

A close-up photograph of two business professionals shaking hands. The person on the left is wearing a dark blue suit jacket and a light blue shirt. The person on the right is wearing a dark grey suit jacket. The background is a blurred office setting with light-colored walls and a staircase.

# **CAS INSIGHTS**

## **EXPERTS IN OUTSOURCED BUSINESS SERVICES**

**FOURTH QUARTER 2016**



# INTRODUCTION

The 2016 merger and acquisition (M&A) market in the U.S. outsourced business services (OBS) sector behaved as expected for most of the year. OBS includes companies in the Accounts Receivable Management (ARM), Customer Relationship Management (CRM) and healthcare Revenue Cycle Management (RCM) industries. The OBS M&A market remained active throughout most of 2016 due to an ongoing consolidation of smaller OBS companies into larger ones, and select platform acquisitions of larger OBS companies by financial buyers (mainly private equity firms) and strategic buyers seeking to expand into a new service offering and/or geographic region.

2016 was also a year of significant events that affected the OBS sector: Wells Fargo receiving a consent order from the Consumer Financial Protection Bureau (CFPB), the Department of Education announcing the winners and losers of the large business agency contract, not-for-profit healthcare providers and their Revenue Cycle Management (RCM) vendors working to ensure they were in compliance with the final 501(r) regulations, and of course, the nomination of Donald Trump as the next President of the United States. Once it became clear that Donald Trump was going to win the election, the mindset of many sellers and buyers began to change. Some deals that were already underway and intended to close by year-end were pushed into 2017 with hopes of a lower capital gains tax. Other deals were put on hold as sellers anticipated a reduction in regulatory requirements that would lead to better financial performance, and greater business opportunities with current and pending clients. Since his inauguration, President Trump has fueled these motivations with new appointments for the heads of the Federal Trade Commission (FTC) and Federal Communications Commission (FCC), and stated intentions of making changes at the Consumer Financial Protection Bureau (CFPB) – although no announcements have been made to date. President Trump has also instituted a strict guideline for future regulations, requiring two existing regulations to be recommended for termination for every new regulation proposed, and has his sights set on significantly modifying Dodd-Frank.

While it is difficult to predict exactly how much impact these changes will have on future business opportunities and performance within the OBS sector, we do expect that President Trump will live up to his campaign promises of reducing the existing regulatory environment to make it more attractive for businesses. Owners of OBS companies will want to maintain a close watch on these developments and make sure they know how these changes will impact their businesses, and their clients.

Here is a list of our 2017 predictions for the OBS sector:

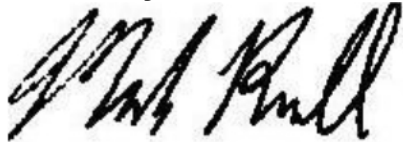
- Deal activity will match or exceed 2016 results
- There will be an increase in M&A activity with larger OBS companies
- U.S. companies will outsource more customer service and collections business
- Sales of debt portfolios should increase

- Healthcare providers will continue to consolidate, and smaller vendors will need to continue to expand their client base and diversify their service offerings to remain competitive
- Richard Cordray will complete his term as head of the CFPB

We understand and appreciate that business owners may feel both motivated and concerned about the future of their companies and industries, but we believe that things will be sorted out in the near future and are optimistic about the long-term potential of the OBS sector.

We are grateful for your interest in our newsletter and the OBS sector, and appreciate any feedback or comments you may have.

Sincerely,



Mark Russell  
Managing Partner

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## CAS Transaction Summary

*Johnson, Morgan & White Strategic Merger with Altus GTS Inc. – January 2017*

One of the nations' leading debt recovery firms, Johnson, Morgan & White, completed a strategic merger with Altus GTS Inc., the largest corporate collection agency in North America, in January 2017. With offices covering both the U.S. and Canada, Altus, ([www.TrustAltus.com](http://www.TrustAltus.com)) is North America's most sophisticated commercial accounts receivable management company.

Mark Russell, Managing Partner of CAS said â€œThis transaction brings together two market leaders with complimentary skill sets and client bases. Together, they will be able to provide their clients with even greater service and performance.â€



CAS served as the exclusive M&A advisor to JMW. Read full press release [here](#).



