



SCOPE

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The Top 25 Soft Skills Remote Workers Need In 2021— And 3 Ways To Get Them *by Mark C. Perna*

Soft skills aren't as soft as they sound. In fact, they can make or break your career—especially when it comes to remote work.

As the professional world settles into a new norm of working from home, soft skills—defined by Workable as “general characteristics that help employees thrive in the workplace, no matter their seniority level, role or industry”—have come to the forefront in hiring and recruitment decisions.

There are more remote jobs than ever before—but there are also more remote job-seekers. Between a steady unemployment rate and the geographic flexibility of remote work, the market is saturated with candidates, many of whom are equally qualified from a technical standpoint. In a flooded hiring pool, hard skills matter—but soft skills

can help you rise to the top.

FlexJobs and PAIRIN recently put together a list of the top 10 remote-work fields between March 1 and November 30 of last year, along with each field's top five soft skills. Whether you're looking to break into a new field or move up in your current career, it helps to know which relational and interpersonal skills can best complement your technical abilities in the career arena.

As defined in the FlexJobs-PAIRIN analysis, here are the top 25 soft skills and traits for success in remote work.

1) Accountability: “To be answerable. To take responsibility for outcomes through the appropriate use of resources, personal integrity and self-monitoring.” This skill is especially important in the Medical & Health remote-work field.

2) Assertiveness: “Global tendencies to express and interact with boldness, enthusiasm and confidence.” Assertiveness is critical for remote workers in Sales, Customer Service and Marketing.

3) Collaboration & Teamwork: “To combine efforts and resources with others toward a common goal. To work effectively and respectfully with diverse teams.” Candidates for remote positions in the Project Management field will want to emphasize this skill.

4) Compliance: “Global tendencies to maintain self-discipline and conform to another's plan, rules, will, or direction.” This skill is particularly crucial for remote work in the Medical & Health and Accounting & Finance fields.

continued on page 5

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LETTER

Greetings from the Continuing President

By Tony Terry, IACC President

Hello everyone,
Well I don't know about you,
but this year is moving very quickly for me.
Fourteen months into the pandemic and I feel
like there is a genuine light at the end of the
tunnel.

Infection rates have been declining in most
areas and vaccine rates are going up. So much
so, that we continue to move forward with our
plans to have our first in-person conference
since January 2020 in late July in Las Vegas.
The conference will be held at Caesars Palace
from July 26-28th and registration is now
open.

The meetings and educational committees
are hard at work planning the in-person event
as well as a virtual event for those who are
unable to make it to Las Vegas. The percentage
of vaccinated residents in the Las Vegas area
is nearly 50% and the expectation is that they
will continue to rise.

We know many of you have been looking
forward to being able to meet with your
industry colleagues in person again and I hope
to see as many of you in July as possible. Even

if it means we are still required to wear a mask.

In the meantime, we continue to monitor
the environment and the virus protocols the
hotel has in place to make sure we can have a
safe event for our members.

As a reminder, the IACC continues to
provide resources, guidance and advocacy
efforts on behalf of our valued membership.
Those resources can be found on the IACC
home page at commercialcollector.com.

Thank you for your continued support of
IACC. Thank you to the IACC Support Team,
the Board of Directors and all of you who serve
on our committees.

Best wishes to you, your employees and
families. Stay safe and I hope to see you in Las
Vegas!

Sincerely,

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IACC President

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Member News

MORCELLE NAMED EXECUTIVE VICE PRESIDENT AT CREDITORS ADJUSTMENT BUREAU

Creditors Adjustment Bureau (CAB), a Los Angeles based commercial collection agency and law firm, is pleased to announce that Melanie Morcelle has joined the firm as Executive Vice President in charge of strategic business growth and client success programs.

Morcelle brings almost 30 years of leadership experience in the credit and collections industry. Most recently she served as a strategic executive business consultant implementing agile methodology for several commercial collection entities. She is a recognized leader, presenter and author in the

global receivables management industry. Morcelle specializes in strategic expansion and key innovative solutions for Fortune 500 companies worldwide.

Brian Mitteldorf, CAB CEO, is very excited and honored to have Morcelle join the team. "Melanie's industry experience and expertise will be a strong asset in helping us achieve our business goals this year and in the years to come," Mitteldorf said.

