



Quarterly Delinquent Tax Collection Report



Linebarger Goggan Blair & Sampson, LLP

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October – December 2013

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP
ATTORNEYS AT LAW
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OLIVER S. HEARD, JR.
CO-FOUNDING PARTNER
1943-2000

January 7, 2014

School Board of Trustees
Eagle Pass ISD
1420 Eidson Road
Eagle Pass, Texas 78852

RE: October – December 2013 Quarterly Delinquent Tax Collection Report

Dear Trustees:

We are pleased to present this quarterly report for the period of October - December 2013 summarizing the delinquent tax collection services we have provided Eagle Pass ISD. Our work plan and activity reports reflect a consistent effort by the firm to maximize results. While we work to collect all eligible accounts referred to the firm, we are mindful to expedite the collection of the District's largest accounts as quickly as possible. Our technology and experienced professionals enable us to work and monitor every delinquent account. The aggressive, but fair approach we take continues to receive good response from taxpayers. Recognizing that legal enforcement is a last resort option, we encourage payment plans for those needing such arrangements to meet their obligations to the District. We want to assure you that while our program is fair and aggressive, we continue to place a high a priority on providing professional courteous taxpayer assistance to help those taxpayers that are experiencing financial hardship during these tough economic times.

Our entire staff remains focused on delivering services with the high degree of excellence that you have come to expect from our firm. If you, the school board, or other administrative personnel have any questions about this report or the services we provide Eagle Pass ISD, please contact us.

Kindest regards,



SONIA A. GONZALEZ
Partner

CFD&SG /bc

cc: Gilberto Gonzalez, Superintendent of Schools
Ismael Mijares, Assistant Superintendent for Business & Finance
Susana Perez, Risk Management Director
Deniz Brown, Tax Assessor Collector

TABLE OF CONTENTS

Cover Letter

I. Collection Process

Collection Process Flowchart	4
Eagle Pass ISD Workplan	5
Activity Summary	6

II. Delinquent Collection Activity

Mass Mailings	7
Targeted Mailings	7
Sample Letters	8
Telephone/Personal Contact	9

III. Taxpayer Assistance

Taxpayer Inquiries	10
Payment Arrangements	11

IV. Research

Returned Mail	12
Address and Ownership Research	12
Title Research	13

V. Litigation

Lawsuits Filed	14
Attorney Ad Litem	14
Trial Judgments	15
BPP Enforcement	15
Trial Settings	16
Sheriff Sale	20
Bankruptcy Activity Report	21
Bankruptcy Filings	22
Tax Suit Procedures	23
Bankruptcy Flow Chart	24

VI. Collection Results

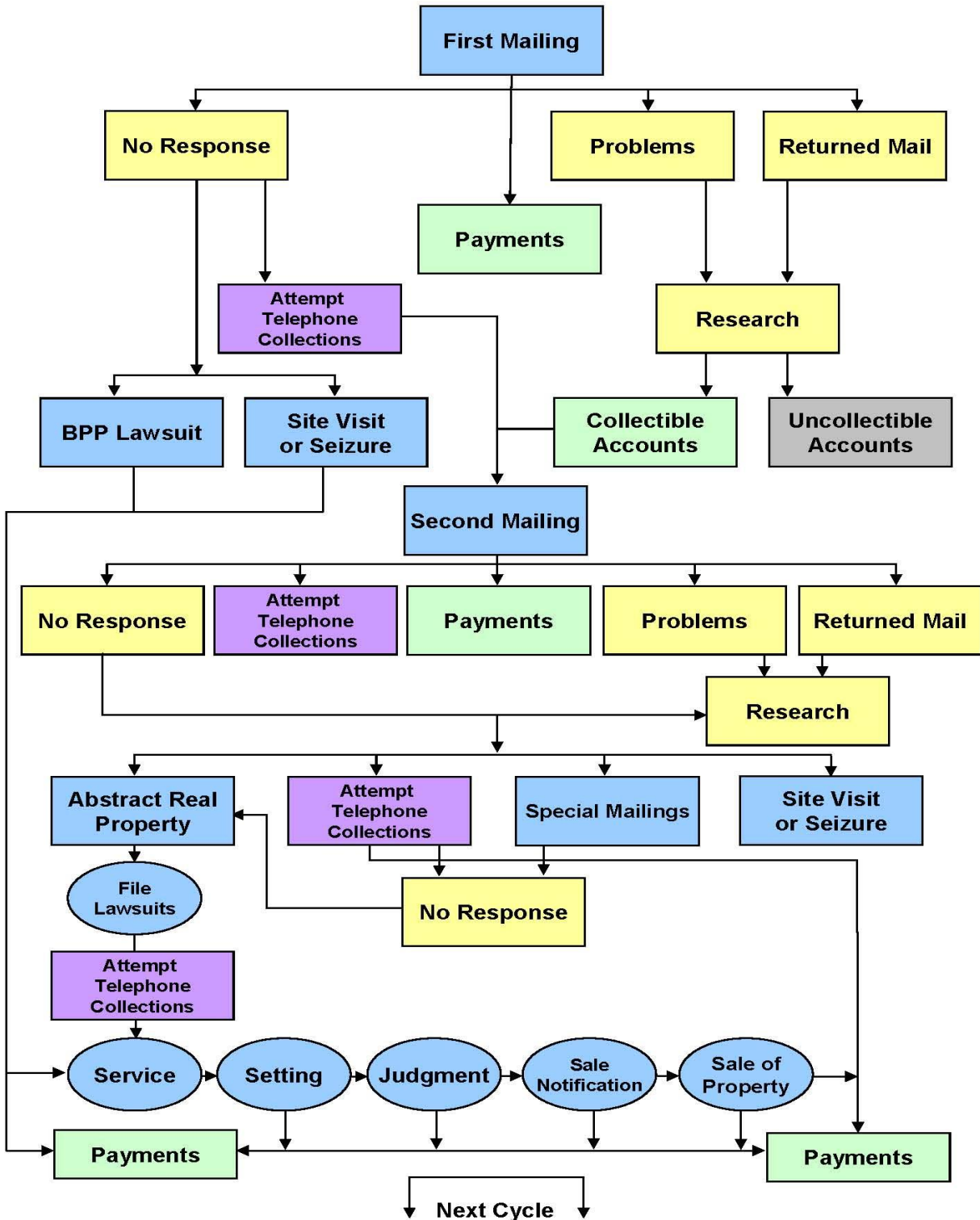
Delinquent Tax Collections	25
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VII. Management and Support Team

