



## Access is Moving Up to Hunt Valley

By Tom Gillespie  
President



We are pleased to announce that Access Receivables will be moving to its' new headquarters location at 11350 McCormick Road, Executive Plaza III, Suite 800 in Hunt Valley, Maryland on August 2, 2013. Our new facility is over 8000 Sq. Ft. and has numerous "state of the art" systems which make it fully compliant with government level I.T. security standards, SSAE 16, Fisma Compliance and more. The new location is located in a Federal HUB zone, has bus and light rail service and enables Access to recruit high quality candidates from Baltimore, Northern Maryland, and York County Pennsylvania. The office includes card key access, video, separate IT and phone rooms and more. Our complex provides child care facilities, a health and wellness club, a cafeteria, a web cafe, large conference facilities and many other amenities for our associates and visiting clients. Our office will be closed on our move in day and we will reopen in our new space on August 5th.

We are excited about this new home and hope that all of our clients and friends in the industry will visit us when your schedule permits.



### Welcome to the Family!

All of us here at Access would like to officially welcome the following schools to our growing list of Campus Based Clients:

Hood College  
University of Delaware



### Truth in Lending for Private Education Loans



### Access Commitment to Training

As many of you know, ACCESS provides you, our clients, with totalACCESS® to your accounts via our client web-portal. Some of you may have never used our portal before or you may need a little refresher on all of its capabilities. For example, our portal enables you to place your accounts securely, view and monitor the status of your accounts, audit account notes, run reports, etc. Melissa Lintz, our Administrative Manager sets up periodic training sessions. These may be scheduled one on one or as a group session. If you are a client interested in being trained on using our portal, please email Melissa at [mlintz@access-receivables.com](mailto:mlintz@access-receivables.com). If you are not a client yet and are interested in seeing a demo of our portal, contact Pam Long at

### Holds on Assigned and Accepted Loans

By: Mark R. Goodman

The Listserv and other internet forums have been full of questions and opinions regarding whether or not an institution should or should not maintain a HOLD on a former student/borrower's account once a defaulted claim has been worked and then submitted and accepted for assignment back to the Department of Education.

As you know, once this process has been complete, the funds are no longer owed to the school and when the Department collects, the school reaps no benefit. Some Schools and managers that I respect, are of the opinion that though the Department "recommends" that Holds remain in place, since there is no longer a debt



### Focus on the Access Staff.. Meet Roy Holloway By: Pam Long



We are turning the Spotlight on our





## Find us on the web at:

[www.access-receivables.com](http://www.access-receivables.com)

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### And be sure to check out :

[www.whycreditmatters.net](http://www.whycreditmatters.net)



*Nice people collect more.*

ACCESS Receivables is a Woman Owned Business that has a specifically been serving Campus Based Clients in Higher Education for over two decades. We have chosen to remain focused in this area and our experienced management team is focused on developing the best means to help your students resolve their financial obligations and return to the campus to continue their education or as proud alumni.

One of the major concerns for colleges and universities today looking for a collection partner is complaints from their students and protecting their alumni dollars. Institutions want to be sure their student, although delinquent, will be treated fairly and with respect. Our proprietary Nice People Collect More™ methods educate delinquent customers on their fiduciary duty. We listen and work with students to resolve their account. We are increasing recoveries while creative a new trend - a positive experience in the collection process. So positive, delinquent customers send us testimonials. Imagine that, sending a testimonial or thank you letter to a debt collection company. We are very proud of this fact and we have posted a few on our website at <http://access-receivables.com/what-our-debtors-think/>.

ACCESS Receivables Management is a collection leader in the higher education industry. Our services are well known for being highly successful in servicing colleges and universities nationwide without complaints. High touch customer service and totalACCESS® have resulted in longevity with our clients. We invite the opportunity to share our experience with you. ACCESS offers a proven management team, innovative technology, the highest ranked skip tracing capabilities, exceptional staff and a painstaking approach. These factors have propelled ACCESS to be the best performing vendor for many educational institutions in the past and will for YOUR campus in the future. To learn more, visit us at <http://access-receivables.com/>.

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