"She has a proven record of driving strategic growth, and her result-driven style will undoubtedly enhance the CAB brand in the marketplace. We're thrilled that our continued growth has enabled us to hire someone of Melanie's caliber," he added.



*If you'd like to submit any member news or press releases to be published in the next issue of scope please email iacc@commercialcollector.com.

MEMBER REPORT

For more information on the IACC Certified Commercial Collector Program, visit the IACC website at <https://www.commercialcollector.com> and click on "Members" then on "Collector Certification."

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2021 IACC Mid-Year Conference

5) Conflict Management: “The ability to effectively negotiate and resolve disagreements.” Being able to effectively resolve disagreements is important in every field, but especially in those of Sales, Accounting & Finance and Customer Service.

6) Cooperative-Practical: “The moderation of reason and feeling, resulting in calm, commonsense thinking—upbeat, attentive and realistic.” This character trait is in demand in the Education & Training and Business Development remote-work fields.

7) Creativity: “The desire to think, do, and express in ways that are different from the norm. This includes personal elaborations or variations on known or existing techniques.” Professionals working from home in the Computer & IT and Education & Training fields should display this trait.

8) Critical Thinking: “To gather and objectively assess key information as a guide to belief or action. An intellectual process that uses analysis, conceptualization, synthesis and evaluation.” Computer & IT, Accounting & Finance and Business Development are all remote-work fields where this skill is especially needed.

9) Dynamism: “Global tendencies to generate results through intentional, resourceful, energetic mindsets and behaviors.” This trait is critical for professionals working remotely in Project Management.

10) Enriching Others: “Perceiving and reacting to others with acceptance and respect while supporting their development toward full potential.” Business Development professionals in particular should cultivate this attitude as they work remotely.

11) Flamboyance: “The drive to impress or excite—to stir others through words or actions.” Flamboyance is a sought-after trait in the Marketing and Administrative fields—and being able to express it remotely is even more critical.

12) Influential Leadership: “The ability to positively persuade others’ choices by focusing on what is important to them and building consensus.” Sales and Marketing professionals can advance their remote careers by focusing on this skill.

13) Inspirational Leadership: “The ability to uplift, enliven, fill and empower people with a compelling vision.” Marketing professionals especially should develop this skill in their remote work relationships.

14) Objective-Analytical: “The emphasis of logic and fact-based evaluating over feelings, resulting in clarity, thoroughness and productivity.” This skill is essential in the Computer & IT field.

15) Originality: “The ability to invent or independently conceive of brand-new ideas, methods or products, regardless of their usefulness.” The ability to think originally is important in the fields of Computer & IT and Education & Training, especially in light of the many new challenges presented by remote work.

16) Perspective: “The ability to understand broadly, to coordinate knowledge and experience and to provide clear-sighted and meaningful counsel to others. An aspect of wisdom.” This is another trait that is helpful in every field, and especially in that of Education & Training.

17) Problem Solving: “To discover, analyze and solve a range of unfamiliar

problems in both conventional and creative ways.” Computer & IT professionals working remotely should demonstrate strong problem-solving abilities.

18) Productivity: “To set and meet goals, even in the face of obstacles and competing pressures. To prioritize, plan and manage work to achieve the intended results.” Project Management professionals who display productivity can enhance the value of their remote work.

19) Relationship Management: “To use awareness of one’s own emotions and those of others to navigate interactions successfully.” In the era of remote work, this interpersonal skill is especially important in the Project Management field.

20) Relationship: “The drive to draw close and remain loyal to another person or people—to truly connect and enjoyably engage with them.” This soft skill has wide application for remote work, particularly in the Accounting & Finance, Marketing, Business Development and Administrative fields.

21) Self Assessment: “To engage in self-reflection so as to determine strengths and limitations in one’s values, abilities and resources.” This ability is most needed in Business Development professionals.

22) Service Orientation: “The ability to anticipate, identify and meet people’s often unspoken needs through assistance, products or services and the drive to generate customer satisfaction and loyalty.” This is another trait that is critical to multiple industries that are transitioning to a remote workforce, including Medical & Health, Sales, Customer Service and Administrative.

23) Social Awareness: “To relate and respond to the feelings, needs and concerns of individuals or broader societal groups.” Professionals in such diverse remote fields as Medical & Health, Sales, Accounting & Finance and Education & Training can benefit from cultivating this skill.