# CAS Conference and Event Activity

Please connect with us at one of the upcoming conferences/seminars that will be attended by CAS team members:

- February 14–17 – Committee of 100
- March 3–7 – [LendIT](#)
- March 13–15 – [ACA Spring Forum](#)
- March 27th - [Institute for Collection Leadership \(ICL\)](#), New Orleans, LA

We hope that you find our newsletter a useful insight into the OBS sector and welcome any discussion of business interests or feedback you may have. Our contact information can be found at the end of this report.

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Here are a few highlights of what you will find in the newsletter:

- **Overview of the M&A market for OBS sub-sectors (ARM, RCM and CRM).** Included in the overview: a breakdown on completed OBS transactions, leverage analysis for completed M&A transactions, OBS sub-sector overviews, public comparable research and details surrounding noteworthy transactions within each sub-sector.
- **Article by CAS team member David Lavine, Director – Valuations & Litigation Support for Corporate Advisory Solutions on Capital Gains – What to Expect,** which discusses the proposed changes in capital gains tax that could take effect under the new presidential administration.
- **ARM Regulatory Update from CAS team member Elaine Rowley** detailing the latest government news, regulation and compliance activities in the ARM sector.



CORPORATE ADVISORY SOLUTIONS NEWSLETTER



# OBS Overview

With a new President and administration coming in to office, there are several potential policy changes that have delayed M&A deal activity in the fourth quarter of 2016 for the entire OBS industry. The most substantial impact on deal activity has been the potential change to capital gains taxes. Numerous companies sector-wide have decided to push deals to 2017 to take advantage of this upcoming policy change. Our newsletter will provide further insight into the effects of the new administration's policies on the ARM, RCM, and CRM sectors.

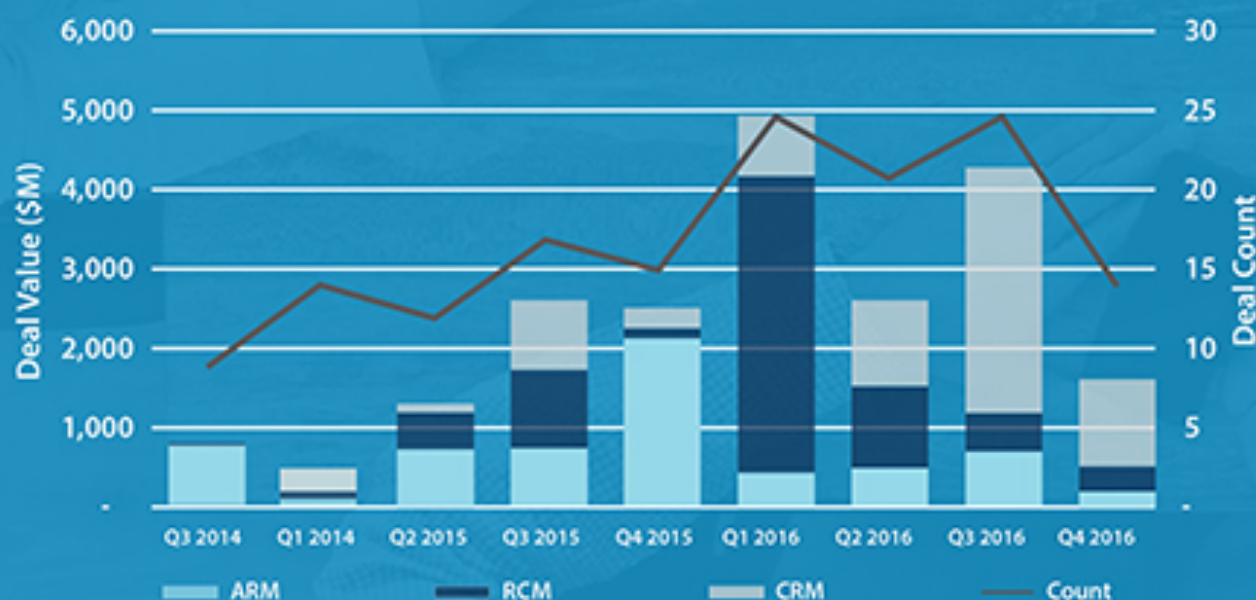
The ARM market, driven by attractive growth in verticals such as auto and student loans, continues to expand. With the new lower capital gains taxes being proposed by the Trump administration, we at CAS expect increased M&A activity in Q1 2017. Additionally, the changes in administration from the CFPB, TCPA, and the FDCPA could relieve some of the regulatory pressure that the ARM industry has been facing, which will bring more profitability within the market.

