



Quarterly Delinquent Tax Collection Report



Linebarger Goggan Blair & Sampson, LLP

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(210) 225-6763 (800) 876-6144 Fax (210) 225-6410

July – September 2016

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP
ATTORNEYS AT LAW
711 NAVARRO, SUITE 300
SAN ANTONIO, TEXAS 78205
(210) 225-6763
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OLIVER S. HEARD, JR.
CO-FOUNDING PARTNER
1943-2000

October 14, 2016

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

RE: July – September 2016 Quarterly Delinquent Tax Collection Report

Dear Trustees:

We are pleased to present this quarterly report for the period of July - September 2016 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. 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 /dt

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

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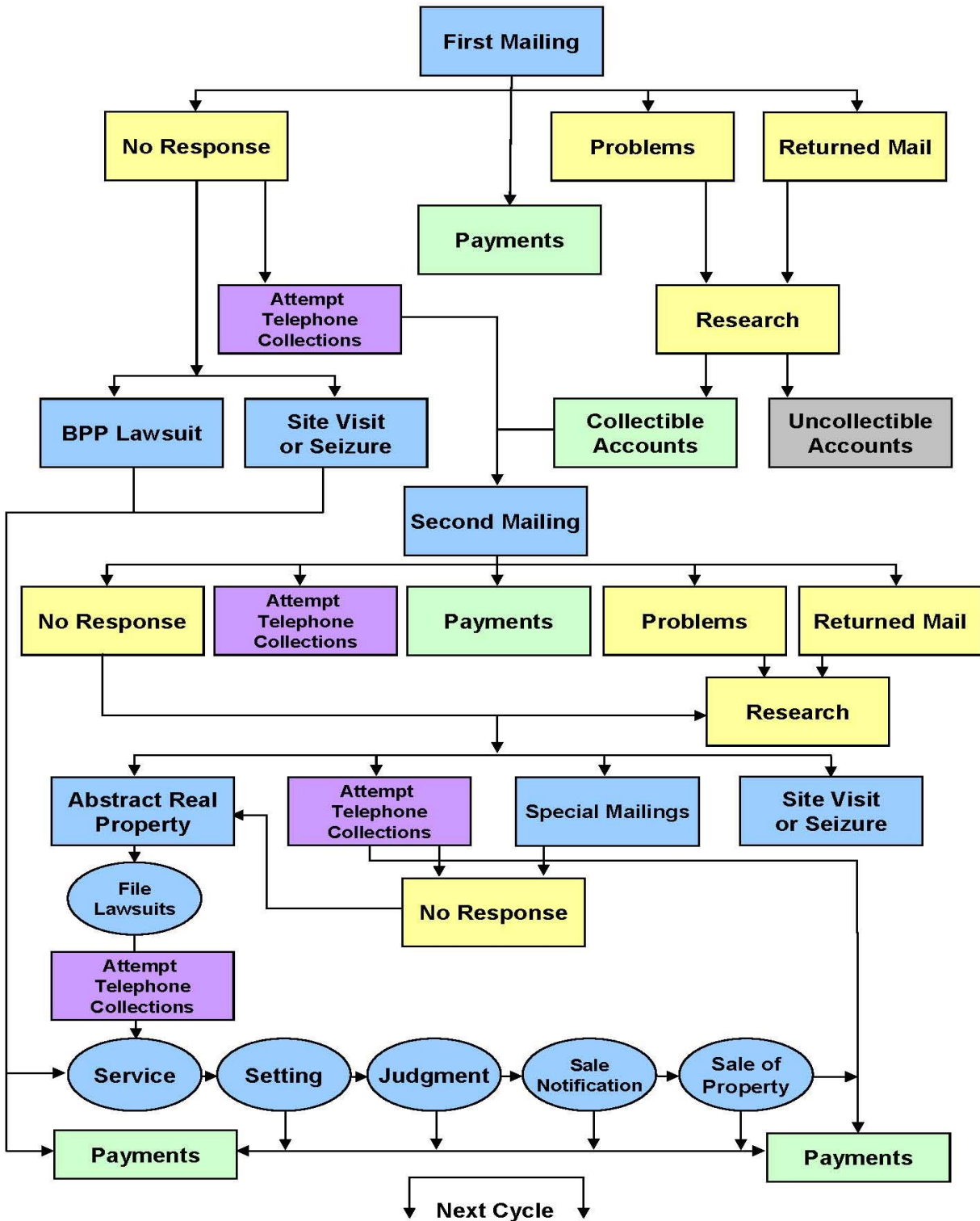
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VII. Management and Support Team

