



Serving the Public, Private and Non-Profit Sectors

The Florida 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 Florida's Economies

Economic Impact of Third-Party Debt Collection

	<u>US 2013</u>	<u>US 2010</u>	<u>FL 2013</u>	<u>FL 2010</u>
<u>Returning Assets</u>				
• Gross Revenue	\$55.2 B	\$55 B	\$2.7 B	\$2.8 B
<u>Providing Jobs</u>				
• Direct Jobs	136,110	148,272	8,178	7,494
• Total Jobs	231,241	302,000	13,726	15,407
<u>Making Payroll</u>				
• Direct Payroll	\$6.4 B	\$5 B	\$327 M	\$236 M
• Total Payroll	\$12.4 B	\$10.1 B	\$629 B	\$484 M
<u>Paying Taxes</u>				
• Direct State / Local	\$687 M	\$509 M	\$29.6 M	\$23 M
• Total State / Local	\$1.3 B	\$1 B	\$55.2 M	\$46.5 M
• Direct Federal	\$724 M	\$495 M	\$36.3 M	\$24 M
• Total Federal	\$1.3 B	\$970 M	\$66.5 M	\$47.1 M
<u>Philanthropy</u>				
• Ind. Volunteer Hours	1.9 M	—	93,400	—
• Co. Volunteer Hours	571,600	652,300	27,700	37,800
• Giving	\$130.5 M	\$85.2 M	\$6.3 M	\$5.6 M

Source: Ernst & Young, 2014 – www.acainternational.org/impact

Source: Ernst & Young, 2011