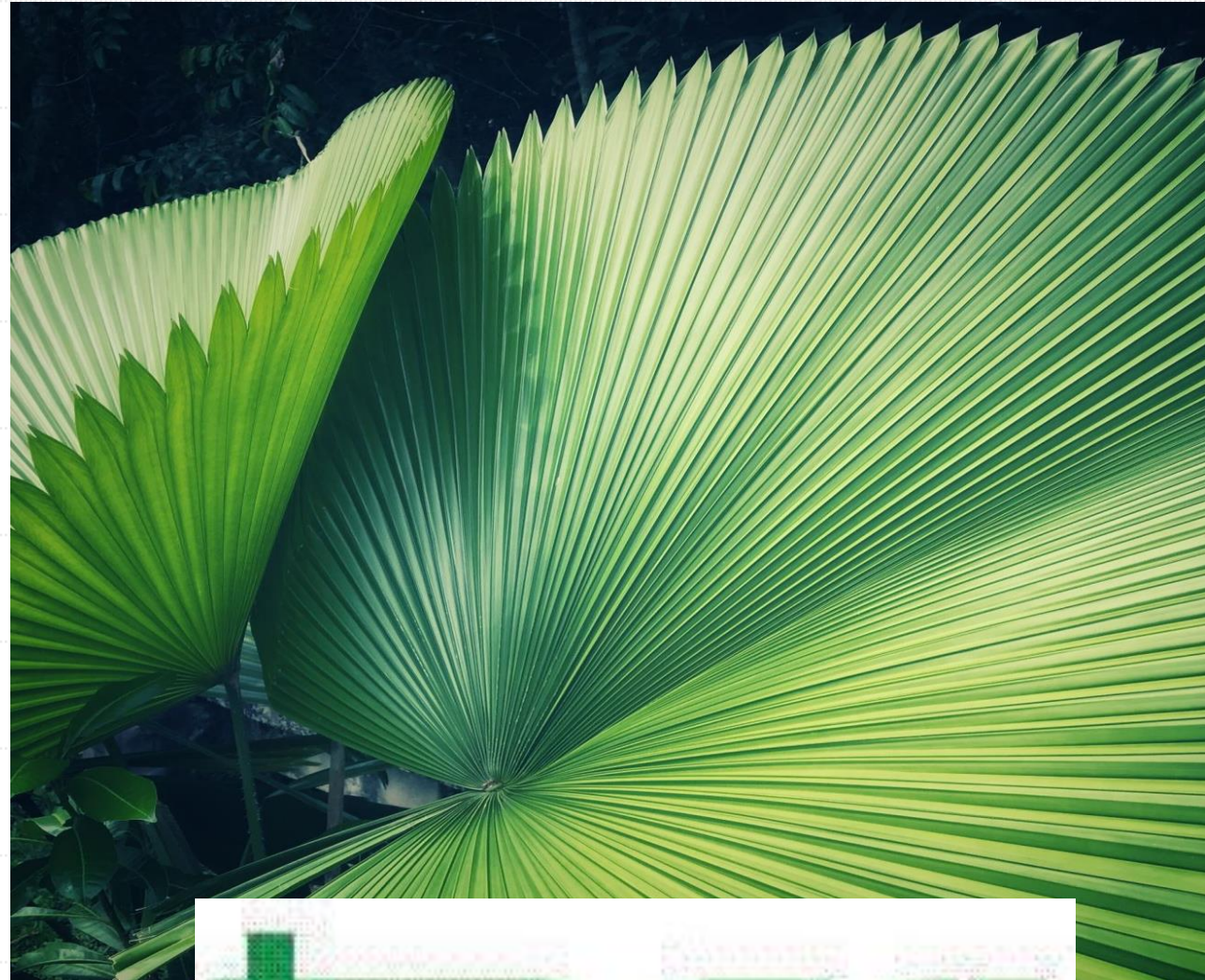


# Non-Tax Debt Collections

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Collections Manager

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TACS Trainer





# What is Considered Non-Tax Debt

Solid Waste

Water/Sewer

Trash pickup

Grass Cutting  
Fees

Security fees



CONSUMER  
DEBT

# Collection of Debt

Treasurers can collect these types of debts without following different laws or codes.