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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

JULY - SEPTEMBER 2016 ACTIVITY SUMMARY

Taxpayer Notifications:

Mass Mailing Activity			
Letter Date	Letter Type	Account	Dollar Amount
July 2016	Tax Lien Notice	3,585	\$4,451,388.27
September 2016	First Follow-Up	2,966	\$3,927,337.81
TOTAL		6,551	\$8,378,726.08

Target Mailing Activity:

Target Mailing Activity		
Time Period	Number of Letters	Dollar Amount
July – September 2016	132	\$438,053.37

Taxpayer Assistance and Payment Arrangements:

July – September 2016		
	Number of Accounts	Dollar Amount
Outbound Collection Calls	619	\$1,395,588.14
Taxpayer Walk Ins	402	\$985,020.89
In Bound Phone Inquiries & Correspondence	408	\$1,020,620.35
Law Firm Payment Holds	17	\$37,076.49
Tax Office Payment Arrangements	6	\$5,568.79

Research and Litigation:

July – September 2016		
Activity	Number of Accounts	Dollar Amount
Abstracts of Title and Ownership Research	353	N/A
Lawsuits Filed	42	\$93,353.09
Judgments Entered	13	\$35,128.48

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 July 2016 is reflected below.

MASS MAILING ACTIVITY			
Letter Date	Letter Type	Account	Dollar Amount
July 2016	Tax Lien Notice	3,585	\$4,451,388.27
September 2016	First Follow-Up	2,966	\$3,927,337.81
TOTAL		6,551	\$8,378,726.08

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
July 2016	52	\$171,501.68
August 2016	35	\$19,224.53
September 2016	45	\$247,327.16
TOTAL	132	\$438,053.37

*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

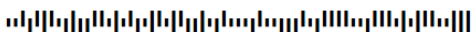
ATTORNEYS AT LAW
711 Navarro Street, Ste 300
San Antonio, TX 78205

PHONE: (210) 225-4422 FAX: (210) 231-0963
(800) 876-6144
July 13, 2016

T1-P0-S301



DELINQUENT TAXES : \$4,156.67
PENALTY/INTEREST : \$1,769.77
TOTAL DUE : \$5,926.44



RE: Acct. # CAD# HILLCREST ADDN, BLOCK LOT (see attached DELINQUENT ACCOUNT STATEMENT)

ACCOUNT REFERRED FOR LEGAL ENFORCEMENT

Dear Eagle Pass Independent School District Taxpayer:

This law firm has been retained to institute forced collection procedures to collect the Eagle Pass Independent School District delinquent taxes owed on the above referenced account. This letter and the detailed tax statement enclosed are your notice that these taxes are delinquent and must be paid immediately to avoid legal enforcement.

You must make payment within ten (10) days from the date of this letter. In order to avoid legal enforcement, you should make payment immediately by returning the enclosed statement along with your check payable to:

**Eagle Pass Independent School District Tax Office
PO Box 1530
Eagle Pass, TX 78853
(830) 773-3826**

If you believe this statement is in error, or that you are entitled to an exemption, or if you do not own the property, please **WRITE** this law office at 711 Navarro Street, Ste 300, San Antonio, TX 78205 and supply the **ACCOUNT NUMBER** along with your comments. If you need to set up a payment plan, contact our office at (800)876-6144 for more information. If you have an active payment plan, a lawsuit will not be filed.