26

CHAPTER I

Collection Process



EAGLE PASS ISD WORKPLAN

Notifications

- Mail BPP notice of intent to seize when necessary
- Mail second notification and 1st follow-up notice in September
- Mail 3rd notice and 2nd follow-up notice in December
- Mail special, targeted communications monthly depending on account status each month

Litigation

- Randomly file lawsuits, with focus on high dollar, chronic accounts each month
- Take necessary steps to move all pending cases through the court system each month
- Conduct bi-yearly Sheriff sales
- File proof of claims in bankruptcy courts throughout the United States where taxes are due the District, and take actions necessary to secure taxes in the discharge of the bankruptcy

Research

- Conduct skip tracing research on all accounts flagged with bad address
- Secure an abstract of title on property before filing suit on delinquent accounts
- Conduct follow-up research on defendants where citations have not been successfully served
- Initiate any other title or ownership research necessary to expedite resolution and payment of accounts

Taxpayer Communication

- Initiate contact with Real and business personal property accounts to expedite payment
- Set up payment plans as authorized by the Tax Office
- Remain available during all business hours to assist taxpayers by phone or in person
- Respond to incoming correspondence within three business days

Other Workplan Goals

- Maintain communication with all governmental departments (ie: Tax Office, Appraisal District, District Clerks Office, Sheriffs Department, and Judiciary) involved in the collection process to ensure the collection program remains as efficient as possible and serves to maximize collections while serving the needs of taxpayers
- Provide reports and information whenever necessary to the District

EAGLE PASS ISD

OCTOBER – DECEMBER 2013 ACTIVITY SUMMARY

Taxpayer Notifications:

Mass Mailing Activity			
Letter Date	Letter Type	Account	Dollar Amount
November 2013	Delinquent Tax Warning	2,636	\$3,202,959.35
TOTAL		2,636	\$3,202,959.35

Target Mailing Activity:

Target Mailing Activity		
Time Period	Number of Letters	Dollar Amount
October – December 2013	315	\$729,064.57

Taxpayer Assistance and Payment Arrangements:

October – December 2013		
	Number of Accounts	Dollar Amount
Outbound Collection Calls & Correspondence	920	\$2,089,344.83
Taxpayer Walk Ins	395	\$777,623.30
In Bound Phone Inquiries & Correspondence	520	\$966,138.61
Law Firm Payment Holds	37	\$36,691.39
Tax Office Payment Arrangements	16	\$13,885.58

Research and Litigation:

October – December 2013		
Activity	Number of Accounts	Dollar Amount
Abstracts of Title and Ownership Research	291	N/A
Lawsuits Filed	26	N/A
Judgments Entered	14	\$47,891.13
Business Personal Property Enforcement	19	\$50,663.39

CHAPTER II

Delinquent Collection Activity

A. Mass Mailings

We mail personalized letters to all accounts on the tax roll that are not involved in litigation or have a condition that would prevent immediate legal action such as a payment arrangement, exemption, age or disability deferral, appraisal dispute, or other conditions that negate legal action. The mailing initiated since October 2013 is reflected below.

MASS MAILING ACTIVITY			
Letter Date	Letter Type	Account	Dollar Amount
November 2013	Delinquent Tax Warning	2,636	\$3,202,959.35
TOTAL		2,636	\$3,202,959.35

Sample letter can be found on the following page.

B. Targeted Mailing

Each week the Firm mails personalized letters to groups of taxpayers based on the status of the account. The letters include Notice of Default, Trial Notice, Notice of Court Costs Due, Notice of Intent to Enforce Judgment, Notice of Seizure, Notice of Tax Foreclosure, Notice of Non-Suit Letters, and Notice of Lawsuit Dismissal.

