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"Aspen National Collections will work every account assigned to a conclusion." This philosophy was established in 1999 by John Brewer, Arthur Waloch, and Mike Seuell and continues to be adhered to.

Combining this philosophy with Aspen's number one priority of compliance management, Aspen maximizes recovery of delinquent portfolios without utilizing heavy-handed tactics that generate owner complaints or litigation.

License bonded and insured, Aspen is headquartered and has a call center on the west coast of Florida. It also maintains its original offices and has collectors in Grand Junction, Colorado. This allows for complete time zone coverage for past due accounts throughout North America.

A member of the Better Business Bureau (BBB) and the American Collectors Association (ACA), Aspen is one of a handful of collection agencies nationwide that has achieved the ACA's Professional Practices Management System (PPMS) certification. This certification consists of 18 ongoing management elements that range from document and data control, process control, annual collector training and testing, and even measuring client satisfaction. At Aspen we believe that PPMS certification sets us apart from our competition.

With Aspen's state of the art collection system, Aspen can provide both custom collections and reporting. Additionally, clients may log into our system 24/7 and view collector notes, calls made, and other activities, to ensure that all accounts are being worked thoroughly and are not being "creamed" or "skimmed."

Finally, Aspen National Collections assigns dedicated customer service representatives to individually handle its 150+ resort clients. This allows us to build a bond of trust with our clients and enables us to efficiently handle direct payments made, cancellation of accounts, disputes, etc.