IF YOU ARE 65 YEARS OF AGE OR OLDER OR ARE 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

H-124C

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

LINEBARGER GOGGAN BLAIR & SAMPSON, LLP

ATTORNEYS AT LAW
711 Navarro Street, Ste 300
San Antonio, TX 78205

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

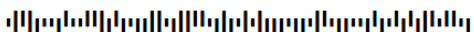
(800) 876-6144

September 9, 2016

T6-P0-S1.634



DELINQUENT TAXES	:	\$652.06
PENALTY/INTEREST	:	\$279.15
TOTAL DUE	:	\$931.21



RE: Acct. # CAD# LOS GUAJILLOS UNIT # LOT (see attached DELINQUENT ACCOUNT STATEMENT)

NOTICE OF LEGAL ENFORCEMENT

Dear Eagle Pass Independent School District Taxpayer:

Our law firm mailed a letter dated July 15, 2016 advising you to pay your property taxes and they still remain unpaid. You must contact our office to address this matter and avoid legal action. We have legal representatives ready to assist you by calling (800)876-6144.

Failing to contact our office or the Eagle Pass Independent School District Tax Office to pay your taxes can result in a lawsuit being filed against you seeking the foreclosure of your property. Once a lawsuit is filed, court costs and fees associated with the lawsuit will be your responsibility. You can avoid legal action and the possibility of foreclosure by contacting our law office or mailing payment today with the enclosed statement to:

**Eagle Pass Independent School District Tax Office
PO Box 1530
Eagle Pass, TX 78853
(830) 773-3826**

PLEASE DO NOT HESITATE - WE ARE HERE TO HELP YOU. We have been instructed by the Office of the Eagle Pass Independent School District Tax Assessor-Collector to advise you that if you are solicited by a lender offering to loan you money to pay your taxes through a tax lien transfer loan, be aware that administrative fees and costs are associated with the tax lien transfer loan. To learn about the options available to you to pay your taxes, contact our law office or the Eagle Pass Independent School District Tax Office.

If you believe this statement is in error, or that you are entitled to an exemption, or if you do not own the property please **WRITE** this law office at 711 Navarro Street, Ste 300, San Antonio, TX 78205 and supply the **ACCOUNT NUMBER** along with your comments.

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

H-163D

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
July 2016	172	\$379,305.17
August 2016	276	\$466,052.69
September 2016	171	\$550,230.28
TOTAL	619	\$1,395,588.14

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
July 2016	129	\$284,211.56
August 2016	132	\$291,566.98
September 2016	141	\$409,242.35
TOTAL	402	\$985,020.89

IN BOUND CORRESPONDENCE AND PHONE INQUIRIES		
Time Period	Number of Accounts	Dollar Amount
July 2016	136	\$358,614.57
August 2016	124	\$223,087.93
September 2016	148	\$438,917.85
TOTAL	408	\$1,020,620.35

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
July 2016	5	\$5,000.27
August 2016	1	\$568.52
September 2016	0	N/A
TOTAL	6	\$5,568.79

TAX OFFICE PAYMENT ARRANGEMENTS		
Time Period	Number of Accounts	Amount Remaining Due
July 2016	7	\$11,387.52
August 2016	2	\$4,138.56
September 2016	8	\$21,550.41
TOTAL	17	\$37,076.49

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
July 2016	55
August 2016	107
September 2016	149
TOTAL	311

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
July 2016	0	23
August 2016	0	0
September 2016	2	19
TOTAL	2	42

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
12-03-04558-TX	11-Jul-2016	JUDGMENT ENTERED	\$2,751.99
15-09-05014-TX	11-Jul-2016	JUDGMENT ENTERED	\$2,078.97
13-02-04684-TX	11-Jul-2016	JUDGMENT ENTERED	\$1,109.44
15-01-04926-TX	11-Jul-2016	JUDGMENT ENTERED	\$2,791.18
14-12-04876-TX	11-Jul-2016	JUDGMENT ENTERED	\$1,928.92
11-05-04438-TX	11-Jul-2016	JUDGMENT ENTERED	\$1,941.70
10-03-04210-TX	11-Jul-2016	JUDGMENT ENTERED	\$3,280.67
14-06-04822-TX	11-Jul-2016	JUDGMENT ENTERED	\$2,167.56
09-10-04079-TXAJA	02-Sep-2016	JUDGMENT ENTERED	\$2,672.95
12-07-04609-TXAJA	02-Sep-2016	JUDGMENT ENTERED	\$3,671.11
15-11-05029-TXAJA	02-Sep-2016	JUDGMENT ENTERED	\$3,155.77
14-01-04799-TXAJA	02-Sep-2016	JUDGMENT ENTERED	\$3,018.38
13-11-04761-TXAJA	02-Sep-2016	JUDGMENT ENTERED	\$4,559.84
TOTAL: 13			\$35,128.48

