel on summer getaways, the more fuel it uses. By using a lighter bag as well as packing lighter outfits, we can increase our fuel economy. Pack items that you can wear twice and bring one heavier outer layer. Leave the heavy accessories at home.

Pick the lonely banana! Why? Single bananas are more likely to be thrown out at the supermarket vs. bunched bananas. Those bananas that are sent to landfills release methane. We can reduce methane by choosing single bananas instead of the bunch, this will also help reduce loneliness in bananas!

How about you? Do you have some little things you do to help make a difference? Let us know and we might feature you in a future Going Green article!



COVID-19 UPDATES

Have you been getting our Client Updates regarding what's happening with our office during the pandemic?

If not, please email Venita Jourdan (vjourdan@fcnetwork.com) and she will add you to our list!



FINANCIAL CREDIT NETWORK[®]
1300 West Main Street • Visalia, CA 93291 • USA

Sign in

User Name:

Password:

Have you requested access to Client View?

Get connected to our Web Portal!
Contact our Customer Care Representatives

(800) 540-9011



Stories from Crazy Town!

By: FCN Collection Team

We've kept a journal of stories during this difficult time. We entitled it, "Stories from Crazy Town!" It's been fun for us to keep track of these comments and we believe it will be so meaningful when we look back years from now. We hope you enjoy reading just a few of the ways we are interacting with customers...

Consumer called in and was so happy to know her account was with us because she said we are the nicest company to work with. After hearing her out I was able to make an exception and get paid in full for \$940. She's on her way to the American dream now purchasing her first home! That's how we do things; value people while collecting money!

Three calls, 30 minutes later, and I got a settlement in full for \$2000.00! Whew! This woman was so grateful that we helped her, never talked to a company so generous and thoughtful. Her first call to me was very hard, didn't trust us, didn't like us, thought we were going to sue her. After listening to her and letting her vent, she called back and PAID. Thanked me and apologized and couldn't stop talking about how good we all treated her ... At the end of the call she wanted to know why we were so nice and said she wants a job like ours! Another happy camper!

Wowzers, I've been working with a consumer who really wants to fix her credit; had a balance of \$12,000. Was able to work out an agreement of \$10,000. She paid \$5,000 as down payment and we were able to give her 3 months to pay the rest, and it will get removed from her credit report.

Took a call on supervisor line, the consumer wanted to apologize for raising his voice and said he is just overwhelmed with what's going on and he wanted to say he is very thankful that we are open and are able to help him with his credit report.

Just talked with a consumer who lost his job due to COVID-19. He wanted to let us know we are the nicest, most caring collection agency he has ever dealt with and wanted to thank us for understanding his situation :)

In order for his small business to survive thru COVID-19 consumer stated this account was the only thing that was preventing him from getting the loan that he needed to keep his business open. I was happy to help and remove it off his credit report. If we were closed, the customer would have not been able to ask us to make an exception to remove it. I was very happy to help him. This is how FCN works. We help customers.

Daughter-in-law called to pay in full her mother-in-law's bill for \$400.00 :) Wanted to help her out during COVID-19.

Just talked with a customer that was worried about her payment arrangement with us and since she is self-employed, she isn't able to work. I, of course, deferred her payment for her this month, and also gave her some resources to look into and told her to call us if she needed anything else. She was so thankful and thanked me and our company for being so nice, working with her, and giving her the added information.

Paid in full for \$32.48. Consumer wanted to come into office, told her we are closed to public, but I will waive convenience fee. I also told her I don't want her driving at this time. Stay home and stay safe :)

Settlement in full for \$1868.00. Consumer was making payments, but due to the uncertainty of work, had \$1000 of her taxes and wanted to settle all accounts, we were able to work with her on \$1868, she wasn't sure could get the rest, but was able to do so and save a lot of money. She was very grateful and now has one less bill.

Consumer called stating wife lost job due to COVID-19 and he lost his second job. I worked something out with him for a good faith payment, and we will follow up with him next month.

I stayed on the phone with our consumer all the way up until she got her receipt she couldn't thank me enough and the owner (Alicia). She said she couldn't sleep at night with that huge debt, but now she can sleep peacefully. She cried and kept saying thank you, thank you for helping her. That is what we are here for :) Helping people!

Paid in full for \$580.50. I was able to make exception for him. He is a veteran trying to get a home loan on a limited income. He was happy we could work him :)