The RCM sector has seen tremendous growth over the last year, but now faces increasing uncertainty as the Republican party has made clear that it intends to repeal the Affordable Care Act (ACA). Looking ahead, the growth in the industry will be decided in large by the replacement of the ACA. Without the ACA, healthcare costs for consumers are expected to rise, spurring an increase in bad debt 3rd party collections.

Lastly, the CRM market has witnessed an strong quarter with four deals completed comprising \$1.14 billion in enterprise value. The CRM sector is experiencing continued growth as companies look to outsource customer relationship functions of their business.

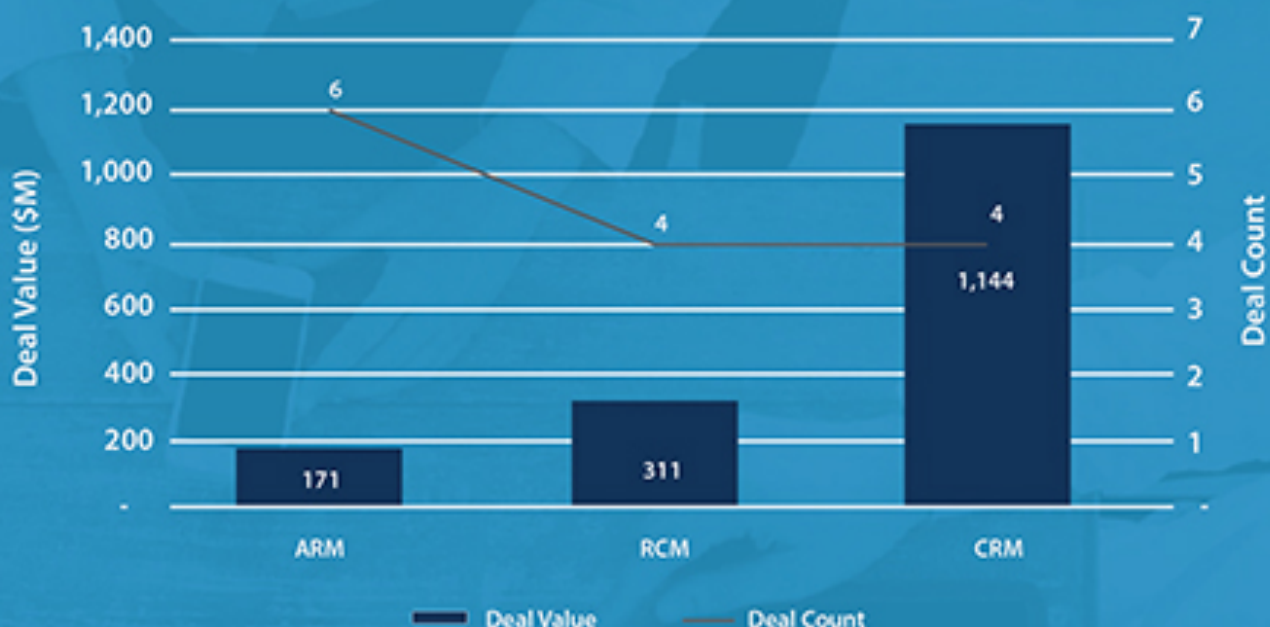
Regulation, changing industry landscapes, as well as national policies and economic factors affect M&A activity in each of the sub-sectors within OBS. Our newsletter focuses on these significant market trends we have observed in 2016.

## OBS DEALS IN Q4 2016





### OBS DEAL BREAKOUT BY SECTOR IN Q4 2016



For 2016, there were 85 deals completed comprising a total of \$13.78 billion in deal value. In the fourth quarter, the industry saw 13 deals completed with a deal value of \$1.6 billion. Total deal value for FY 2016 has exceeded FY 2015 by roughly 96%. Information for the OBS deals was obtained from public filings, press releases, confidential discussions with individuals in the OBS sector, and proprietary deal activity.

We have also included a chart on the trend of leverage utilized to complete M&A transactions market-wide as of December 31st, 2016. The chart below illustrates the median debt levels used to complete and fund U.S. M&A transactions.



Note: 2016 data is through 9/30/2016. Source: PitchBook.