LAWSUITS FILED		
Time Period	Number of Accounts	Dollar Amount
July 2016	21	\$43,483.80
August 2016	0	N/A
September 2016	21	\$49,869.29
TOTAL	42	\$93,353.09

Motion and Order for Attorney Ad Litem		
Time Period	Motion/Order	Amount Due
September 2016	1	\$4,024.34
TOTAL	1	\$4,024.34

BUSINESS PERSONAL PROPERTY ENFORCEMENT JULY – SEPTEMBER 2016		
Activity	Number of Accounts	Dollar Amount
Walk and Talk Campaign	7	\$18,310.34
Property Inspection	10	\$24,470.03

Trial Settings July 2016 Continued

Trial Date	Trial Activity	
July 11, 2016 (293rd)	21 Lawsuits Set for Trial Cont.:	
	7	Lawsuits passed (payment agreements)
	03-11-02998-TX	Eagle Pass Independent School District vs. Rigoberto Morales, et al \$1,292.75 payment agreement
	07-11-03842-TX	Maverick County vs. Guadalupe T. Hernandez, et al \$716.67 payment agreement
	10-05-04248-TX	Maverick County, et al vs. Jacobo Salas, et al \$2,813.59 payment agreement
	10-06-04274-TX	Maverick County, et al vs. Jose Hernandez, et al \$677.39 payment agreement
	11-05-04448-TX	Maverick County, et al vs. Raul F. Sifuentes, et al \$2,744.68 payment agreement
	15-03-04938-TX	Maverick County, et al vs. Victor Manuel Serrano, et al \$990.92 payment agreement
	15-09-05022-TX	Maverick County, et al vs. Alma R. Sandoval, et al \$992.86 payment agreement
	1	Lawsuit passed (Attorney Ad Litem appointment)
	09-12-04130-TX	Maverick County, et al vs. Francisco Javier Ramon \$11,319.30 Attorney Ad Litem appointment
	1	Lawsuit passed (Attorney Ad Litem request)
	14-12-04898-TX	Maverick County, et al vs. George R. Houchin \$7,105.86 Attorney Ad Litem request
	1	Lawsuit passed (Deft's Motion and Order for Continuance)
	10-05-04256-TX	Maverick County, et al vs. Texas Home Center Inc., et al \$29,159.79 Defendant's Motion and Order for Continuance

