

OAA Communicator

Issue 9, June 2009

Different Look

Resources have been reduced in our publishing unit, so we're trying a different format for our newsletter. Our charge is to keep you informed of our services.

Garnishment Success

Recently OAA had two accounts with large balances pay-in-full successfully. The first had an original balance of over \$8,400. Letters and phone calls were made, but the debtor never responded. The account went to a wage garnishment in September 2007, and was paid in full in January 2009. The second had an original balance of nearly \$13,000. A garnishment ran from May 2003, until it was paid in full January 2009. Both accounts were closely monitored by the assigned agents to assure payments were received.

Collections Ahead Of The Game

OAA has introduced new credit card software to use in our collection efforts, called Virtual Merchant. This software allows OAA to process credit/debit card payments while on the phone with the payee. Processing and posting of payments is faster and more efficient. This is one of the many collection tools OAA uses for our client agencies. With the aid of these tools, we have already exceeded our 2007-2009 biennium goal of collecting \$84 million dollars.

Don't Miss Out On This Collection Opportunity

Some agencies may not be aware of a collection opportunity available to them. The Oregon Administrative Rule (OAR)150-293.250 allows for a **restricted** (a.k.a. – offset, RJ, 800) liability to be assigned to OAA while it's also assigned to a private collection firm.

OAR 150-293.250(2) Assigning Delinquent Accounts "...Assigning an account to the Collections Unit's restricted program for refund offset only while an account is also assigned to a private collection firm is permitted. However, assigning an account to both the Collection Unit's unrestricted program for full collection activity and a private collection firm is prohibited..."

Have Your Contacts Changed?

One constant we can count on is change. This includes telephone numbers, addresses, and job assignments. We need your help to keep our address book current. Also, your agency's contact information, telephone number and address, is printed on the restricted offset collection letters that we send to the debtors. Please call 503-945-8771 with any contact changes.

Since we're asking for your help in this area, we thought we should help you, also.



OAA Contact Information	
<p><u>Mailing Address</u> Oregon Department of Revenue Other Agency Accounts PO Box 14725 Salem OR 97309-5018</p> <p><u>Street Address</u> 955 Center St NE, Salem, OR</p> <p><u>General Contact Information</u> Email: oaahelp@state.or.us Phone: 503-945-8199 Toll Free: 877-222-2346 (from an OR prefix) Fax: 503-947-2050 TTY: 800-886-7204</p>	<p><u>OAA Communicator</u> Subscribe to the OAA Communicator. Question? oaacommunicator@state.or.us</p> <p><u>Account Assignments:</u> 503-945-8771</p> <p><u>Account Resolution:</u> oaaccounttech3@state.or.us</p> <p><u>Liability Disputes:</u> 503-947-2074</p> <p><u>Court Enrollment For LRP:</u> 503-947-2074</p> <p><u>Service Agreements:</u> 503-947-2074</p>

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