TARGET MAILING ACTIVITY		
Time Period	Number of Accounts*	Dollar Amount
October 2013	216	\$420,530.46
November 2013	59	\$199,059.58
December 2013	40	\$109,474.53
TOTAL	315	\$729,064.57

*Targeted Letters are sent to all identified property owners and lien holders associated with the delinquent accounts and any related pending lawsuit.

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

ATTORNEYS AT LAW

711 Navarro Ste 300

San Antonio, TX 78205

PHONE: (210) 225-4422 **FAX:** (210) 231-0963

(800) 876-6144

November 14, 2013

T3-P0-S638



1045240103

DELINQUENT TAXES	:	\$826.38
PENALTY/INTEREST	:	\$438.72
TOTAL DUE	:	\$1,265.10

RE:

MP221394 (see attached DELINQUENT

ACCOUNT STATEMENT)

FINAL WARNING!

Dear Eagle Pass Independent School District Taxpayer:

Several notices have been mailed urging you to pay your delinquent property taxes. Since you have failed to respond, we have no choice but to refer your account for legal enforcement. You must make payment within ten (10) days from the date of this letter or face possible seizure or foreclosure proceedings designed to satisfy your tax delinquency. If legal action is taken, you will be required to pay all related costs and fees, in addition to your delinquent taxes, penalty and interest. You can stop this from happening by contacting our office immediately to make payment.

Full payment should be made payable to Eagle Pass Independent School District and mailed to:

Eagle Pass Independent School District Tax Office
1420 Eidson Road
Eagle Pass, TX 78852
(830) 773-3826

Please disregard this notice if: (1) you have paid these taxes since November 4, 2013, (2) you are timely paying these taxes under an installment agreement with the tax collector, or (3) you are now a debtor in a pending bankruptcy. If you are in bankruptcy, please furnish to us **in writing** the number of your bankruptcy case and the identification of the court in which it is pending so as to enable us to code your account and avoid further mailings to you. Please mail your bankruptcy information to the address above.

TEXAS LAW REQUIRES THAT WE NOTIFY YOU THAT IF YOU ARE 65 YEARS OF AGE OR OLDER OR DISABLED, AND YOU OCCUPY THE PROPERTY DESCRIBED IN THIS DOCUMENT AS YOUR RESIDENCE HOMESTEAD, YOU SHOULD CONTACT THE APPRAISAL DISTRICT REGARDING ANY ENTITLEMENT YOU MAY HAVE TO A POSTPONEMENT IN THE PAYMENT OF THESE TAXES.

Sincerely,

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

Sonia A. Gonzalez
Attorney at Law

C-102K

ESTA CORRESPONDENCIA SE TRATA DE SUS IMPUESTOS Y LA POSIBILIDAD DE UNA DEMANDA ACERCA DE SU PROPIEDAD. SI USTED DESEA ASISTENCIA POR UNA PERSONA QUE HABLA ESPANOL, LLAME USTED A (800)876-6144 Y UNA PERSONA LE AYUDARA

C. Telephone/Personal Contact

The Firm maintains a collections department staffed with professionals who are dedicated to making personal contact to collect taxes due. The volume of calls initiated each month is shown below. A list of accounts who have been contacted can be made available to the District upon request.

OUTBOUND COLLECTION CALLS		
Time Period	Number of Accounts	Dollar Amount
October 2013	447	\$992,735.67
November 2013	278	\$708,346.76
December 2013	195	\$388,262.40
TOTAL	920	\$2,089,344.83

CHAPTER III

Taxpayer Assistance

A. Taxpayer Inquiries

Taxpayers are encouraged to contact the firm to resolve their delinquent accounts. We have experienced bilingual personnel available Monday – Friday from 9:00 am to 5:30 pm to assist taxpayers. Each communication represents an opportunity to resolve problems and facilitate the payment of taxes. In addition, taxpayers may tender payments at our local office located on Monroe Street. Our employees will hand deliver those payments to the respective tax offices that same day. We provide taxpayers with receipts to confirm that payment was tendered. This chapter of the report summarizes our taxpayer assistance efforts based on the origin of the inquiry (phone or correspondence).

TAXPAYER WALK IN INQUIRIES		
Time Period	Number of Accounts	Dollar Amount
October 2013	162	\$345,085.37
November 2013	113	\$206,686.42
December 2013	120	\$225,851.51
TOTAL	395	\$777,623.30

IN BOUND CORRESPONDENCE AND PHONE INQUIRIES		
Time Period	Number of Accounts	Dollar Amount
October 2013	268	\$580,598.26
November 2013	130	\$227,292.65
December 2013	122	\$158,247.70
TOTAL	520	\$966,138.61

B. Payment Arrangements

Taxpayers who are unable to pay their delinquent taxes in full are provided payment plan options based on the criteria set forth by the District. We encourage taxpayers who need assistance to utilize this payment opportunity to resolve their delinquent accounts.