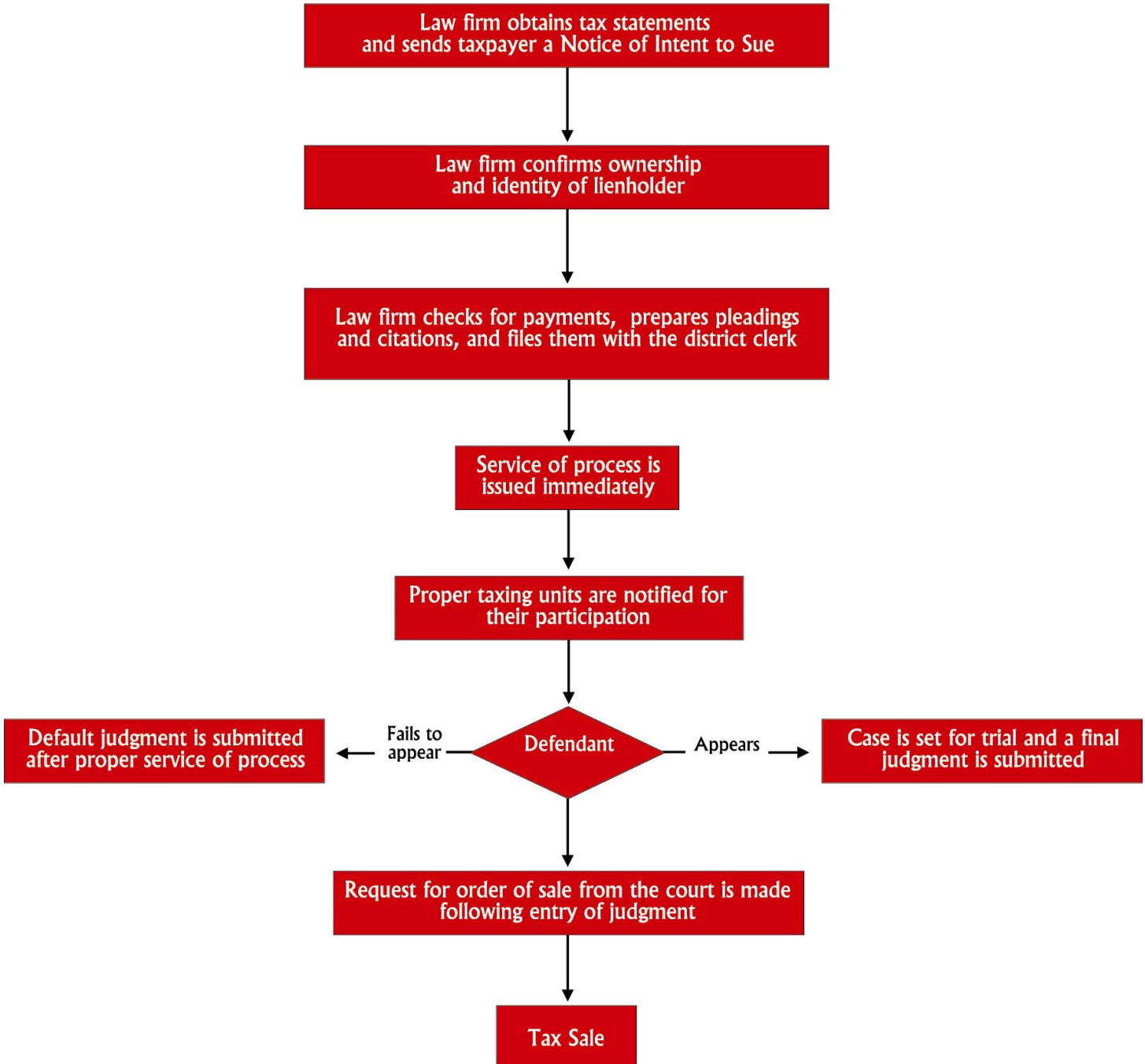
Sheriff Sale Eagle Pass ISD		
Date of Sale	Sale Activity	Amount Due
August 2, 2016	Twenty-four (24) Properties Reviewed for Sale	
	Sixteen (16) approved by Tax Office for Sheriff Sale	
	Eleven (11) properties Set for Sale Six (6) properties were pulled – Payment Arrangements Two (2) properties were pulled – Paid in full	
	Three (3) properties went to Sale for Minimum Bids	\$29,126.99
	Two (2) properties sold	\$21,416.35
	One (1) property was struck off to taxing entities	\$7,710.64