24) Stress Tolerance: “To endure pressure and uncertainty without becoming negative (e.g., hopeless, bitter or hostile) toward self or others.” Stress tolerance is vital for every remote worker, especially those in the fast-paced fields of Customer Service, Administrative and Project Management.

25) Supportiveness: “The drive to assist, protect and provide for others in emotional or physical need.” Medical & Health, Customer Service and Administrative professionals can advance their remote-work careers through this empathetic trait.

3 steps to cultivate soft skills

As you read that list, did any skills stick out to you as opportunities for improvement? Maybe you already know the skills you could grow in. So how do you get started? FlexJobs career coach Brie Reynolds has some advice.

- Identify the soft skills you already possess. Starting with a positive assessment will encourage you in the growth you’ve already experienced and motivate you to attain more soft skills. “PAIRIN offers soft skills testing so people can identify their areas of strength and where they can improve,” says Reynolds. “FlexJobs also recommends doing a self-audit to determine which soft skills you feel strongest with and which ones you lack confidence in.” Asking people close to you, such as friends,

family and coworkers, can also give you insights on where to go from here.

- Take a class. “There are plenty of free, online short and longer courses to help you strengthen your skills,” says Reynolds. Here’s one place to get started. Then, once you’ve got a course under your belt, it’s time to practice—at work and in your personal life. “You might also seek out new tasks or projects at work, in volunteering, in your community or at home where you can put these newer skills to use.”
- Interview someone who has the skill you want. “Informational interviews are also a great way to learn from other people who are already strong in the skills you want to build,” says Reynolds. “For example, if your sister-in-law has excellent stress tolerance and you’ve witnessed her staying calm in stressful situations, ask her how she approaches stress and what her advice would be for you to get better in this area.”

It all comes down to communication

According to the analysis, the top soft skills across most industries include Critical Thinking, Service Orientation, Social Awareness, Relationship Management and Stress Tolerance. “Interestingly, the ability to communicate effectively is foundational to many of these skills,” says Reynolds. “Communication is the number-one skill we see employers of remote teams looking for.”

Why is communication so important in the virtual workplace? Positive rapport is essential to a team’s success, but it can be harder to build through a screen.

“Most remote employers want to hire professionals who can both do the job they’re being hired for AND build excellent working relationships with their colleagues,” says Reynolds.

“The bottom line is that employers place a high value on people who have excellent interpersonal and communication skills.”

In today’s extremely competitive remote job marketplace, many candidates will possess similar technical competencies. These not-so-soft skills are what can set you apart—and put you in the best position possible to land the job.

-article sourced from forbes.com, find [original source here](#).

Become Involved — Join a Committee!

Are you looking to be more involved in your association and just not sure how to best share your talents? Or perhaps you just want to get to know more of your fellow association colleagues better but don't know where to get started. Here's your chance, join a committee!

There are several committees for which you may wish to volunteer.

They are listed below.

- Affinity Program
- Communications
- Education

- Emerging Leaders
- Grievance
- Compliance
- International Development
- Leadership & Nominating
- Meetings
- Membership Development and Retention
- Membership Review
- Triadic
- Governing Documents Review Task Force



Please let us know if you are interested in helping by sending your information to iacc@commercialcollector.com. Full Committee list and roster on page 8.

Notice of Meeting

The Annual Business Meeting of the Members of IACC will take place Tuesday, July 27th, 2021 10:15 a.m. local time at Caesars Palace in association with the IACC Mid-Year Conference in Las Vegas, Nev.

The Annual Business Meeting will include the president's report, report of board action, nomination of board members, old and new business and announcement of election results.

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The IACC Board and Affinity Committee have been working diligently on providing members additional benefits to their IACC membership through the Affinity Program. Each of these partners offers discounts exclusive to IACC members. For more information on a specific partner, visit the IACC website at www.commercialcollector.com.

If you have any questions about the Affinity Program, contact IACC at iacc@commercialcollector.com or (800) 859-9526. Please continue to watch your email for more Affinity partners!