Payment plans help to expedite payment in full by allowing financially challenged taxpayers partial payment options. The Tax Office provides formal payment contracts with specified time periods to pay off the delinquent balance. During the payoff period the account is placed on hold to prevent collection enforcement through legal action. Payment resolutions negotiated by the Firm usually involve business and larger real estate accounts because of the direct contact we initiate to collect the taxes. If partial payments are the only feasible way to resolve the account, we agree to process their partial payments and extend a 30 day hold to make their next payment.

When a payment hold is placed on the account, the Firm will not take legal action to collect the taxes due. All payment holds have a drop date so that collection enforcement can resume as necessary. If an account is already involved in litigation when a payment agreement is made, the litigation process is allowed to continue until a judgment is entered. Efforts to enforce the judgment will not be taken as long as the taxpayer complies with the payment plan.

LAW FIRM PAYMENT HOLDS		
Time Period	Number of Accounts	Amount Remaining Due
October 2013	9	\$12,707.57
November 2013	15	\$12,683.31
December 2013	13	\$11,300.51
TOTAL	37	\$36,691.39

TAX OFFICE PAYMENT ARRANGEMENTS		
Time Period	Number of Accounts	Amount Remaining Due
October 2013	7	\$6,371.34
November 2013	2	\$1,510.05
December 2013	7	\$6,004.19
TOTAL	16	\$13,885.58

CHAPTER IV

Research

A. Returned Mail

Every letter produced through the Firm's mass mailing efforts has a bar code so it can be tracked upon return and updated in our database. The return mail statistics below reflect the number of letters that have been returned undeliverable for each respective mass mailing.

LETTERS RETURNED FROM MASS MAILINGS		
Letter Date	Letter Type	Returned Mail
July 2013	Tax Lien Notice	143
September 2013	First Notice	209
November 2013	Delinquent Warning	89

B. Address and Ownership Research

The Firm's research personnel have access to national search engines to update address information on return mail or accounts on the tax roll that have an insufficient address. Our in-house research specialists are also trained to resolve complex ownership errors in the deed records. In some cases the research must go back to the original plats from the 1800's. When a new address or new ownership record is found, we share our findings with the Maverick County Appraisal District so that they may verify the data and update their records.

ADDRESS & OWNERSHIP RESEARCH	
Time Period	Number of Accounts
October 2013	140
November 2013	113
December 2013	16
TOTAL	269

C. Title Research

Prior to the filing of a lawsuit, the Firm will request an abstract of title from our abstractors to ensure that all lien holders are enjoined in the lawsuit. We randomly select accounts for litigation in addition to selecting specific accounts that we have determined require legal action. If title cannot be verified, the Firm's in-house research team will work with our abstractors and Maverick County Appraisal District to complete the title process. In addition, we are verifying all of the title work involved in the lawsuits filed by the District's previous law firm to ensure that any disposition and foreclosure efforts are in compliance with the law.

ABSTRACTS OF TITLE PROCESSED		
Time Period	Title Orders Requested	Title Orders Received
October 2013	0	22
November 2013	0	0
December 2013	1	0
TOTAL	1	22

CHAPTER V

Litigation

The Firm will file lawsuits as necessary to collect taxes due the District. When we file lawsuits we will work closely with the Maverick County District Clerk, Sheriff's Department and Judiciary to ensure our litigation procedures help to expedite the prosecution of every lawsuit filed. Dockets will be set regularly in accordance to the Judge's calendar and sheriff sales will be held as often as necessary on the steps of the Maverick County Courthouse.

The Firm is proactive in its efforts to collect taxes involved in bankruptcy. We monitor new bankruptcy filings every week to determine if taxes are due to our clients. Claims are filed immediately and include not only delinquent taxes but also current year taxes that will be due the District.

LAWSUITS FILED	
Time Period	Number of Accounts
October 2013	0
November 2013	26
December 2013	0
TOTAL	26

Motion and Order for Attorney Ad Litem		
Time Period	Motion/Order	Amount Due
October 2013	0	\$0.00
November 2013	0	\$0.00
December 2013	6	\$12,108.48
TOTAL	6	\$12,108.48

TRIAL JUDGMENTS			
Suit Number	Judgment Date	Litigation Status	Judgment Amount
10-09-04349-TXAJA	16-Oct-2013	JUDGMENT ENTERED	\$904.92
12-07-04597-TXAJA	16-Oct-2013	JUDGMENT ENTERED	\$12.73
11-09-04480-TX	12-Nov-2013	JUDGMENT ENTERED	\$0.00
10-11-04368-TX	12-Nov-2013	JUDGMENT ENTERED	\$4,474.15
09-11-04110-TX	12-Nov-2013	JUDGMENT ENTERED	\$1,037.38
09-07-03944-TX	12-Nov-2013	JUDGMENT ENTERED	\$9,791.27
09-06-03904-TX	12-Nov-2013	JUDGMENT ENTERED	\$7,812.03
09-12-04139-TXAJA	16-Dec-2013	JUDGMENT ENTERED	\$4,263.82
10-04-04229-TXAJA	16-Dec-2013	JUDGMENT ENTERED	\$651.93
10-05-04253-TXAJA	16-Dec-2013	JUDGMENT ENTERED	\$423.72
12-09-04633-TXAJA	16-Dec-2013	JUDGMENT ENTERED	\$616.00
13-06-04715-TXAJA	16-Dec-2013	JUDGMENT ENTERED	\$6,607.60
13-06-04717-TXAJA	16-Dec-2013	JUDGMENT ENTERED	\$6,014.00
13-06-04721-TXAJA	16-Dec-2013	JUDGMENT ENTERED	\$5,281.58
TOTAL: 14			\$47,891.13