Note: 1st letter dated June 13, 2016: EPISD = 16 coded CRO + 24 extra letters

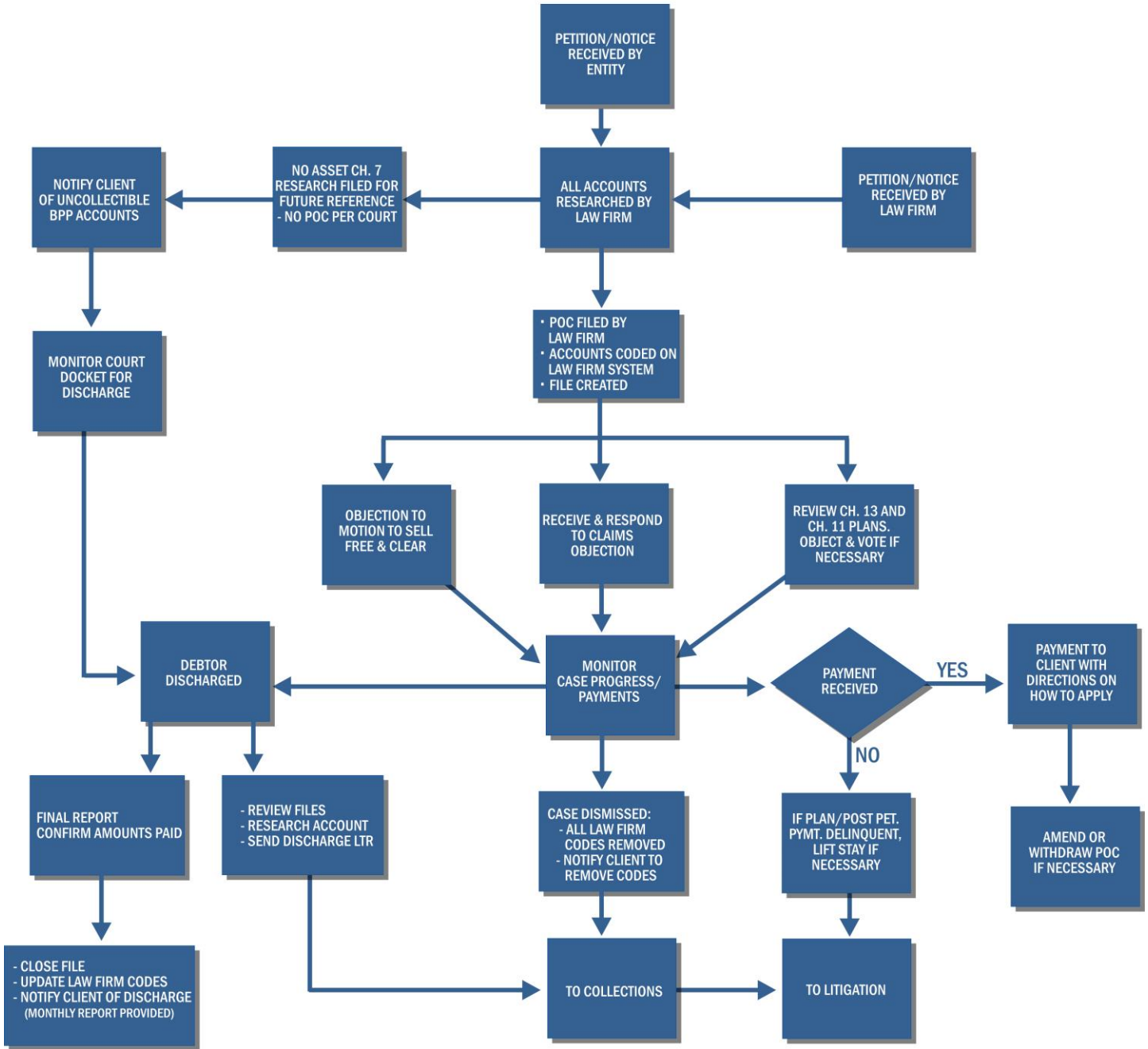
Note: 2nd letter dated July 6, 2016: EPISD = 11 coded CRO + 8 extra letters

BANKRUPTCY FILINGS			
CLAIMS FILED INVOLVING EAGLE PASS ISD TAX DEBT			
JULY – SEPTEMBER 2016			
Bankruptcy Number	Account Number	Debtor Name	CLAIM AMOUNT
16-51303	19909	MARGARITA R MENDIOLA	\$4,259.21
16-51431	85310	MAURICIO ANTON OBANDO	\$1,092.89
Cases: 2	Accts: 2		Total Claims: \$5,352.10
AS OF OCTOBER 2016 THERE ARE 10 EAGLE PASS ISD ACCOUNTS INVOLVED IN ACTIVE BANKRUPTCY PROCEEDINGS WITH DELINQUENT PROPERTY TAXES TOTALING \$60,879.68.			