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IACC is pleased to recognize its sustaining members for the 2021-2022 membership year. Sustaining members take it upon themselves to contribute an additional amount of money during the membership year in support of the IACC. For more information on how your company can become a sustaining member of IACC, please email IACC at iacc@commercialcollector.com or call (952) 925-0760. For specific company information please look through our online directory, commercialcollector.com/search#memberdirectory

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IACC Emerging Professional Spotlight Interview

By Matt Garcia, Barnett & Garcia and Gary Tier, The Forwarders List of Attorneys

Today we interviewed Alysia Lohner, president of Priority Credit Management based in Edmonton, Alberta, Canada.

Gary: Hello Alysia, it's so nice to talk to you today! To get started, tell us a little bit about yourself....

Alysia: I live in Edmonton with my partner, Coulton (who just graduated from law school!) We have been together for 13 years and have a fur baby, Oscar – our COVID puppy. Oscar is a jackapoo (Jack Russell and Toy Poodle) and keeps us very busy. When I am not working, I love travelling and exploring the world – I have been to five out of the seven continents and have visited 26 countries.

Matt: Oh, we all love fur babies! Where did you grow up? Where did you go to school?

Alysia: I was born and raised in Edmonton, AB and graduated from MacEwan University with a bachelor's degree in business, majoring in management.

Matt: And who would you say have been your strongest influences in your life?

Alysia: My parents – we are a very tight knit family. I remember in our elementary school millennium time capsule, I said I wanted to grow up to be just like my dad – and here I am now, president of PCM!

Gary: That's so cool! Can you describe yourself using three to five words?

Alysia: Positive, workaholic, determined or get (stuff) done!

I am very action oriented and I am continually working to push our business forward.

Gary: OK, wait... that was more than three to five words! Do you have any particular hobbies or interests?

Alysia: Favourite hobby is travelling; however, with the pandemic cancelling all of my travel plans I have done a lot of reading (murder mysteries and crime novels) and love a good Netflix binge (I am now a Formula 1 fan and yes we wake up early to watch Grand Prix races).

Gary: Traveling is my favorite too... What motivates you?

Alysia: I am motivated to change the stigma around the collection industry. In our office the typical words "collections," and "debtor" are swear words.

Collections equals recovery and debtor equals account holder.

I have done a lot to focus on our corporate culture and make it a positive place focused on professional negotiations and file resolutions. It is amazing to see the shift in the attitude and energy the staff bring to our business.

Matt: That's a great answer. I think many of us share similar feelings. How long have you been in the collection industry?

Alysia: I like to call myself a "baby bill collector." I grew up skip tracing as a summer job for my dad at another agency. I officially joined the family business in 2008 and haven't looked back.

Matt: Ok so I think I know the answer to this but will ask it anyway. How did you end up in this industry?

Alysia: Born into it! I haven't always liked it – I found I really struggled enjoying work when our corporate culture was very individualistic, ego and power driven. I am all about creating a positive space where you enjoy doing the work and are motivated to do well, regardless of the "work." That is why I decided three years ago that in order to stay and grow the family business, internally we needed to change and I am very proud of the team we have become.

Matt: What is your current role in your company?

Alysia: I became president of PCM in January 2021.

Gary: Congratulations! And what an interesting time to take that role... What was your first job?

Alysia: Skip tracer (summer job). First non-collection job – making paint at a local hardware store.

Matt: What other roles have you played in your current company?

Alysia: I have officially held every role in our business in some capacity or another - from administrator, recovery manager, inside sales, and accounting. I was determined to learn every role so I could best manage and lead our team.

Matt: What are your strengths?

Alysia: I love building systems and processes. I like building the tools the team needs to excel in each of their respective roles. Then I continue to refine and make them better. I am constantly looking for new and better ways to do things.

Gary: What are your weaknesses?

Alysia: I am very trusting and always say "assume positive intent;" however, giving everyone the benefit of the doubt doesn't always work out.

Matt: That's true, but I think being positive is the best way to be. Where do you see yourself in five years?

Alysia: This year I am buying into the business. In five years I hope to be the majority owner and continuing to push PCM towards our growth goals. Non-work related: I see myself having a family

continued on page 14



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ClientAccessWeb is Applied Innovation's flagship software solution, automating workflow between agencies and their clients. Communicate with clients via secure messaging, receive placements with customizable templates, and provide clients with interactive account inquiry screens and on demand reporting tools. Streamline your business and turn those prospects into clients by implementing ClientAccessWeb.