BUSINESS PERSONAL PROPERTY ENFORCEMENT OCTOBER – DECEMBER 2013		
Activity	Number of Accounts	Dollar Amount
Property Inspection	1	\$4,688.65
Walk and Talk Campaign	18	\$45,974.74
TOTAL	19	\$50,663.39

Trial Settings October 2013

Trial Date	Trial Activity
October 16, 2013 (365th)	9 Lawsuits Set for Trial:
	<p>2 Judgment Entered Totaling \$917.65</p> <p>10-09-04349-TXAJA Maverick County, et al vs. Jose C. Moreno, et al \$904.92 judgment entered</p> <p>12-07-04597-TXAJA Maverick County, et al vs. Raul R. Chacon, et al \$12.73 judgment entered</p>
	<p>4 Lawsuits passed (paid in full)</p> <p>09-07-03945-TXAJA Maverick County, et al vs. Nick D. Carr, et al \$0.00 paid in full</p> <p>10-06-04295-TXAJA Maverick County, et al vs. Jesus Garcia \$0.00 paid in full</p> <p>11-03-04423-TXAJA Maverick County, et al vs. Ruben Gonzalez, et al \$31.11 paid in full</p> <p>12-09-04619-TXAJA Maverick County, et al vs. Luis A. Fuentes, et al \$0.00 paid in full</p>
	<p>1 Lawsuit passed (payment agreement)</p> <p>09-08-03999-TXAJA Maverick County, et al vs. Jesus Castillo, Jr., et al \$337.66 payment agreement</p>
	<p>1 Lawsuit passed (perfect notice)</p> <p>11-01-04393-TXAJA Maverick County, et al vs. Everardo Ballesteros, et al \$2,935.10 perfect notice</p>
	<p>1 Lawsuit passed (title search)</p> <p>11-05-04447-TXAJA Maverick County, et al vs. Rudy Cortinas, et al \$129.88 title search</p>

Trial Settings November 2013 Continued

Trial Date	Trial Activity
November 12, 2013 (293rd)	10 Lawsuits Set for Trial Continued:
	<p>1 Lawsuit passed (CAD issue)</p> <p>13-06-04712-TX Maverick County, et al vs. Abel De Luna, Doing Business as Abel De Luna Used Appliances \$7,054.01 Appraisal District issue</p>
	<p>1 Lawsuit passed (O65 exemption)</p> <p>07-08-03792-TX Eagle Pass ISD, Maverick county, et al vs. Rebecca G. Torres \$0.00 Over 65 exemption</p>

Trial Settings December 2013

Trial Date	Trial Activity
December 16, 2013 (365th)	11 Lawsuits Set for Trial:
	<p>7 Judgment Entered Totaling \$23,114.83</p> <p>09-12-04139-TXAJA Maverick County, et al vs. Antonio D. Sanchez, et al \$4,263.82 judgment entered</p> <p>10-04-04229-TXAJA Maverick County, et al vs. Juan S. Tovar \$651.93 judgment entered</p> <p>10-05-04253-TXAJA Maverick County, et al vs. Alfonso Balanzuela aka Alfonso Valenzuela \$423.72 judgment entered</p> <p>12-09-04633-TXAJA Maverick County, et al vs. Silvia E. De Perales \$616.00 judgment entered</p> <p>13-06-04715-TXAJA Maverick County, et al vs. Luis A. Galvan, Doing Business As G & B Forklift Rent & Sales \$6,607.60 judgment entered</p> <p>13-06-04717-TXAJA Maverick County, et al vs. Minaz Adbul, Doing Business As Medina Food Mart \$6,014.00 judgment entered</p> <p>13-06-04721-TXAJA Maverick County, et al vs. Felipe Rodriguez \$5,281.58 judgment entered</p>

Sheriff Sale		
Includes Maverick County, City of Eagle Pass and Eagle Pass ISD		
Date of Sale	Sale Activity	Amount Due
December 3, 2013	Twenty-two (22) Properties Reviewed for Sale	
	Seventeen (17) approved by Tax Office(s) for Sheriff Sale	
	Six (6) properties Set for Sale Three (3) properties were pulled – Payment Agreements One (1) property was pulled – Location	
	Two (2) properties went to Sale for Minimum Bids	\$6,146.56
	One (1) property was sold	\$46,000.00
	One (1) property was Struck off to taxing entities	\$3,826.60

