



LINEBARGER

ATTORNEYS AT LAW

**Quarterly Delinquent Tax Collection
Report for Eagle Pass ISD**



October – December 2018

Linebarger Goggan Blair & Sampson, LLP

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LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

ATTORNEYS AT LAW
711 Navarro, Suite 300
San Antonio, TX 78205

Main: 210.225.6763

January 15, 2019

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

RE: October – December 2018 Quarterly Delinquent Tax Collection Report

Dear Trustees:

We are pleased to present this quarterly report for the period of October - December 2018 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 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. Please contact us if you, the school board, or other administrative personnel have any questions about this report or the services we provide Eagle Pass ISD.

Kindest regards,



SONIA A. GONZALEZ
Partner

cc: Gilberto Gonzalez, Superintendent of Schools
Ismael Mijares, Assistant Superintendent for Business & Finance
Tohui Valero, Risk Management Director
Rolando Martinez, Tax Assessor Collector

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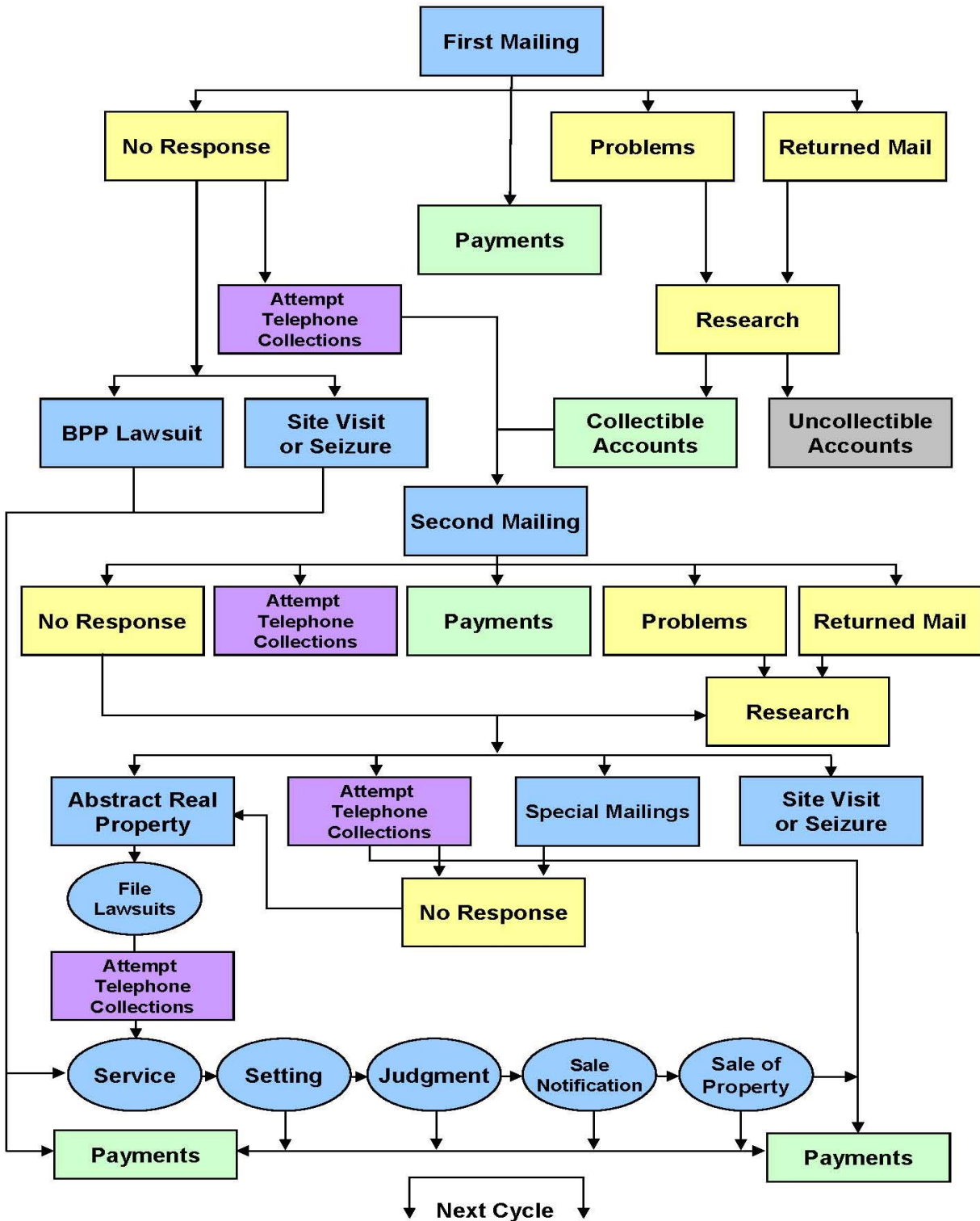
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VII. Management and Support Team

