

CCR

# APPOINTMENTS & UPDATES

Marston Group has appointed John Crichton as group finance director. Prior to joining Marston, he spent four years as finance director of APCOA Parking UK – a company which employs 2,700 personnel on 140 contracts, and with annual gross revenues of £250m.

He will be responsible for all elements of the finance function for Marston, including business integration and client contracts, and will ensure that Marston's finance department evolves in tandem with its business growth.

Deputy chief executive Gareth Hughes said: "John will be a good cultural fit with our organisation, and his arrival marks the sixth senior appointment in as many months. The formation of a highly-skilled team across the full range of corporate disciplines gives a strong platform for growth over the next 10 years."



*John Crichton, group finance director, Marston Group*

TELEPERFORMANCE Collections has received accreditation at 100% by the Credit Services Association (CSA) for the Collection Accreditation Initiative (CAI). The CAI assesses collectors' knowledge and scope of understanding in relation to sector compliance. The test measures individual awareness of relevant regulatory guidance and the legislative framework of the debt collection industry.

Denise Crossley, managing director of Teleperformance Collections, said: "We are delighted to have received this important accreditation."

Commercial Credit Management has achieved 100% collector accreditation, with every collector passing the Collector Accreditation Initiative (CAI) online test.

Managing director Steve Murray said: "We have been big supporters of the CAI since day one and were involved in the CSA's Steering Committee for the project and the pilot phase. It gives

us and our clients extra confidence that our collector's compliance knowledge is of a high standard."

DDI Consulting has appointed Alex Telowski as business development manager. DDI has been marketing the Ascent Debt Collection platform for the last seven years and is confident that the experience Mr Telowski brings will increase the profile of both the Ascent product and DDI Consulting.

He will lead the formation and delivery of DDI's sales and marketing strategy throughout the debt collection industry and beyond.

Legal Recoveries & Collections has achieved the CSA's new CAI Company Accreditation with over 90% of their collectors now CAI certified.

Compliance and training director, Claire Clark, said: "This demonstrates how seriously we take the need for

our collectors to be aware and have an understanding of the regulatory and legislative framework in which they work on a daily basis."

TDX has announced that Mark Sanders has been appointed CEO; he takes over the role from founder, Mark Onyett.

Mr Onyett will remain on the board as an executive director and will work closely with the executive team in identifying and pursuing growth opportunities.

The Federal District Court judge presiding over the patent infringement lawsuit between Apollo Enterprise Solutions, Inc. and Collections Marketing Center (CMC) has denied CMC's motion to stay pending re-examination of Apollo's patent 7,848,978 "Enhanced >>



*Neil Clyne, group chief executive, Cabot Credit Management*

Cabot Credit Management is the new name for the combined business following the acquisition of Cabot Financial by AnaCap Financial Partners, and the subsequent merger of Cabot with Apex Credit Management in April 2011.

Confirmation of the new group name follows the announcement that it has increased its three-year banking facility to £200m as West LB joins the syndicate alongside RBS, Barclays and Citigroup.

Cabot Credit Management will continue to focus on its core specialist services through the independent brands: debt purchase – Cabot Financial; contingency collections – Apex Credit Management; and customer tracing – Apex Discovery Solutions.

Neil Clyne, group chief executive of Cabot Credit Management, said: "The approval of our new group name is the latest step towards combining the complementary business visions of both Cabot Financial and Apex Credit Management. The new enlarged group aims to create long-term and sustainable growth by taking advantage of the economies of scale that we now benefit from as a result of the recent acquisition."