Note: 1st letter dated October 8, 2013: Maverick Co. = 14 coded CRO + 17 extra letters; EPISD = 15 coded CRO + 21 extra letters and City of Eagle Pass = 1 coded CRO + 1 extra letters

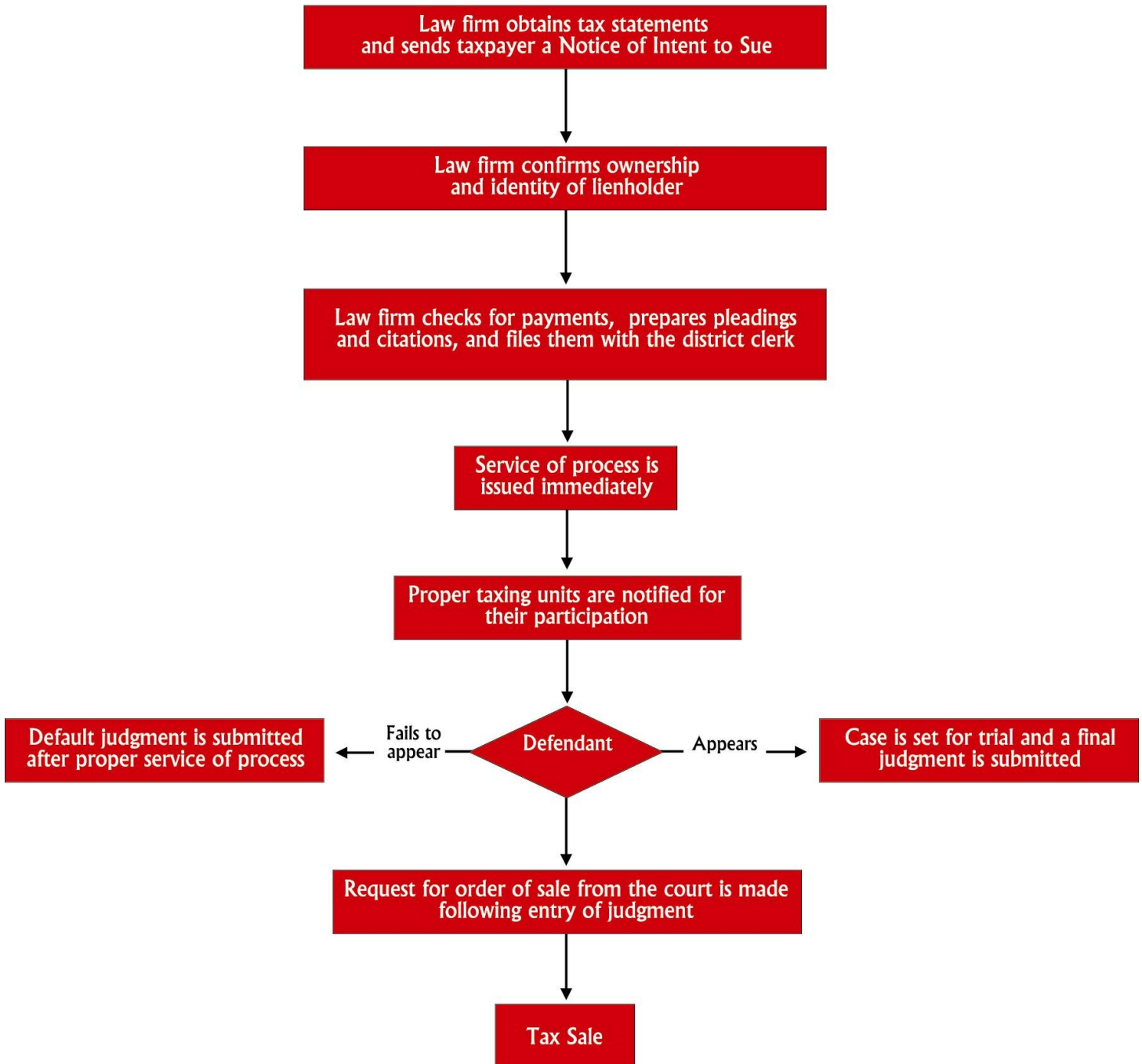
Note: 2nd letter dated October 25, 2013: Maverick Co. = 3 coded CRO + 2 extra letters; EPISD = 6 coded CRO + 6 extra letters and City of Eagle Pass = 0 coded CRO + 0 extra letters