# Accounts Receivable Management (ARM)

## OVERVIEW

In the fourth quarter of 2016, the ARM sector experienced lighter M&A activity. Six deals were completed in Q4 2016, comprising an estimated \$171 million in enterprise value. The slowdown in transactions is due to uncertainty in the marketplace surrounding the changes in administration and expected policy changes, with the main driver being the lowering of capital gains taxes.

As per a report published by the Federal Reserve in November, ARM verticals experienced increases in total debt balances. Auto loans saw the most growth in the quarter increasing \$32 billion. Student loans remain to be the largest category of unsecured debt standing at \$1.28 Trillion dollars. Despite increasing debt balances, seriously delinquent debt (90 day+) for credit card, student loan debt and auto loans have remained flat for the quarter.

Before the Presidential election, there were questions regarding the future of regulation in the ARM market. Under the new administration, we expect a decrease in regulation in the ARM industry, as well as key leadership changes among the various regulating entities. Richard Cordray, Director of the CFPB, will likely step down and replaced with a new Director. Additionally, Tom Wheeler, Chairman of the FCC, has already resigned and has been replaced by Ajit Pai, and Edith Ramirez, Chairwoman of the FDCA, will step down in February.

In addition, household debt levels have increased, but are subject to change considering the Federal Reserve (Fed) interest rate hike in December 2016. The Fed indicated that they are expecting to raise rates 3 times in 2017. This has the potential to significantly affect borrowing, due to consumers receiving higher interest rates, which will lower the demand of debt subsequently affecting the levels available to the ARM firms.

Household debt has also grown due to the lower unemployment rate, which fell from 5% in September to 4.7% in December. A lower unemployment rate creates a higher propensity to pay for consumers. In addition, we have seen a decrease in seriously delinquent debt. As of September 30, 2016, 4.9% of all outstanding debt was in some stage of delinquency; around 65% (\$400 billion) was 90+ days delinquent which is a 500 basis-point decrease from 70% Q2 2016.

We are also seeing a large opportunity for sub-contracting in 2017 with the government outsourcing that has taken place in the 2017. The seven companies that were awarded the unrestricted Department of Education contract were: Financial Management Systems, GC Services, Premiere Credit of North America, CBE Group, Transworld Systems, Value Recovery Group and Windham Professionals. The Department of Education requires Private Collection Agencies to subcontract out at least 31% of the total contract to small businesses ([InsideARM](#)). Within the 31%, are commitments to small firms with special socioeconomic designations to include small disadvantaged (5%), woman-owned (5%), service-disabled veteran owned (3%) and certified HUBZone (3%) firms. There is also a potential opportunity for sub-contracting from the 4 IRS vendors this upcoming spring.





## PUBLIC COMPARABLES:

Analysis of Selected Publicly Traded Outsourced Business Services Companies (In Millions)  
All Data as of 12/31/2016

Company Name	Ticker	Price	Market Cap (1)	TEV (2)	LTM Revenue	LTM EBITDA	LTM Net Income	TEV/ Revenue	TEV/ EBITDA	TEV/ Net Income
Asta Funding Inc.	ASFI	9.80	117.57	184.36	58.71	17.25	7.86	3.14x	10.69x	23.45x
Collection House Limited	ASX:CLH	1.07	142.63	181.56	94.73	26.35	13.72	1.92x	6.89x	13.23x
Credit Corp Group Limited(3) (4)	ASX:CCP	13.17	615.10	633.12	168.61	52.63	33.95	3.75x	12.03x	18.65x
Encore Capital Group	ECPG	28.65	734.56	3422.16	1080.09	252.48	52.77	3.17x	13.55x	64.85x
Intrum Justitia (3)	STO:IJ	33.35	2412.78	3227.06	684.17	409.28	154.77	4.72x	7.88x	20.85x
Performant Financial Group	PFMT	2.35	117.15	132.22	148.60	25.19	3.04	0.89x	5.25x	43.54x
PRA Group	PRAA	39.10	1819.29	3527.33	905.51	311.07	143.72	3.90x	11.34x	24.54x
Mean (ARM)			851.30	1615.40	448.63	156.32	58.55	3.07x	9.66x	29.87x
Median (ARM)			615.10	633.12	168.61	52.63	33.95	3.17x	10.69x	23.45x

### Notes

(1) - Market Cap equates to total shares outstanding multiplied by the price per share

(2) - Total enterprise value consists of market cap plus debt less cash

(3) - Converted Local Currency to United States Dollars using the conversion rate at 12/31/2016

