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CCR Newsline

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HEADLINES, July 18, 2006

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- **UPS Loses Student Loan Customer Data**
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Kaulkin Index Drops Slightly in May on Stock Weakness

<http://www.ccrmag.net/cgi-bin/readstory.pl?story=20060714CCWN714.xml>

An uptick in U.S. employment and Wall Street's continued disenchantment with debt-buyer stock sent the Kaulkin Ginsberg Index of the accounts receivables management business down 1 percent in May compared with April.

Card Theft Is No. 1 Complaint To Illinois ID Theft Hotline

<http://www.ccrmag.net/cgi-bin/readstory.pl?story=20060718CCWN722.xml>

An Identity Theft Hotline in Illinois has received nearly 3,000 calls for help since it opened in February, and 7 complaints related to credit card theft, including 511 new accounts set up with stolen identities and 212 related to fraudulent charges.

Wrong Party Tops ACA Complaint List

<http://www.ccrmag.net/cgi-bin/readstory.pl?story=20060718CCWN727.xml>

The prevalent complaint received by the American Collectors Association's Ethics Department during June concerned debt collectors allegedly continuing to contact the wrong person and continuing to contact the

consumer at work after being asked not to.

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UPS Loses Student Loan Customer Data

<http://www.ccrmag.net/cgi-bin/readstory.pl?story=20060718CCWN726.xml>

Education finance company Nelnet Inc. is notifying certain student loan customers, as well as other lenders whose customers may be affected, that United Parcel Service cannot locate a computer data tape containing personal information on about 188,000 customers.

Study: 56% Of College Kids In 2003-04 Carried Credit Cards

<http://www.ccrmag.net/cgi-bin/readstory.pl?story=20060718CCWN723.xml>

In 2003–04, 56% of all dependent undergraduates owned at least one credit card and nearly one out of four undergraduates carried a balance on their credit card from month to month, with the median debt at \$1,000, new study shows.

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University Tech Exec Resigns Amid Data Breaches

<http://www.ccrmag.net/cgi-bin/readstory.pl?story=20060717CCWN718.xml>

Ohio University's chief technology officer is stepping down, and says someone with more energy is needed to help the school update a computer system that recently sustained five electronic break-ins.

Ohio AG Sues Man for Posing as a Credit Counselor

<http://www.ccrmag.net/cgi-bin/readstory.pl?story=20060717CCWN721.xml>

Ohio's attorney general sued a Columbus man for deceiving and bullying area consumers into paying him thousands of dollars for "credit counseling" services he didn't perform and isn't authorized to sell in the state

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CCR Newsline:

Editor-in-Chief: **John N. Frank**
John.Frank@sourcemedia.com

Associate Publisher: **Brenda Schultheis**
Brenda.Schultheis@sourcemedia.com

Managing Editor: **Corinna Petry**
Corinnia.Petry@sourcemedia.com

Regional Sales Manager: **Hope Lerman**
Hope.Lerman@sourcemedia.com

Associate Editor: **Caitlin Devitt**
Caitlin.Devitt@sourcemedia.com

Publisher: **Andrew Rowe**
Andrew.Rowe@sourcemedia.com

Group Editor: **Don Davis**
Don.Davis@sourcemedia.com

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- ACA CONFERENCE REPORT: Big Fish Abound in Commercial Collections
- Target Sees Jump in Credit Card Delinquencies
- ACA CONFERENCE REPORT: Medical Debt Sale Clarifications Possible

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[Collection Salaries Rise Modestly Over Past 16 Months](http://ccrmag.net/cgi-bin/readstory.pl?story=20060710CCWN677.xml)

<http://ccrmag.net/cgi-bin/readstory.pl?story=20060710CCWN677.xml>

Collections salaries increased from 2.97 to 4.48 percent between March 2005 and the start of July, according to an exclusive Collections & Credit Risk analysis of data compiled by Web site Salary.com.

[ACA CONFERENCE REPORT: Lawsuit Filed Over Cell Phone Collections](http://ccrmag.net/cgi-bin/readstory.pl?story=20060710CCWN684.xml)

<http://ccrmag.net/cgi-bin/readstory.pl?story=20060710CCWN684.xml>

A class action suit has been filed against a large collection agency over the use of autodialers to contact consumers on their cell phone to collect back debts, Rozanne Andersen, general counsel for ACA International, told the group's annual meeting Monday.

[Texas Law Firm Sues City over Lost Collection Bid](http://ccrmag.net/cgi-bin/readstory.pl?story=20060711CCWN692.xml)

<http://ccrmag.net/cgi-bin/readstory.pl?story=20060711CCWN692.xml>

An Austin, Tex.-based collection agency has sued the City of Brownsville after the city awarded a contract to