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CHAPTER I

Collection Process



EAGLE PASS ISD WORK PLAN

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 2018 ACTIVITY SUMMARY

Taxpayer Notifications:

| Mass Mailing Activity | | | |
|-----------------------|---------------|--------------|-----------------------|
| Letter Date | Letter Type | Account | Dollar Amount |
| November 2018 | Final Warning | 2,619 | \$3,469,722.44 |
| TOTAL | | 2,619 | \$3,469,722.44 |

Target Mailing Activity:

| Target Mailing Activity | | |
|-------------------------|-------------------|---------------|
| Time Period | Number of Letters | Dollar Amount |
| October – December 2018 | 391 | \$680,445.51 |

Taxpayer Assistance and Payment Arrangements:

| October – December 2018 | | |
|---|--------------------|----------------|
| | Number of Accounts | Dollar Amount |
| Outbound Collection Calls | 448 | \$1,080,156.64 |
| Taxpayer Walk Ins | 524 | \$977,713.16 |
| In Bound Phone Inquiries & Correspondence | 582 | \$1,481,919.20 |
| Law Firm Payment Holds | 8 | \$29,297.70 |
| Tax Office Payment Arrangements | 28 | \$79,656.95 |

Research and Litigation:

| October – December 2018 | | |
|---|--------------------|---------------|
| Activity | Number of Accounts | Dollar Amount |
| Abstracts of Title and Ownership Research | 319 | N/A |
| Lawsuits Filed | 57 | \$212,488.16 |
| Judgments Entered | 35 | \$188,159.47 |

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 on November 2018 is reflected below.

| MASS MAILING ACTIVITY | | | |
|------------------------------|--------------------|----------------|-----------------------|
| Letter Date | Letter Type | Account | Dollar Amount |
| November 2018 | Final Warning | 2,619 | \$3,469,722.44 |
| TOTAL | | 2,619 | \$3,469,722.44 |

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 2018 | 230 | \$448,960.21 |
| November 2018 | 20 | \$17,443.10 |
| December 2018 | 141 | \$214,042.20 |
| TOTAL | 391 | \$680,445.51 |

*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 Street, Ste 300
San Antonio, TX 78205

PHONE: (210) 225-4422 FAX: (210)225-6410
(800) 876-6144
November 6, 2018

Multiple years owed

T0-P0-S49



DELINQUENT TAXES : \$238,591.73
PENALTY/INTEREST : \$840,980.34
TOTAL DUE : \$1,079,572.07



RE: Acct. #13237 CAD#13237- LOS GUAJILLOS UNIT # 1, LOT 46 - 49 ... and 23 other properties (see attached DELINQUENT ACCOUNT STATEMENTS)

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
PO Box 1530
Eagle Pass, TX 78853
(830) 773-3826**

Please disregard this notice if: (1) you have paid these taxes since November 5, 2018, (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 ESPAÑOL, 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 2018 | 215 | \$534,317.96 |
| May 2018 | 42 | \$80,457.60 |
| December 2018 | 191 | \$465,381.08 |
| TOTAL | 448 | \$1,080,156.64 |

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 2018 | 223 | \$385,572.96 |
| November 2018 | 168 | \$337,366.50 |
| December 2018 | 133 | \$254,773.70 |
| TOTAL | 524 | \$977,713.16 |

| IN BOUND CORRESPONDENCE AND PHONE INQUIRIES | | |
|--|---------------------------|-----------------------|
| Time Period | Number of Accounts | Dollar Amount |
| October 2018 | 193 | \$587,036.18 |
| November 2018 | 237 | \$524,070.83 |
| December 2018 | 152 | \$370,812.19 |
| TOTAL | 582 | \$1,481,919.20 |