**BANKRUPTCY RELATED ACTIVITY REPORT
FOR EAGLE PASS ISD
Notable Bankruptcy Related Collections - Year 2010**

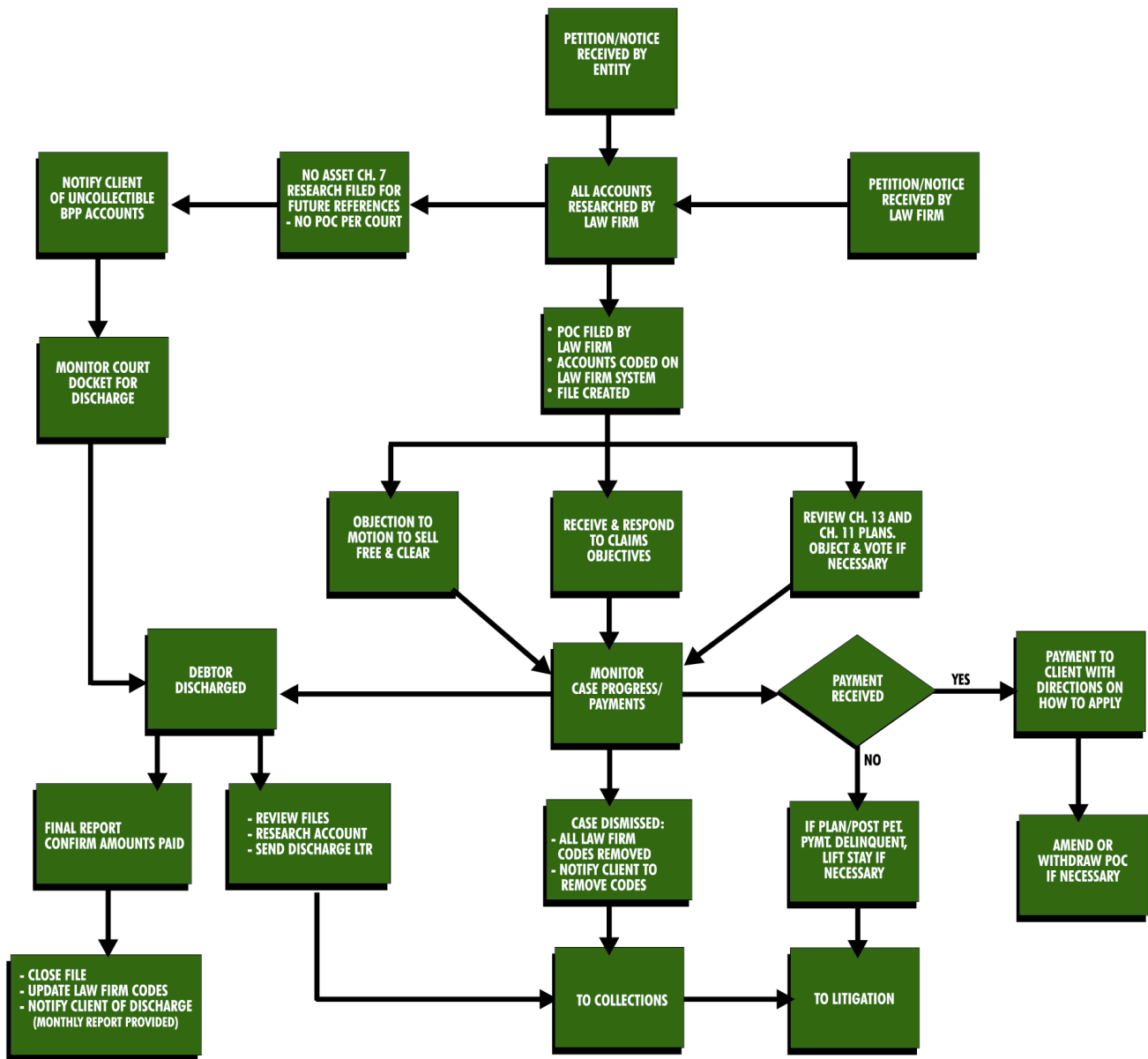
Year Collected	Debtor	Bankruptcy No.	Chapter	Amount
Year 2010				
	TXCO RESOURCES, INC.	09-51807	11	\$747,596.45
Total Year 2010				\$747,596.45
Grand Total for Year 2010				\$747,596.45

BANKRUPTCY FILINGS			
CLAIMS FILED INVOLVING EAGLE PASS ISD TAX DEBT			
OCTOBER – DECEMBER 2013			
Bankruptcy Number	Account Number	Debtor Name	CLAIM AMOUNT
13-52131	80681	EMMANUEL MACIAS & ADRIANA FLORES MACIAS	\$153.09
13-52131	83817	EMMANUEL MACIAS & ADRIANA FLORES MACIAS	\$75.45
13-52131	8809555	EMMANUEL MACIAS & ADRIANA FLORES MACIAS	\$1,413.19
13-52182	19196	SYLVIA JUNIETTE SALAZAR	\$684.35
13-52370	58849	ROLAND GARCIA	\$2,016.52
13-52619	8706894	GERARDO LOPEZ	\$1,105.03
Cases: 4	Accts: 6		Total Claims: \$5,447.63
AS OF JANUARY 2014 THERE ARE 21 EAGLE PASS ISD ACCOUNTS INVOLVED IN ACTIVE BANKRUPTCY PROCEEDINGS WITH DELINQUENT PROPERTY TAXES TOTALING \$57,132.64.			

TAX SUIT PROCEDURES



Bankruptcy Flow Chart



CHAPTER VI

Collection Results

Linebarger Goggan reports collections based on information provided to the Firm from the Tax Office. The table below reflects delinquent tax collection results based on monthly reports from The Eagle Pass ISD Tax Assessor Collector.

