



# Fairway Collection Notes

FAIRWAY COLLECTIONS

*Recovery, Reputation, Relationships*

SERVING WASHINGTON & OREGON

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## **We need your help! What would you change at Fairway?**

We recently decided to ask our clients to complete a customer survey. In developing a list of questions, we found an article in Inc. Magazine that suggested a survey with *just one* question:

***“If you were the owner of Fairway Collections what would you change?”***

This seemed like a great idea! We want to hear your thoughts, because we want to be the best possible collection agency at serving you. E-mail your ideas to [editor@fairwaycollects.com](mailto:editor@fairwaycollects.com), or use the rest of this space and mail back to us at Fairway Collections Notes, 1126 S Gold Street Suite 101, Centralia, WA 98531. Thanks in advance for your help!

**Are you pleased with our professional debt collection services? We appreciate you sharing the Fairway experience with other businesses.** Referrals that mention your name will earn you a \$25 gift certificate from a restaurant near you! Limitations apply; ask for details.

# Fairway Collections

1126 S. Gold Street  
Suite 101  
Centralia, WA 98531

(800) 404-5887 toll-free  
(360) 330-5887 Centralia  
(360) 425-1611 Longview  
(360) 330-5787 or (800) 493-1852 fax

## Why Fairway Collections?

We recognize you have many choices in debt collection agencies and we appreciate the faith you place in us. Fairway is committed to always treating your customer firmly but with the respect that you expect and that they deserve. We promise to always behave ethically and legally with our clients, our staff, and your customers. The **Fairway Difference** is our constant search for industry best practices, coupled with our desire to put those practices to work on your behalf. Put us to the test; if you are not satisfied, call Leila at 1-800-404-5887.

### Important E-mail addresses

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### Bonus Collection Ideas

*Just a reminder for our Cowlitz County customers: we closed our long-time office on Vandercook Way on January 21. We partner with Copies Today/Speedy Litho to provide a pay station for consumers, as well as a place for our clients to drop off accounts. Vern and Tom are also available to help as needed! You can find Copies Today at 1305 California Way in Longview. Call us toll-free with any questions or concerns you might have, 1-800-404-5887.*

## The April edition of *News You Can Use*

- Hello. I'd welcome you to April here at Fairway, but I'm told it's snowing out on Harrison Avenue at the moment. Take your pick of warm places...they all sound good right now.
- A couple of reminders...we're glad to review your credit application and give suggestions on making it do a better job of protecting your receivables. Be sure to include "reasonable attorney fees" in your consequences for default.
- Secondly, more Fairway clients everyday are using our website for checking accounts and for placing new listings. Call us for more information.
- The Wall Street Journal says this week that 4% of Americans are genetically equipped to function on 4 hours of sleep a day. The rest of us are just sleep deprived. What would you do with the extra time you'd have if they developed a gene treatment for the rest of us?
- Speaking of genetics, a recent study suggests that your intake of coffee may be directly linked to your liver's ability to process caffeine. The faster it works, the more you drink, or so the thinking goes. We knew there was an explanation...
- Multiple news articles proclaimed that businesses lose untold productivity to the NCAA basketball tournament. Is this true for your company? Would your answer change if you won the tournament pool?
- See you in May!

## They said it, statistically speaking

USA Today has come out with a new survey—apparently, three out of every four people make up 75% of the population. **David Letterman**

I always find that statistics are hard to follow and impossible to digest. The only one I can ever remember is that if all the people who go to church were laid end to end they would be a lot more comfortable. **Mrs. Robert Taft**

Smoking is one of the leading causes of statistics. **Fletcher Knebel**

Averages don't always reveal the most telling realities. You know, Shaquille O'Neal and I have an average height of 6 feet. **Labor Secretary Robert Reich** (who is 4' 10" tall!)