Within the publicly traded ARM sector, there were three deals that were announced in the fourth quarter of 2016 which will most likely close in Q1 2017. [Intrum Justitia \(STO:IJ\) announced their intention to combine with European credit management service provider Lindoff.](#) If the transaction is approved, it will create one of the largest providers of credit management services. [Intrum Justitia \(STO:IJ\) have also entered into a definite agreement to acquire the UK debt purchaser 1st Credit.](#) The deal will allow Intrum Justitia to widen their client base and strengthen its position in the European market. Additionally, [PRA Group \(NASDAQ:PRAA\) has sold off its government services business unit to Millstein & Co.](#)

All of the deals above are expected to, or have already closed in Q1 2017 and are not accounted for in our enterprise value calculations. Below are some additional noteworthy transactions that took place in the ARM sector in Q4 2016:

- [Radius Global Solutions merged with Northland Group](#) to enhance their service offerings and expand their capabilities
- [General Credit Services, Inc. acquired SKYLINK Receivables](#) in order to provide diversification in their collections strategy



The new entity will be called Government Revenue Solutions. This allows PRA to focus on their core strategies and create a new player in the government services marketplace. Millstein & Co. believe that there is a high demand for the government revenue services going forward.

# Revenue Cycle Management (RCM)

## OVERVIEW

In the fourth quarter of 2016, four deals, comprising approximately \$311 million in enterprise value, were completed in the RCM sector. The immediate future of the RCM sector is being clouded by the Affordable Care Act ("ACA"), which will likely be repealed by the Republican-controlled Congress and President Trump.

The industry has experienced tremendous growth over the last few years due to rising healthcare costs that are causing service providers to seek support from other external vendors and revenue cycle management firms. The potential for continued growth in this sector will largely depend on what replaces the ACA. However, neither Congress nor the Trump Administration have provided clear guidance on what will replace it.

Despite uncertainty surrounding the ACA, CAS continues to see fundamentals within the RCM sector remain constant. RCM companies, more so than ARM firms, are regionally focused within a close proximity to hospital systems, physician groups and their other health system clients. Markets within the RCM sector are highly specialized and vary between states, especially given the geographic concentration of hospital systems and different requirements involved in the different service lines. This environment creates a barrier to entry for outside firms wishing to expand into new geographic regions and makes organic growth into new markets a difficult avenue for expansion. RCM companies with a strong foothold in a specific geography or a particular client database garnering an increased level of interest in the market.

In conclusion, even with the uncertainty in the market, we expect the high volumes of M&A activity along with aggressive multiples in the RCM sector to continue into 2017. With the rapid growth over the last few years, we are estimating that multiples are beginning to peak and there is uncertainty on how long these high valuations will last especially given the potential changes with the ACA.





# PUBLIC COMPARABLES:

Analysis of Selected Publicly Traded Outsourced Business Services Companies (In Millions)  
All Data as of 12/31/2016

Company Name	Ticker	Price	Market Cap (1)	TEV (2)	LTM Revenue	LTM EBITDA	LTM Net Income	TEV/ Revenue	TEV/ EBITDA	TEV/ Net Income
Accretive Health Inc.	ACHH	2.25	223.19	21.25	554.74	290.52	169.39	0.07x	0.07x	0.13x
Advisory Board Company	ABCO	33.25	1,361.68	1,835.62	804.52	31.22	(49.91)	2.28x	58.80x	-36.78x
HMS Holdings Corp.	HMSY	18.16	1,542.12	1,568.40	496.43	100.08	35.36	3.16x	15.67x	44.36x
Allscripts Healthcare Solutions Inc	MDRX	10.21	1,916.24	3,112.84	1,470.11	207.42	(2.01)	2.12x	15.01x	-1547.912
Cerner Corporation	CERN	47.37	16,068.78	15,948.64	4,713.95	1,420.65	652.90	3.38x	11.23x	4.43x
Huron Consulting Group Inc .	HIURN	50.65	1,080.64	1,397.40	804.63	153.63	52.81	1.74x	9.09x	26.46x
Quality Systems Inc.	QSII	13.15	804.12	825.88	494.32	30.66	(5.68)	1.67x	26.94x	-145.40x
Mean (ARM)			3,285	3,530	1,334	319	122	2.06x	19.54x	233.53x
Median (ARM)			1,362	1,568	805	154	35	2.12x	15.01x	0.13x

## Notes

(1) - Market Cap equates to total shares outstanding multiplied by the price per share

(2) - Total enterprise value consists of market cap plus debt less cash

Source: PitchBook

Within the publicly traded RCM sector, there was one transaction that closed and one transaction has reached a definite agreement in Q4 2016. [Medical Transcription Billing \(NASDAQ:MTBC\)](#) acquired [MediGain](#) to enhance their customer base as well as improve their service offerings. [Team Heath Holdings \(NYSE:THM\)](#) is in a definite agreement to be acquired by [Blackstone Group](#). The deal is expected to close in Q1 2017 and has not been included in the total enterprise value for Q4 2016.