EAGLE PASS ISD Delinquent Tax Collections						
	Tax Year 2013-2014	Tax Year 2012-2013	Tax Year 2011-2012	Tax Year 2010-2011	Tax Year 2009-2010	Tax Year 2008-2009
September	\$145,947.96	\$164,451.89	\$180,904.98	\$178,485.18	\$160,639.28	\$195,643.49
October	\$145,887.36	\$177,362.65	\$184,123.27	\$180,424.61	\$239,095.72	\$164,568.19
November	\$132,149.31 ¹	\$191,811.25	\$111,649.02	\$108,583.52	\$131,902.00	\$127,456.30
December	\$119,078.04 ¹	\$174,795.75	\$138,720.26	\$131,818.54	\$191,510.59	\$145,498.64
January		\$90,690.80	\$138,436.12	\$159,029.88	\$184,218.47	\$130,534.25
February		\$123,990.39	\$160,445.05	\$130,899.11	\$484,181.97	\$107,776.48
March		\$98,169.47	\$154,352.22	\$216,510.19	\$186,875.89	\$124,182.95
April		\$104,298.58	\$105,957.24	\$92,352.71	\$126,426.31	\$47,210.05
May		\$73,283.93	\$176,993.05	\$83,453.98	\$75,084.53	\$65,810.85
June		\$101,793.29	\$114,638.94	\$103,338.34	\$89,688.61	\$79,479.17
July		\$270,169.69	\$203,433.86	\$215,762.41	\$216,422.58	\$266,632.68
August		\$158,512.88	\$219,242.76	\$208,371.91	\$208,543.11	\$217,283.44
TOTAL	\$543,062.67	\$1,729,330.57	\$1,888,896.77	\$1,809,030.38	\$2,294,589.06	\$1,672,076.49

¹Checks have not been received at this time by LGB&S

CHAPTER VII

Management and Support Team



Clif Douglass, III
Managing Partner/San Antonio
Joined in 1986



David Aelvoet
Managing
Partner/Bankruptcy
Joined in 1993



Lilia Ledesma
Partner
Joined in 2003



Ronald Rocha
Partner
Joined in 1994



Sonia Gonzalez
Partner
Joined in 2007



Carri Baker Wells
Director of Operations
Joined in 1985



Don Stecker
Partner
Joined in 2008



Brad Balderrama
Attorney
Joined in 2009



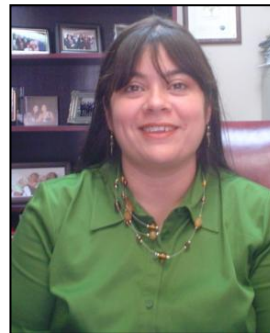
Darbey Wehrle
Financial Reporting
Manager
Joined in 1988



Elaine Mika
Operations Manager
Joined in 1987



Nadine Quintanilla
Assistant Operations
Manager/Regional
Supervisor
Joined in 1994



Ana Cantu
Collections Manager
Joined in 2009
Eagle Pass Office



Sara Garza
Bankruptcy Manager
Joined in 1983



Lorena De Hoyos
Office & IT Administrator
Joined in 2000



Baudi Cepeda
Client Reporting Manager
Joined in 2006



John Fry
Collection Manager
Joined in 2004



Rosa Cruz
Litigation Assistant
Joined in 2011
Eagle Pass Office



Zane Goodspeed
Collector
Joined in 2011



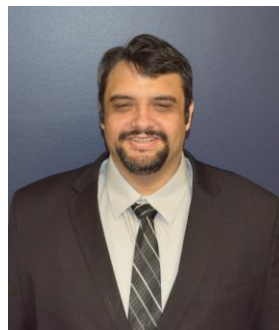
Leticia Crespín
Litigation Assistant
Joined in 2002



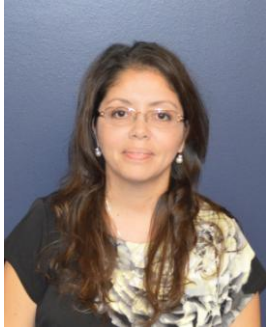
Irene Castillo
Lawsuit Production
Joined in 1998



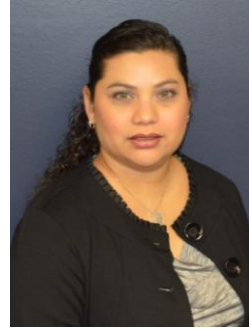
Cecilia Villarreal
Litigation Assistant
Joined in 2009



Paul Hardy
Litigation Assistant/
Research Analyst
Joined in 2011



Barbara Aguilar
Litigation Assistant
Joined in 2000



Maria Hunter
Litigation Assistant
Joined in 2013



Lindsay Moy
Assistant Operations
Manager
Joined in 2002



Veronica Gomez
Bankruptcy Assistant
Joined in 2001



Yvette Balderas
Bankruptcy Assistant
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