



Collections Information

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- There are approximately 6,500 collection agencies operating the United States. (*Source: MarketData Enterprises, U.S. Collection Agencies: An Industry Analysis, February 2006.*)
- The industry employs 456,000 collectors and is expected to have added 18 to 26 percent to staffing roles between 2004 and 2014. (*Source: Bureau of Labor Statistics Occupational Outlook Handbook, 2006-2007 edition, viewed March 10, 2006.*)
- Income earned by U.S. collection agencies is now \$16.5 billion annually, having tripled in the past 10 years. (*Source: The Economist, "The Indians Are Coming," October 28, 2004.*)
- The collection industry saves the typical American family \$331 a year. This represents money they would have spent if businesses raised their prices to cover losses to bad debt instead of recovering the revenue through a collection agency. (*Source: ACA International, May 2004.*)
- The Fair Debt Collection Practices Act (FDCPA), the primary federal law regulating third-party collection agencies, which was enacted in 1977 with the support of ACA, is designed to help protect consumers from unfair and abusive collection practices. (*Source: A Guide to the Fair Debt Collection Practices Act.*)
- ACA member agencies make nearly 87 million consumer contacts a month, which equates to more than 1 billion contacts per year. (*Source: an ACA International study conducted by Ernst & Young.*)
- Labor costs account for nearly half (48 percent) of gross revenue at the typical collection agency. (*Source: ACA International's 2005 Benchmarking & Agency Operations Survey.*)
- Annual compensation (including base salary and commissions) for an entry-level collector averages \$28,952. (*Source: Salary.com. Viewed March 15, 2006.*)

ACA International has compiled this information from a variety of industry sources in response to frequent questions regarding the credit and collection industry. All sources are cited and every effort has been made to assure that the information is correct. For more information, contact ACA's public relations specialist at +1(952) 928-8000, ext. 714, or pr@acainternational.org.

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