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 2018 | 5 | \$19,466.94 |
| November 2018 | 2 | \$6,979.63 |
| December 2018 | 1 | \$2,851.13 |
| TOTAL | 8 | \$29,297.70 |

| TAX OFFICE PAYMENT ARRANGEMENTS | | |
|--|---------------------------|-----------------------------|
| Time Period | Number of Accounts | Amount Remaining Due |
| October 2018 | 18 | \$54,555.59 |
| November 2018 | 6 | \$15,290.70 |
| December 2018 | 4 | \$9,810.66 |
| TOTAL | 28 | \$79,656.95 |

CHAPTER IV

Research

A. 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 2018 | 143 |
| November 2018 | 55 |
| December 2018 | 60 |
| TOTAL | 258 |

B. 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.

| ABSTRACTS OF TITLE PROCESSED | | |
|-------------------------------------|-------------------------------|------------------------------|
| Time Period | Title Orders Requested | Title Orders Received |
| October 2018 | 0 | 16 |
| November 2018 | 0 | 19 |
| December 2018 | 39 | 26 |
| TOTAL | 39 | 61 |

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.

| TRIAL JUDGMENTS | | | |
|------------------------|----------------------|--------------------------|------------------------|
| Suit Number | Judgment Date | Litigation Status | Judgment Amount |
| 17-12-05335-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$3,995.07 |
| 17-09-05267-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$2,844.22 |
| 18-04-05433-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$6,676.43 |
| 18-01-05379-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$900.71 |
| 17-11-05307-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$4,107.17 |
| 18-01-05351-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$9,859.89 |
| 16-12-05129-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$3,057.15 |
| 17-04-05189-TXAJA | 29-Oct-2018 | JUDGMENT ENTERED | \$463.69 |
| 18-03-05415-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$1,182.71 |
| 13-08-04741-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$9,286.59 |
| 14-12-04889-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$1,175.01 |
| 18-02-05397-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$1,869.66 |
| 17-09-05275-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$5,589.29 |
| 18-03-05423-TXAJA | 01-Oct-2018 | JUDGMENT ENTERED | \$1,452.72 |
| 18-01-05355-TXAJA | 29-Oct-2018 | JUDGMENT ENTERED | \$6,459.78 |
| 10-04-04222-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$12,061.29 |

| TRIAL JUDGMENTS CONTINUED | | | |
|----------------------------------|----------------------|--------------------------|------------------------|
| Suit Number | Judgment Date | Litigation Status | Judgment Amount |
| 18-01-05386-TX | 10-Sep-2018 | JUDGMENT ENTERED | \$5,137.21 |
| 17-01-05146-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$14,484.88 |
| 17-05-05196-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$7,999.28 |
| 07-06-03732-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$15,157.20 |
| 18-02-05410-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$3,807.25 |
| 06-10-03516-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$12,796.61 |
| 17-05-05202-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$475.28 |
| 17-08-05246-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$5,319.64 |
| 15-01-04932-TX | 05-Nov-2018 | JUDGMENT ENTERED | \$3,199.90 |
| 18-02-05403-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$560.99 |
| 16-12-05137-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$5,582.45 |
| 18-06-05475-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$3,997.01 |
| 13-06-04729-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$7,882.89 |
| 18-07-05497-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$4,682.72 |
| 14-09-04855-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$3,513.56 |
| 18-07-05501-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$4,650.80 |
| 17-06-05221-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$2,178.07 |
| 17-11-05321-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$3,978.14 |
| 18-06-05477-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$6,555.27 |
| 15-05-04961-TXAJA | 21-Dec-2018 | JUDGMENT ENTERED | \$10,356.15 |
| TOTAL: 35 | | | \$188,159.47 |

| LAWSUITS FILED | | |
|-----------------------|---------------------------|----------------------|
| Time Period | Number of Accounts | Dollar Amount |
| October 2018 | 20 | \$73,075.59 |
| November 2018 | 20 | \$79,412.87 |
| December 2018 | 17 | \$59,999.70 |
| TOTAL | 57 | \$212,488.16 |

| BUSINESS PERSONAL PROPERTY ENFORCEMENT OCTOBER – DECEMBER 2018 | | |
|---|---------------------------|----------------------|
| Activity | Number of Accounts | Dollar Amount |
| Walk and Talk Campaign | 1 | \$2,031.85 |
| TOTAL | 1 | \$2,031.85 |

| TAX SALES | | | | |
|--------------------|-------------------|--------------------|--------------------------|------------------------------|
| Time Period | Number Set | Number Sold | Number Struck Off | Number Cancelled/Paid |
| December 2018 | 27 | 4 | 0 | 23 |
| TOTAL | 27 | 4 | 0 | 23 |