Below are some additional noteworthy transactions that took place in the RCM sector in Q4 2016:

- [nThrive, a subsidiary of MedAssets, has acquired revenue cycle management firm Adreima](#). This enhances nThrive's strategic capabilities and provide patient advocacy and self-pay collections.
- [EqualizeRCM acquired Medical Management Solutions](#), a company that specializes in physician revenue cycle management. This is efforts to expand EqualizeRCM's practice management services.

# Consumer Relationship Management (CRM)

## OVERVIEW

The CRM sector completed four deals in the fourth quarter of 2016 with a total enterprise value of \$1,144 million.

The landscape of the CRM industry continues to look poised for growth. With rising labor costs, stricter labor regulations, and as well as companies having to manage larger pools of employees, there are to be a strong fundamental demand for the outsourcing for functions of business.

With the continuing changes and innovations in technology, companies are using acquisitions to expand into new verticals within the CRM space. Future merger and acquisitions in the CRM space are likely to be fueled by the need for more cloud-based solutions as well as businesses needing to access different software and solutions on multiple devices.

We don't expect meaningful expansion or outsourcing of CRM functions overseas due to the potential financial implications stated by the Trump administration. Due to the possible reductions in the of cost efficient outsourcing of work internationally, there could be a new interest in outsourcing business functions domestically to help mitigate the negative effects on margins.

With the continuing growth in the industry, we anticipate that the rising M&A activity trend in the CRM space will continue in 2017 due to CRM firms wanting to make acquisitions to expand into new verticals to provide end to end solutions.





# PUBLIC COMPARABLES:

Analysis of Selected Publicly Traded Outsourced Business Services Companies (In Millions)  
All Data as of 12/31/2016

Company Name	Ticker	Price	Market Cap (1)	TEV (2)	LTM Revenue	LTM EBITDA	LTM Net Income	TEV/ Revenue	TEV/ EBITDA	TEV/ Net Income
Atento SA	ATTO	7.65	564.07	998.14	1783.91	171.51	(11.25)	0.56x	5.82x	-88.76x
Convergys Corporation	CVG	22.28	340.31	340.31	67.95	41.81	38.75	5.01x	8.14x	8.78x
Sykes Enterprises Incorporated	SYKE	28.86	1206.58	1195.26	1408.17	159.88	64.40	0.85x	7.48x	18.56x
StarTrek, Inc.	SRT	8.45	132.57	163.48	312.33	14.17	(0.46)	0.52x	11.54x	-352.33x
Teleperformance SE (3)	PAR:RCF	100.46	5737.65	6044.60	3698.58	509.40	217.69	1.63x	11.87x	27.77x
TeleTech Holdings, Inc.	TTEC	30.50	1462.20	1537.19	1272.13	144.87	51.30	1.21x	10.61x	29.97x
West Corporation	WSTC	24.76	2045.21	5102.15	2293.01	606.83	187.34	2.23x	8.41x	27.23x
Mean (ARM)			1,642.51	2,197.30	1,548.01	235.50	78.25	1.72x	9.12x	-46.97x
Median (ARM)			1,206.58	1,195.26	1,408.17	159.88	51.30	1.21x	8.41x	18.56x

## Notes

(1) - Market Cap equates to total shares outstanding multiplied by the price per share

(2) - Total enterprise value consists of market cap plus debt less cash

(3) - Converted Local Currency to United States Dollars using the conversion rate at 12/31/2016

Source: PitchBook

Within the publicly traded CRM sector there were three deals in the fourth quarter of 2016. [TeleTech Holdings \(NASDAQ:TTEC\)](#) acquired [Atelka](#), a Canada based CRM company. [West Corporation \(NASDAQ:WSTC\)](#) has acquired [911 ETC, Inc.](#), a provider of enhanced 911 services. [NICE Systems \(NASDAQ:NICE\)](#) has acquired [inContact](#). This acquisition creates a more comprehensive and fully integrated set of solution offerings for NICE Systems.

