



# Anatomy of an Initial Dunning Letter & Subsequent Correspondence

## Who knew that Font Size and the Color of your Letterhead were so Important!

**A Webinar Presented by**  
**Jeanne L. Zimmer, Carlson & Messer, LLP**  
**Thursday, February 26, 2009**  
**10:00 a.m. – 11:00 a.m.**

**T**his updated webinar will walk through an initial dunning letter addressing what items should be in an agency's initial dunning letter as well as items which should be avoided in order to be compliant with the FDCPA, the California Rosenthal Act, and the FCRA. Additionally, subsequent letters to debtors will be reviewed including what pitfalls to avoid.

This timely webinar is a "must attend" as it serves as an excellent refresher for agencies that have been around. For newer agencies or agencies new to collecting from California consumers, the program provides an informative overview of the intricacies of a collection letter.

*Jeanne Zimmer counsels collection agencies regarding preparation of consumer collection letters for compliance with federal and state statutes prior to use. Frequently, Ms. Zimmer advises collection agency clients regarding compliance with the FDCPA and FCRA issues. She is a member of the State Bar of California, the ACA International, Member Attorneys Program and a Collection Notice Review attorney for ACA.*



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Agency Name: \_\_\_\_\_

Address: \_\_\_\_\_

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