At TACS, because these are considered consumer debt and we are a Third-party collector, we must follow a different set of laws for non-tax collections.

# Laws Concerning Consumer Debt

As a Third-Party collector, we are bound to follow the terms of the FDCPA

The Fair Debt Collections Practices Act is a law that is used by any organization who collects Consumer debt.

Let's dive in and look at this law and how we follow it.

# Highlights of the FDCPA

1

We must send a letter concerning collections. If a new address is found, we must send the letter to the new address to ensure we have done our due diligence to inform the consumer of the debt.

There are specifics that must be shown on the initial letter. We will review a copy of the letter.

2

The letters must be sent before we call the customer to discuss the debt.

When calling, you must contact the customer between the hours of 8 am to 8pm. You can only call numbers once a day and can only leave a message on each number once.

3

If we speak to the customer we must verify their name, address, phone number, and social security number.

Until information is verified, we can not go into details about their account nor use verbiage that indicates debt.

If they refuse to verify their information, we will not be able to continue with the call

4

Disputes and Cease and Desist:

The consumer has the right to dispute the debt if they feel they do not owe.

Under the FDCPA, they can request us to cease and desist contacting them about the debt

# What If the FDCPA is Not followed?

- The firm, the collections representative, supervisor and anyone affiliated with the collection of the debt could be sued for violating the FDCPA law.



# Examples of letters

Taxing Authority Consulting Services, P.C.  
P.O. Box 31800  
Henrico, VA 23294-1800  
(804) 548-4422 Fax (804) 440-1171  
[Bills@taxva.com](mailto:Bills@taxva.com)

To: David Wayne Crowder  
652 Dusty Ln  
Pelham NC 27311-8631

Reference: 721461

**Taxing Authority Consulting Services, P.C. is a debt collector.** We are trying to collect a debt that you owe to Pittsylvania County Treasurer. We will use any information you give us to help collect the debt.

## Our information shows:

As of April 15, 2022, you owed:		\$1019.44
Between April 15, 2022 and today:		
You were charged this amount in interest:	+	\$129.31
You were charged this amount in fees:	+	\$228.06
You paid or were credited this amount toward the debt:	-	\$.00
<b>Total amount of the debt now:</b>		<b>\$1376.81</b>

## How can you dispute the debt?

- **Call or write to us by May 15, 2022, to dispute all or part of the debt.** If you do not, we will assume that our information is correct.
- **If you write to us by May 15, 2022,** we must stop collection on any amount you dispute until we send you information that shows you owe the debt. You may also include supporting documents. We accept disputes electronically at [bills@taxva.com](mailto:bills@taxva.com).

## What else can you do?

- **Write to ask for the name and address of the original creditor, if different from the current creditor.** If you write by May 15, 2022, we must stop collection until we send you that information. You may use the form below or write to us without the form. We accept such requests electronically at [bills@taxva.com](mailto:bills@taxva.com)
- **Go to [www.cfpb.gov/debt-collection](http://www.cfpb.gov/debt-collection) to learn more about your rights under the federal law.** For instance, you have the right to stop or limit how we contact you.
- Contact us about your payment options.



Taxing Authority Consulting Services, P.C.

PO Box 31800  
Henrico, VA 23294-1800  
(804) 548-4422 • Fax (804) 440-1171  
[bills@taxva.com](mailto:bills@taxva.com)

Re: «Insert1»; TACS#: «Insert2»  
Balance Due: \$«Insert3» (including collection fee of 20% per ordinance)

## FINAL NOTICE

**THIS COMMUNICATION IS FROM A DEBT COLLECTOR, AND IS TO COLLECT A DEBT. ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE**

Your delinquent account with the «Insert1» has been referred to this office for collection. The total amount due on this account is \$«Insert3». Since you have failed to respond to our initial communication, this debt is deemed to be valid.