Below is an additional noteworthy transaction that took place in the CRM sector in Q4 2016:

- [Everstone Capital](#) partnered with [Sunrise BPO](#) to acquire [C3](#) (CustomerContactChannels) who is a global provider of CRM solutions.

The section below features additional articles from CAS team members David Lavine and Elaine Rowley. David Lavine, discusses how the new tax laws proposed by President Trump laws will affect capital gains taxes. Elaine Rowley, provides an ARM Regulatory Update detailing the latest government news, regulation and compliance activities in the ARM sector.

Please feel free to contact the authors to further discuss the information they have detailed in their respective pieces below.

**David Lavine, Director – Valuations & Litigation Support**

Corporate Advisory Solutions

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# CAPITAL GAINS - WHAT TO EXPECT

There are two types of capital gains; short-term (profits on investments that you sell that you held for one year or less) and long-term (profits on investments that you sell that you held for more than one year). Short-term capital gains are taxed as ordinary income. Our focus is on the long-term capital gains and the potential changes in rates in 2017.

President-elect Trump has signaled a desire to change various tax rates. We have prepared a summary of the current capital gains tax rates and what may change in 2017. For purposes of this article, we have focused exclusively on long-term capital gains.

## Current Long-Term Capital Gains Tax Rates

Your current capital gains tax rate is based on your marginal tax bracket. Currently, there are seven brackets ranging from 10% to 39.6%. The long-term capital gains tax rate varies depending on the marginal tax bracket, as follows:

Tax Bracket (Marginal tax rate)	Long-term Capital Gains Tax Rate
10%	0%
15%	0%
25%	15%
28%	15%
33%	15%
35%	15%
39.6%	20%

High-income taxpayers are assessed a 3.8% additional tax on investment income (as part of the Affordable Care Act).

## Proposed Long-Term Capital Gains Tax Rates

As of this date, President Trump proposes the seven tax brackets be reduced to three while maintaining the existing long-term capital gains tax rates of 0%, 15% and 20%. Further, President Trump proposes elimination of the "head of household" filing status. The table below presents the proposed tax brackets and Long-term Capital gains tax rates:

Tax Bracket (Marginal tax rate)	Taxable Income (Single Filer)	Taxable Income (Married Joint filer)	Long-term Capital Gains Tax Rate
12%	\$0 - \$37,500	\$0 - \$75,000	0%
25%	\$37,500 - \$112,500	\$75,000 - \$225,000	15%
33%	\$112,500 & up	\$225,000 & up	20%

Concurrent with the long-stated Trump plan to repeal the Affordable Care Act, the 3.8% tax on investment income for higher earners would no longer exist.



## Impact of Proposed Changes

For most taxpayers, long-term capital gains tax rates would remain the same or possibly decrease. However, it need be noted that the proposed floor for the proposed highest tax rate of 33% is materially below the current highest bracket level. As such, more people would be assessed the 20% long-term capital gains rate under the proposed plan than the current structure.

In summary, we note:

- The proposed changes reduce the number of tax brackets and eliminate the "head of household" filing status.
- The impact of President Trump's proposal depends on the individual income and tax filing status.
- Regarding the highest level of earners, the 3.8% "surtax" will be eliminated effectively providing a "bonus" to a 2017 transaction versus a 2016 transaction (assuming passage of the proposed plan and a deemed retroactive date of January 1, 2017).

***David Lavine, CPA**, is Director of Valuations & Litigation Support Services at CAS, and is widely regarded as an industry expert for the credit, debt and banking industries. He has decades of experience as a financial expert. This includes a Partnership at a national accounting firm, specializing in transactions for middle-market enterprises.*





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The ARM Regulatory Update is the CAS quarterly Newsletter feature focused on government news, regulation, and compliance so you are informed of the latest activities of government agencies with oversight over the ARM sector. Your [comments](#) and [suggestions](#) are welcome!

