



## Book Reviews for the *Complete Guide*

Cited by the 9<sup>th</sup> Circuit in *Blanco v. Holder*, 572 F.3<sup>rd</sup> 780 (9<sup>th</sup> Cir 2009) as a recognized treatise.

“The Complete Guide to Credit and Collection Law is a must-have for any practitioner’s office. Whether you specialize in credit practices and consumer law or need a great research tool for the occasional billing, collection, consumer rights issue, this book will provide you with solid, specific, and current information. As the former General Counsel and CEO of ACA International, The Association of Credit and Collection Professionals, and the current Chief Compliance Officer for a leading industry software company, I rely on this resource for even the most complex legal and compliance issues.” (2015)

**Rozanne M. Andersen Esq. (former General Counsel and CEO of ACA international) 2016 Edition**

“For attorneys engaged in any aspect of collection law, this guide is a must-read and more importantly should be treated as a comprehensive reference to the ever-expanding law in all areas of collections.”

**Honorable Roger M. Whelan (ABI Journal), 2000 Second Edition**

“A must read for credit guarantors, attorneys and collection firms, this book is sure to become one of the most popular references in your business library.”

**ACA International, 2004 Edition**

“...this practical and well organized reference manual is a good general resource and research starting point for attorneys and others in the credit and collection industry.”

**Amber N. Dina (The Advocate), 2010-2011 Edition**

“One of the most beneficial aspects of the book is the “Credit and Collection Tips” placed throughout each chapter. Based on their decades of experience in the field, the authors insert practical tips that serve as a best practices guide. Removing the complexities of the legalese, the authors synthesize the law into practical advice.

**Ryan J. Dattilo (ABI Journal) 2010- 2011 Edition**

“The book not only sets forth the basic guidelines to follow to establish and maintain a successful collection practice, it fine tunes many standard procedures to provide greater success”

**David C. Schattenstein (*Commercial Law League of America*), 2004 Edition**

“Throughout this rather large volume, the chapters are written in a clear, concise style that is easily understandable for both non-lawyers and novices to a collection practice. Nevertheless, experienced lawyers will benefit from the authors’ collected wisdom and their cut-to-the-chase approach that stresses practicality and problem solving.”

**James J. Ferrelli (*Lawyer’s Bookshelf*), 2006-2007 Edition**

“It’s commentary is restricted to the issues a creditor will run up against rather than trying to explain the entire scope of bankruptcy law. This makes for easier, more practical reading.”

***Credit Today*, 2004 Edition**

“ACA is proud to have the book *Complete Guide to Credit and Collection Law 2<sup>nd</sup> Edition*, by Arthur Winston and Jay Winston in our educational resources. This is a book that is sure to please credit grantors, attorneys, and collectors. This second edition volume is top-notch tool that provides comprehensive coverage of all aspects of credit and collection law. The expert advice, tips and techniques to help credit managers improve their collection efforts and steer clear of costly litigation will make this one of the most used books in your business library.”

**Jerry T. Myers (*Consumer Trends*), 2002 Supplement to Second Edition**

“This is a must read for anyone in the credit and collection area—for credit and collection managers, owners, collection agencies, attorneys, comptrollers, treasurers, debt buyers, banks credit unions, universities and any business that extends credit to individuals or businesses. An excellent desk reference with a compilation of the actual statutes and decisions that impact the day to day operations—an invaluable tool.”

**Richard Roosen, (*Roosen, Varchetti & Olivier, PLLC*) 2016 Edition**

“The Complete Guide to Credit and Collection Law is an invaluable and a must-have for every Collection/Recovery department. I have always used the book as a reference guide for daily decision making and being in compliance with regulatory requirements. Jay Winston is an industry leader on Credit and Collection matters. I highly recommend maintaining this book in your library as it will make you better prepared in handling credit and collection issues.”

**Conrad Wee Tom (former Vice President/Collections Manager of SunTrust Bank) 2016 Edition**