

New England Collectors Association

Serving the Public, Private and Non-Profit Sectors

The New England Collectors Association promotes lawful consumer debt collection for creditors and government. We serve members by providing education and training; promoting ethical professional conduct; and acting as a voice in business, legal, regulatory and legislative matters. Our members provide services to the following industries:



- » Financial Services
- » Banks / Credit Unions
- » Colleges/Universities
- » Government
- » Healthcare / Medical
- » Hospitals
- » Telecommunications
- » Utilities
- » Professional Services
- » Retail
- » Non-Profit Organizations
- » Small Business

Vital to America and Massachusetts's Economies

Economic Impact of Third-Party Debt Collection

	UNITED STATES		MASSACHUSETTS	
	2016	2013	2016	2013
Returning Assets				
» Gross Revenue	\$78.5 B	\$55.2 B	\$1.5 B	\$1.3 B
» Net Debt Returned	\$67.6 B	\$44.9 B	\$1.3 B	\$1.1 B
Providing Jobs				
» Direct Jobs	129,262	136,127	2,521	2,903
» Total Jobs	218,324	231,270	4,432	5,098
Making Payroll				
» Direct Payroll	\$6.6 B	\$6.4 B	\$187 M	\$182 M
» Total Payroll	\$12.6 B	\$12.4 B	\$373 M	\$347 M
Paying Taxes				
» Direct State/Local	\$677 M	\$687 M	\$18.8 M	\$18.6 M
» Total State/Local	\$1.3 B	\$1.3 B	\$37.5 M	\$35 M
» Direct Federal	\$852 M	\$724 M	\$22.5 M	\$19.6 M
» Total Federal	\$1.6 B	\$1.3 B	\$44.9 M	\$36.1 M

Source: Ernst & Young, 2017, 2014 *The Impact of Third-Party Debt Collection on the U.S. Economies*