This debt is due and payable immediately and we will continue to take necessary actions to collect this obligation.

Please remit payment to us using the address below. You may make a payment online using a credit card or e-check at <http://pay.taxva.com> using TACS# «Insert2» (a convenience fee will apply).

If you have any questions, or wish to make payment arrangements you may contact our office at (804) 548-4422.



# Disputing the Debt

- We, as the Third-Party collection agent, must handle disputes for consumer debt in a different way. Unlike taxes where vehicle disputes are handled by the Commissioner of Revenue, the nontax debt needs to be handled by our clients.
- We will email you at the Treasurer's office to verify and validate the debt as required under the FDCPA.







# Verification of the Debt

- As a Treasurer, what do you need provide to validate the debt? We will send you an email and you could us with one of the following:
  - You could send an email saying this bill is due and has been sent to this customer.
  - You could provide copies of bills or invoices along with addresses and dates they were sent originally.
  - You can provide copies of signed contracts if you require signatures

**It is crucial we receive the requested verification information back from you within 5 days of receiving our email. Failure to comply can result in TACS potentially being sued for not complying as the FDCPA indicates.**

We will take your copies and attach them to the customer's file. We do not send the documents you provide to the consumer. The FDCPA only requires we validate the debt. So, what do we do?

# Finalizing Verification

- Our collectors will make notations of what documentation was provided.
- We will send a Verification Letter which advises the debt has been validated by the Treasurer's Office. Here is an example of the Verification Letter.
- We move forward with our collections.

**tacs**

Taxing Authority Consulting Services, P.C.

PO Box 31800  
Henrico, VA 23294-1800  
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[bills@taxva.com](mailto:bills@taxva.com)

Re: «Insert1»; TACS#: «Insert2»  
Balance Due: \$«Insert3» (including collection fee of 20% per ordinance)

## VERIFICATION OF DEBT

**THIS COMMUNICATION IS FROM A DEBT COLLECTOR, AND IS TO COLLECT A DEBT. ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE**

We are contacting you in response to your request for verification of the above referenced past due debt owing to the «Insert1». This debt has been referred to this firm for collection.

We have been able to verify this debt with the «Insert1» and have confirmed that the above referenced sum is due and owing.

If payment is not promptly made, we will take additional collection action on this account.

We would prefer that payment be made without resort to other collection activity. However, your failure to respond or make arrangements about this debt may result in such action.

Please remit payment to us using the address below. You may make a payment online using a credit card or e-check at <http://pay.taxva.com> using TACS# «Insert2» (a convenience fee will apply). If you have any questions, you may contact our office at (804) 548-4422.

# Cease and Desist Notification

- The FDCPA advises if we receive a written notification within 30 days of the initial collection notice being sent, indicating the customer is requesting the collector to cease and desist, we must stop all collections.
  - This means no collection letter(s) can be issued
  - No calls can be made

How would we move forward? We may can't send correspondence or calls, but we can move forward with action.



# Moving Forward

- Liens

- We will research through TALX (Equifax) and VEC to find a lien source
- We may have spoken with the taxpayer earlier and found out where they work or bank
- Employer liens for all nontax debt will be limited to 25% of their disposable incomes
- Bank liens are issued for the balance we are seeking.

- Legal Process

We can also go to court and seek and receive judgment for nontax debt

# Other Nontax Fees

- Types of debt that we collect that doesn't fall under FDCPA but is a nontax debt are miscellaneous charges, local fees that are charged from court fines as well as ASAP fees.
- These are not "consumer debts"
- These are not under the umbrella of the FDCPA and are not required to verify the debt.
- The process is as follows:
  - Send two letters
  - Skip trace and call the taxpayer
  - Employer lien 25%
  - Bank lien
  - Potential Legal action such as judgement can be obtained



# What's next?

- If you are interested in the collections of this type of debt, contact us and we will schedule a one-on-one meeting
- We can discuss the file process, and the collection process in more detail.