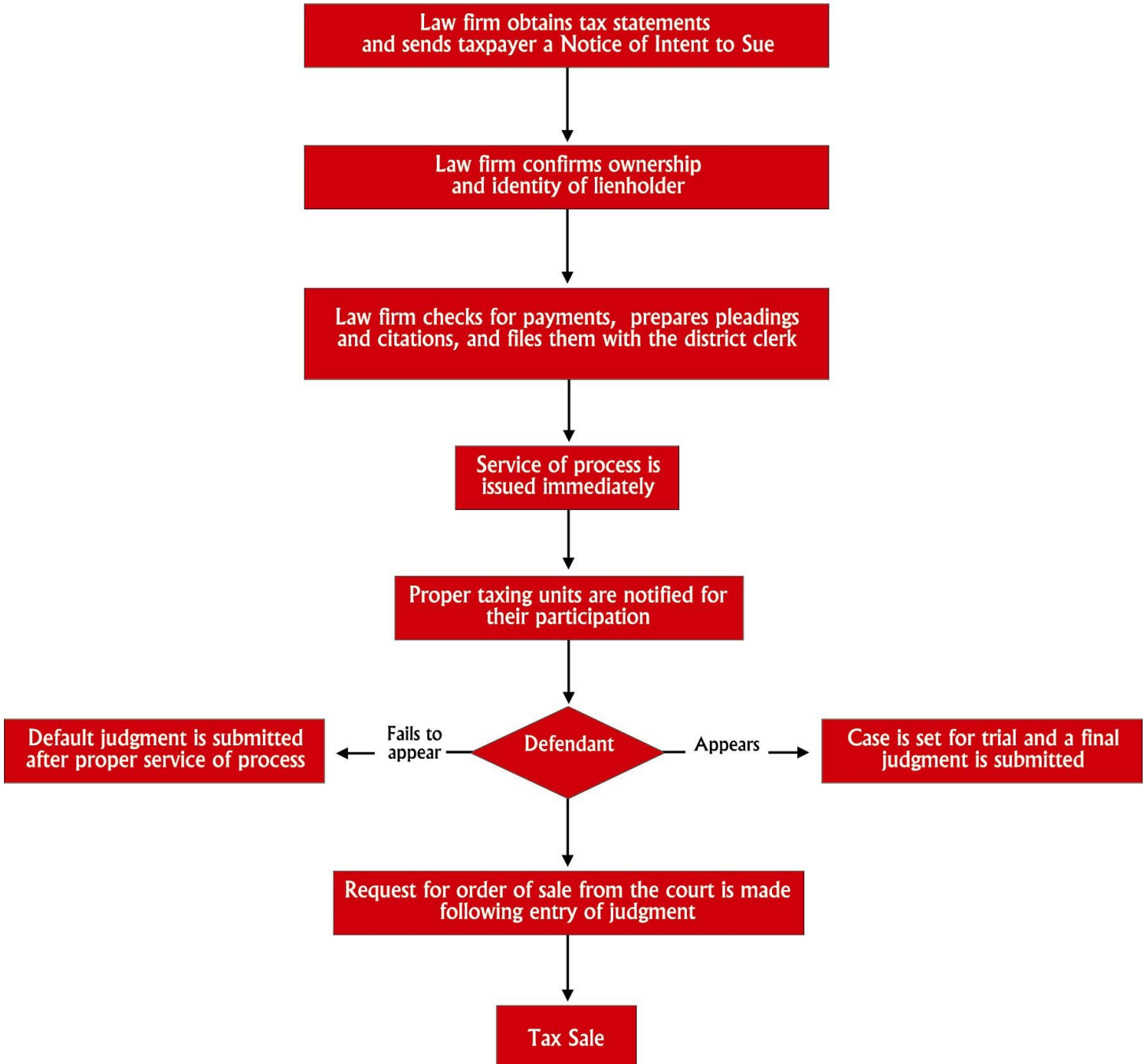
BANKRUPTCY FILINGS

CLAIMS FILED INVOLVING EAGLE PASS ISD TAX DEBT

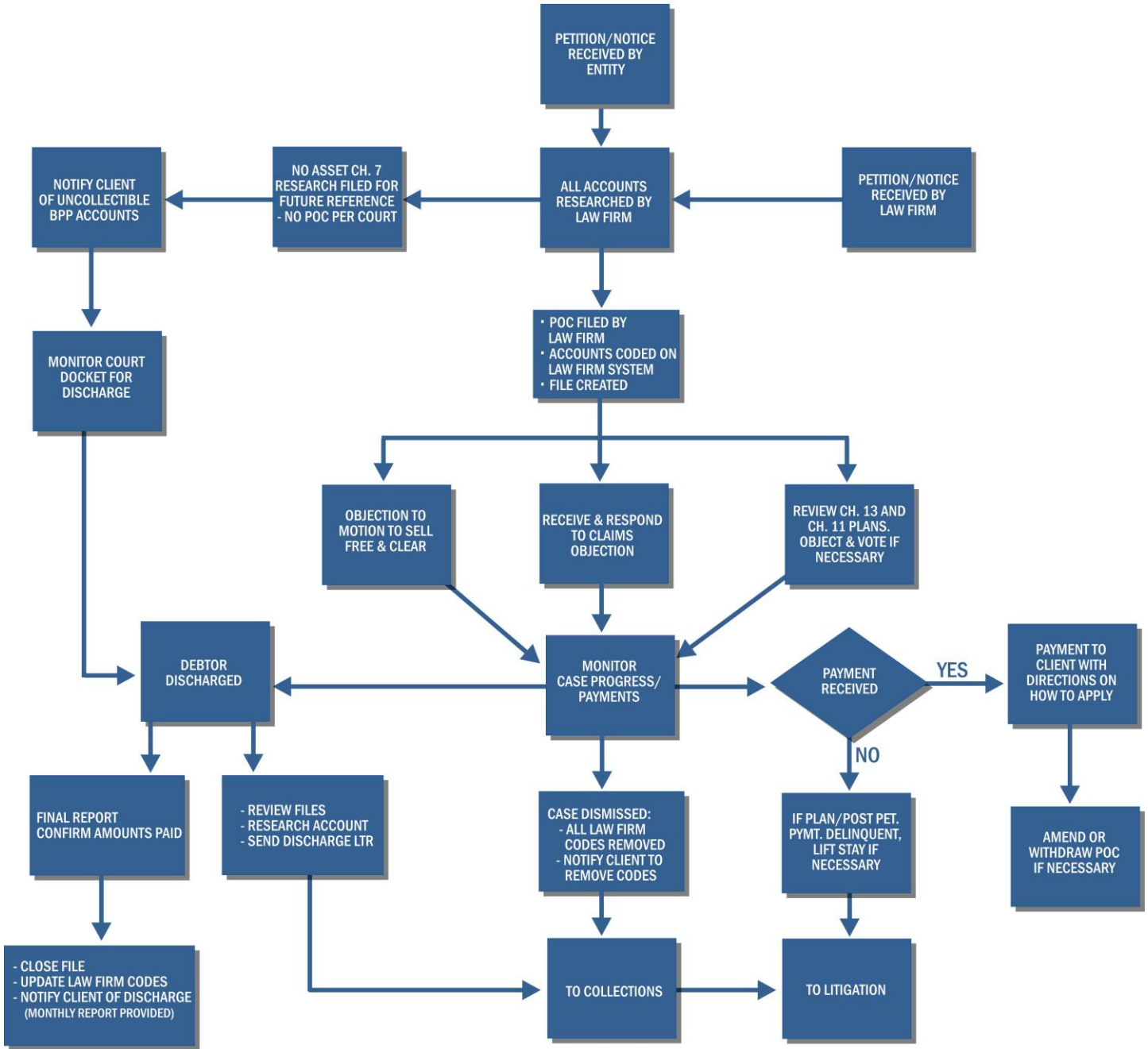
OCTOBER – DECEMBER 2018

| Bankruptcy Number | Account Number | Debtor Name | CLAIM AMOUNT |
|--|-----------------|----------------------------------|--------------------------------------|
| 18-11311 | 16588 | ALFREDO BOSQUEZ & LUCILA BOSQUEZ | \$1,825.32 |
| 18-11311 | 19247 | ALFREDO BOSQUEZ & LUCILA BOSQUEZ | \$875.41 |
| 18-11311 | 54994 | ALFREDO BOSQUEZ & LUCILA BOSQUEZ | \$118.18 |
| 18-23537 | 56361 | SEARS, ROEBUCK AND CO. | \$4,006.54 |
| 18-52645 | 8712664 | AMISTAD READY MIX, INC. | \$10,223.14 |
| 18-52645 | 9004626 | AMISTAD READY MIX, INC. | \$34,588.12 |
| Cases: 3 | Accts: 6 | | Total Claims: \$51,636.71 |
| AS OF JANUARY 2019, THERE ARE 33 EAGLE PASS ISD ACCOUNTS INVOLVED IN ACTIVE BANKRUPTCY PROCEEDINGS WITH DELINQUENT PROPERTY TAXES TOTALING \$168,384.28 | | | |

