

Sunday April 16, 2006 1:29:06 AM

PR

BBB of Metro Washington DC & Eastern Pennsylvania  
1411 K St. NW, 10th Floor  
Washington, DC 20005-3404

## BBB Reliability Report

### N.C.O. Financial Systems, Incorporated

507 Prudential Road  
Horsham, PA 19044  
Montgomery County

#### General Information

Original Business Start Date	January 1926
BBB File Opened	September 24, 1987
Principal Contact	Mr. Michael J. Barrist (President)
Complaint Contact	Ms. Lisa Catagnus (Director Of Corporate Compliance)
Other Contacts	Mr. Joshua Girdin (Senior VP/General Counsel) Ms. Tracey A. Wild (Vice President, Corporate Legal)
BBB Member	This company is not a member
Type of Business	Collection Agencies

The information in this report has either been provided by the company, or has been compiled by the Bureau from other sources.

#### Customer Experience

Based on BBB files, this company has an unsatisfactory record with the Bureau due to unresolved complaint(s).

#### Customer Complaint Data

Number of complaints processed by the BBB over the last 36 months: **1635**  
Number of complaints processed by the BBB in the last 12 months: **444**

Complaints Concerned:

**Selling Practices** (98 complaints)

**77** Resolved

**1** Delayed Resolution

**20** Company made every reasonable effort to resolve

**Service Issues** (477 complaints)

**407** Resolved

**7** Delayed Resolution

**63** Company made every reasonable effort to resolve

**Credit or Billing Disputes** (1043 complaints)**885** Resolved**2** Unresolved**14** Delayed Resolution**142** Company made every reasonable effort to resolve**Delivery Issues** (3 complaints)**2** Resolved**1** Company made every reasonable effort to resolve**Refund Practices** (7 complaints)**7** Resolved**Contract Disputes** (7 complaints)**7** Resolved

The company's size, volume of business and number of transactions may have a bearing on the number of complaints received by the BBB. The complaints filed against a company may not be as important as the type of complaints, and how the company has handled them. The BBB generally does not pass judgement on the validity of complaints filed.

**Additional File Information**

Complaint activity has alleged problems with debt collection tactics and accounting. The company responded to the complainants by closing the matter and returning its files to the original collector.

Consumers are encouraged to contact NCO Financial Group prior to filing a complaint with the BBB by calling 1-888-495-8352.

**Government Actions**

On January 27, 2006, the Pennsylvania Attorney General's Bureau of Consumer Protection (BCP) announced an Assurance of Voluntary Compliance (AVC) with NCO Financial Systems to resolve issues concerning the company's operational practices. The BCP alleged violations of the PA Consumer Protection Law and Fair Credit Extension Uniformity Act and were supported by complaints filed by consumers alleging the company's unfair, deceptive, or misleading debt collections practices. Under terms of the AVC, the company has agreed to implement new collections procedures, discipline representatives who do not follow correct procedures, improve monitoring and enforcing standards with subcontractor collection agents, and pay \$300,000.00 as costs of investigation and future public protection purposes. For more information on this AVC, please contact the BCP at [www.attorneygeneral.gov](http://www.attorneygeneral.gov) or 1-800-441-2555.

**Additional Information**

This Business  
Operates  
under the  
Names

N.C.O. Financial Systems, Incorporated

Addresses

507 Prudential Road, Horsham, PA 19044, Montgomery County

Phones

(800) 220-2274  
(888) 495-8352

Reported on Sunday, April 16, 2006

As a matter of policy, the Better Business Bureau does not endorse any product, service or company. BBB reports generally cover a three-year reporting period, and are provided solely to assist you in exercising your own best judgment.

Information contained herein is believed reliable but not guaranteed as to accuracy. Reports are subject to change at any time.

The Better Business Bureau reports on members and non-members. Membership in the BBB is voluntary, and members must meet and maintain BBB standards. If a company is a member of this BBB, it is stated in this report.

© 2006 BBB of Metro Washington DC & Eastern Pennsylvania

Sunday April 16, 2006 1:29:06 AM

PRINT