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 2016-2017	Tax Year 2015-2016	Tax Year 2014-2015	Tax Year 2013-2014	Tax Year 2012-2013	Tax Year 2011-2012
September	\$212,587.16	\$188,495.24	\$193,855.12	\$145,947.96	\$164,451.89	\$180,904.98
October		\$143,756.14	\$211,315.28	\$145,887.36	\$177,362.65	\$184,123.27
November		\$63,182.62	\$112,645.02	\$132,149.31	\$191,811.25	\$111,649.02
December		\$173,064.84	\$121,153.11	\$119,078.04	\$174,795.75	\$138,720.26
January		\$61,975.81	\$153,108.95	\$131,426.94	\$90,690.80	\$138,436.12
February		\$141,230.70	\$193,834.49	\$163,508.41	\$123,990.39	\$160,445.05
March		\$114,705.08	\$171,836.53	\$123,217.22	\$98,169.47	\$154,352.22
April		\$92,505.86	\$101,490.17	\$75,694.88	\$104,298.58	\$105,957.24
May		\$119,949.09	\$104,059.54	\$97,028.53	\$73,283.93	\$176,993.05
June		\$123,781.09	\$99,460.75	\$100,312.59	\$101,793.29	\$114,638.94
July		\$268,938.44	\$243,696.59	\$322,081.86	\$270,169.69	\$203,433.86
August		\$199,639.01	\$196,864.02	\$288,126.34	\$158,512.88	\$219,242.76
TOTAL	\$212,587.16	\$1,691,223.92	\$1,903,319.57	\$1,844,459.44	\$1,729,330.57	\$1,888,896.77

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



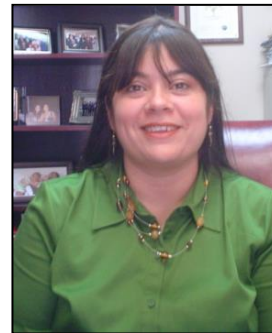
Darbey Wehrle
Financial Reporting
Manager
Joined in 1988



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



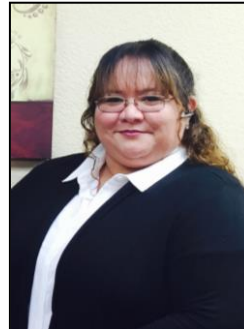
Baudi Cepeda
Client Reporting Manager
Joined in 2006



John Fry
Collection Manager
Joined in 2004



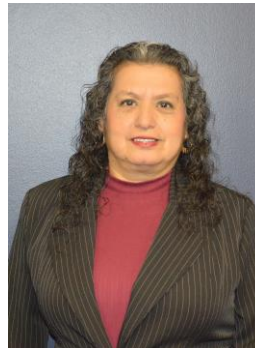
Rosa Cruz
Litigation Assistant
Joined in 2011
Eagle Pass Office



Cecilia Chance
Litigation Assistant
Joined in 2013
Eagle Pass Office



Leticia Crespín
Litigation Assistant
Joined in 2002



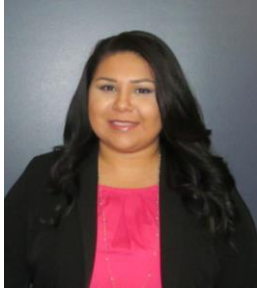
Irene Castillo
Lawsuit Production
Joined in 1998



Cecilia Villarreal
Litigation Assistant
Joined in 2009



Alison McConnon
Litigation Assistant/
Research Analyst
Joined in 2015



Laura Ibarra
Litigation Assistant
Joined in 2015



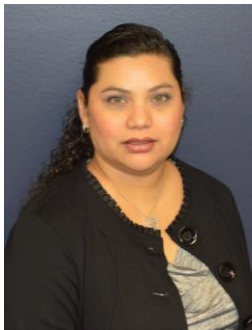
Tamika Temple
Litigation Assistant
Joined in 2015



Zane Goodspeed
Collector
Joined in 2011



Lindsay Moy
Assistant Operations
Manager
Joined in 2002



Maria Hunter
Bankruptcy Assistant
Joined in 2013



Veronica Gomez
Bankruptcy Assistant
Joined in 2001



Yvette Balderas
Bankruptcy Assistant
Joined in 2010