TAX SUIT PROCEDURES



LINEBARGER GOGGAN BLAIR & SAMPSON, LLP BANKRUPTCY PROCEDURES



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 2018-2019 | Tax Year 2017-2018 | Tax Year 2016-2017 | Tax Year 2015-2016 | Tax Year 2014-2015 | Tax Year 2013-2014 |
| September | \$192,175.81 | \$209,888.19 | \$212,587.16 | \$188,495.24 | \$193,855.12 | \$145,947.96 |
| October | \$211,852.19 | \$191,906.59 | \$209,262.13 | \$143,756.14 | \$211,315.28 | \$145,887.36 |
| November | \$192,689.06 | \$133,200.19 | \$137,468.57 | \$63,182.62 | \$112,645.02 | \$132,149.31 |
| December | \$194,796.74 | \$156,011.46 | \$108,735.47 | \$173,064.84 | \$121,153.11 | \$119,078.04 |
| January | | \$173,092.57 | \$101,613.38 | \$61,975.81 | \$153,108.95 | \$131,426.94 |
| February | | \$187,860.02 | \$154,938.56 | \$141,230.70 | \$193,834.49 | \$163,508.41 |
| March | | \$279,423.01 | \$176,681.83 | \$114,705.08 | \$171,836.53 | \$123,217.22 |
| April | | \$195,940.76 | \$112,795.46 | \$92,505.86 | \$101,490.17 | \$75,694.88 |
| May | | \$133,072.20 | \$125,212.10 | \$119,949.09 | \$104,059.54 | \$97,028.53 |
| June | | \$168,036.91 | \$129,904.61 | \$123,781.09 | \$99,460.75 | \$100,312.59 |
| July | | \$278,545.66 | \$217,998.06 | \$268,938.44 | \$243,696.59 | \$322,081.86 |
| August | | \$228,191.75 | \$280,994.53 | \$199,639.01 | \$196,864.02 | \$288,126.34 |
| TOTAL | \$791,513.80 | \$2,335,169.31 | \$1,968,191.86 | \$1,691,223.92 | \$1,903,319.57 | \$1,844,459.44 |

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 Gibson
Partner
Joined in 2003



Ronald Rocha
Partner
Joined in 1994



Sonia Gonzalez
Partner
Joined in 2007



Jeff Garcia
Partner
Joined in 2007



Don Stecker
Partner
Joined in 2008



Brad Balderrama
Attorney
Joined in 2009



Darbey Wehrle
Financial Reporting
Manager
Joined in 1988



Edra Anderson Bush
Attorney
Joined in 2016



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
Operations Manager
Joined in 2006



John Fry
Collection Manager
Joined in 2004



Rosa Cruz
Litigation Assistant
Joined in 2011
Eagle Pass Office



Cecilia Chance
Litigation Assistant
Joined in 2013
Eagle Pass Office



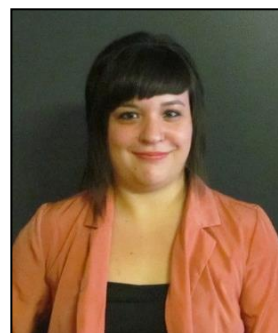
Lindsay Moy
Assistant Operations
Manager
Joined in 2002



Irene Castillo
Lawsuit Production
Joined in 1998



Leticia Crespin
Litigation Assistant
Joined in 2002



Alison McConnon
Litigation Assistant/
Research Analyst
Joined in 2015



Laura Ibarra
Litigation Assistant
Joined in 2015



Tamika Temple
Litigation Assistant
Joined in 2015



Yvette Balderas
Bankruptcy Assistant
Joined in 2010



Maria Hunter
Bankruptcy Assistant
Joined in 2013



Veronica Gomez
Bankruptcy Assistant
Joined in 2001