PayStream™

Designed to get your consumer debts paid, 24/7, while reducing your overhead. Applied Innovation's virtual collector, PayStream, will walk the consumer through various payment scenarios based upon your business practices. Compliance is never an issue with identity authentication, customized legal language and notifications. Eliminate processing fees by using PayStreamZ, further increasing your bottom line.

Papyrus™

Applied Innovation's Papyrus is a robust content management software solution that will increase profitability. Papyrus allows seamless delivery of statements, reports, voice and data files directly to ClientAccessWeb; reducing print and mail costs. Security features include encrypted messaging, permission-based access to files and redaction. Nearly instantaneous file retrieval saves time and money.

GreenLight™

GreenLight is an E-signature solution for accounts receivable management organizations. Designed to speed up the pace of receivables, GreenLight allows consumers to provide consent for payment. The platform allows company personnel to create a payment plan while the consumer is on the phone and send the plan via SMS text or email to the consumer for immediate approval. The authorizations contain all requirements set forth by EFTA and Regulation E.

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with Coulton – I hope I get to become a hockey mom!

Gary: Very cool. As a parent with young children, I can tell you that the fulfillment you'll get from starting a family is the absolute best (and I think Matt would agree)! Do you see changes on the horizon in terms of things like technology — both in terms of your business and our industry more generally?

Alysia: I see us expanding our offices across Canada and growing our non-recovery services. I have set very aggressive growth goals for us! I am constantly looking for better ways to do things and see technology playing a major role in our evolution and growth. I am also determined to keep pushing to “change the way you think about credit and collections.”

Gary: I love the ambition! Do you prefer to work alone or with a team?

Alysia: Both—I am a helper. I love working with our team to help achieve each of their respective goals; however, I know that I cannot always be available to help. I have learned the importance of uninterrupted private work/focus time in order to achieve our corporate goals.

Matt: Did the pandemic improve your operations in any way?

Alysia: YES! We adapted very quickly and went to a fully remote office in less than 24 hours. We learned how to streamline communications, how to stay connected (and still reinforce our corporate culture) digitally, and we killed significantly less trees without easy access to printers.

The pandemic made us reassess our workflow, and training and development programs. The work we have done in the last year has made us better, stronger and smarter.

Matt: We've been hearing similar things from a lot of people. In some ways the pandemic has taught us things that will help us in the long run. What's your

"The pandemic made us reassess our workflow, and training & development programs. The work we have done in the last year has made us better, stronger and smarter."

first memory of our industry?

Alysia: Sitting in the middle of the “bull pen” listening to 100+ people around me making calls. It was a sensory overload.

Gary: What do you find most challenging about collections?

Alysia: Dealing with the stigma that comes with saying you are in the collection industry. People's responses used to throw me off but now I have fun with it.

Gary: Agreed, you have to have fun with it. What's the best/worst thing to happen since you started working at your company?

Alysia: Worst: negative attitudes, egos, individualistic mentalities.

Best: completely changing our culture. I think it is the biggest compliment when people walk into our office (when we allowed outside visitors) and say “there is something different” they feel when they walk in the door. We work hard and love celebrating wins, no matter how small.

Matt: What was your first collection call like and how did it make you feel?

Alysia: Coming from the girl who didn't like calling someone to book an appointment...my first collection call was for a gym membership. It took me about 15 minutes of trying not to puke in my garbage can to work up the courage to dial the phone.

Matt: If you could change one thing

about our industry, what would it be?

Alysia: The stigma others have about it and I am determined to change that!

Matt: Makes sense. What do you wish other people knew about collections?

Alysia: At the end of the day, it is just negotiations, no different than any other job. It's about educating others and finding a solution.

Gary: Shifting gears a little, what might (someone) be surprised to know about you?

Alysia: I have a very dry sense of humour and love a good “dad” joke.

Gary: Oh man, I might have to ask Brad for some stories at the next conference! What would you tell someone who is thinking about getting into the collections industry?

Alysia: You will learn great skills that come in handy in everyday life. Don't be afraid to pick up the phone. It's just a call, nothing personal.

Matt: Are you involved with any non-profit organizations or charity groups?

Alysia: I have grown up always enjoying volunteer work and helping others. As a company we are corporate rotary members and are always getting involved in different community events.