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## ARM REGULATORY UPDATE

Elaine Rowley | Corporate Advisory Solutions, LLC | Chevy Chase, Maryland | 240-235-6008

## **Consumer Financial Protection Bureau (CFPB)**

### **CFPB Notices of Proposed Regulation Open for Comment:**

#### **Request for Information Regarding Consumer Access to Financial Records**

The Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank Act) provides for consumer rights to access financial account and account-related data in usable electronic form. The Bureau of Consumer Financial Protection (Bureau or CFPB) is seeking comments from the public about consumer access to such information, including access by entities acting with consumer permission, in connection with the provision of products or services that make use of that information.

### **CFPB Reports and Updates:**

**Consumer Experiences With Debt Collection: Findings From the CFPB's Survey on Consumer Views on Debt** This report presents the results of the

Survey of Consumer Views on Debt which was conducted by the CFPB between December 2014 and March 2015. The survey results substantially expand the understanding of debt collection in the United States by providing the first comprehensive and nationally representative data on consumers' experiences and preferences related to debt collection.

#### **Market Snapshot: Online Debt Sales**

This report provides an introduction to the online marketplace for charged-off debt. This market consists of websites and in at least one case, a Facebook page, where portfolios of charged-off consumer debt are listed for sale.

#### **Snapshot of older consumers and student loan debt**

The number of consumers age 60 and older with student loan debt has quadrupled over the last decade in the United States, and the average amount they owe has also dramatically increased.

## **Consumer Financial Protection Bureau Independent Audit of Selected Operations and Budget, Fiscal Year 2016**

In accordance with the Dodd-Frank Act, the CFPB orders an annual independent audit of the operations and budget of the Bureau.

### **Republican members of House Financial Services Committee release new report on CFPB's auto finance actions**

Republican members of the House Financial Services Committee recently released a report, prepared by the Republican Staff of the Committee, titled "Unsafe at Any Bureaucracy, Part III: The CFPB's Vitiating Legal Case Against Auto Lenders."

[Department of Labor \(DOL\)](#)

[Agency Rule Lists](#)

## **CAS Resource Links:**

CFPB, January, 2017, [Report of the Consumer Financial Protection Bureau pursuant to section 1017\(e\)\(4\) of the Dodd-Frank Act](#)

CFPB, January 2017, [Consumer Experiences With Debt Collection: Findings From the CFPB's Survey on Consumer Views on Debt](#)

CFPB, January 2017, [Market Snapshot: Online Debt Sales](#)

CFPB, January 2017, [Monthly Complaint Report, Vol. 18](#)



CFPB, January 2017, [Fall-Winter Regulatory Agenda](#)

CFPB, October, [2016 Annual Report of the CFPB Student Loan Ombudsman.](#)

CFPB, October 2016, [Guide to Loan Estimate and Closing Disclosure Forms.](#)

CFPB, October 2016, [Small Entity Compliance Guide](#)

CFPB, September 2016, [Monthly Complaint Report, Vol. 15](#)

CFPB, April 2016 [Online Payday Loan Payments](#)

CFPB, April 2016, [Student Loan 'Payback Playbook'](#)

CFPB, March 2016, Winter Supervisory Highlights

DOL, [Overtime Final Rule, May 2016](#)

FTC, [EU-U.S. Privacy Shield Framework, July 2016](#)

FTC, [Fair Debt Collection Practices Act](#)

FTC, [Memorandum of Understanding between the CFPB and the FTC, March 2015.](#)

IRS, [Internal Revenue Service Affordable Care Act](#)

Office of the Comptroller of the Currency, [Risk Management Guidance](#)

[Protecting Personal Information: A Guide for Business.](#)

# Select CAS Transactions

**JOHNSON MORGAN & WHITE**  
NATURAL RESOURCES FUND L.P.

HAS MERGED INTO

**altus**  
GLOBAL TRADE SOLUTIONS

The undersigned initiated the transaction and served as advisor to Johnson, Morgan & White.

**CAS**  
Corporate Advisory Solutions

Securities conducted through SidPax Capital Member FINRA/SIPC, Tampa, FL

**altus**  
GLOBAL TRADE SOLUTIONS

WAS ACQUIRED BY

**NewSpring CAPITAL** **SPRING CAPITAL**  
**Evergreen**

The undersigned initiated the transaction and served as M&A advisor to Altus Global Trade Solutions.

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A FINANCIAL SERVICES COMPANY

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**MERCHANTS ASSOCIATION COLLECTION DIVISION, INC**

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A Receivables Management Company

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**PRS**  
PROFESSIONAL RECOVERY SERVICES, INC.

WAS ACQUIRED BY

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