Matt: If you weren't doing what you currently do for work, what would you

UPCOMING IACC Education

Please visit the IACC Events calendar for the current events & details.

June 15th, 2021

CCC Renewal Seminar

Credit Instruments: Properly Documenting Your Commercial Credit Transactions

July 26-28th, 2021

IACC Mid-Year Collection Conference
Caesars Palace, Las Vegas, Nev.

August 2021

CCC Renewal Seminar

Collection Laws and Bankruptcy Fundamentals

September 2021

CCC Renewal Seminar

Client Relationships

October 2021

CCC Renewal Seminar

Skiptracing/Cybertacking in the 21st Century

November 2021

CCC Renewal Seminar

Legal Aspects of Commercial Collection

Jan 26-28th, 2022

IACC Annual Convention
Clearwater Beach, Fla.

Visit www.commercialcollector.com/events to register. Additional topics and dates will be added. Watch the website calendar for updates.

IACC Certified Commercial Collector Program

For over 40 years, the International Association of Commercial Collectors, Inc. (IACC) has promoted excellence through the training and education of commercial collection professionals.

IACC believes that collectors must be knowledgeable about a wide variety of issues for their agency to compete effectively in the challenging commercial collection industry. Whether you have new collectors to train or experienced collectors to motivate to higher levels of performance, the IACC Certified Commercial Collector Program is an affordable tool to help you reach these goals.

Why use the IACC Certified Commercial Collector Program? In addition to the productivity gained by thoroughly trained collectors, your agency will also benefit from the unique and impressive marketing edge of having a staff of IACC certified professionals. When your collectors attain the designation of IACC Certified Commercial Collectors, your clients and potential clients are assured that knowledgeable industry experts will be handling their accounts.

To begin the process of becoming an IACC Certified Commercial Collector, please download the Collector Certification Application, [on our website](#), to order the study guide and exam. Or, contact IACC directly at (952) 925-0760 or by e-mail with questions about how to begin the certification process.

be doing instead, or what would your life be like?

Alysia: I can't imagine my life not doing what I am doing now. I would probably be working at another office somewhere. I recently learned about a role as a business process analyst and that intrigued my process-oriented brain. However, I always need to be on the go so wherever I was it would need to be fast paced.

Matt: And our last question, what do you enjoy most about the collection industry?

Alysia: I enjoy being able to put our own "spin" on the way we do things. The ultimate goal is always the same: maximize recovery and there are so many different ways to do that. I enjoy finding our own flair to the work we do.

Matt: Thank you so much for sitting down with us to do this. We appreciate your time and willingness to share your experiences with us!

Gary: Yes, as Matt said—thank you so much. And on behalf of the IACC, we are looking forward to you getting involved with the organization. I have no doubt that you will help make us stronger!

- *If you would like to nominate someone for the Emerging Leader Spotlight Interview please email, iacc@commercialcollector.com. The Emerging Leader Committee is also accepting members interested in joining the Emerging Leader program.*

SCOPE

Scope is a bi-monthly newsletter available to members of IACC. IACC is located at 3200 Courthouse Lane, Eagan, MN 55121. You may contact the IACC office at (952) 925-0760 or via email at iacc@commercialcollector.com.

This information is not intended as legal advice and may not be used as legal advice. It should not be used to replace the advice of your own legal counsel. Any information contained in this material is based on current research into the issues and on the specific facts involved herein.

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Directory of Associate Members

When forwarding accounts, please use IACC's Associate (attorney) members! Remember to let the Associate member know you are forwarding to them because they are IACC members so they will see the value in their membership with IACC.

- To find complete contact information, please visit the Member Directory on the IACC website at www.commercialcollector.com and click on the directory button on the top right hand side of the home page.
- When forwarding to Associate Member law firms, we recommend that you designate IACC and a Law List in your forwarding letter and notify the Law List designated. These actions will ensure your account is covered by the Law List's bond and let the associate member know it is coming from a fellow IACC member. The Law Lists that are members of IACC include:
 - » American Lawyers Quarterly www.alqlist.com
 - » The Columbia Law List www.columbialist.com
 - » The Forwarders List of Attorneys www.forwarderslist.com
 - » General Bar Law Directory www.generalbar.com
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If you have any questions, please do not hesitate to contact the IACC staff at (952) 925-0760 or iacc@commercialcollector.com.

