In the Consumer Financial Protection Bureau’s survey of credit card issuers, \(^{246}\) all respondents conducted at least some collection activity in-house on overdue credit card accounts after a consumer misses a payment. \(^{247}\) These initial collection contacts may come in the form of letters, calls, emails, voicemails, or text messages reminding consumers of their outstanding balance. As described in § 1.4.5 \([1]\), infra, the majority of respondents also used first-party collectors for at least some of these early collection efforts.

All survey respondents have at least some contact limits on its in-house collectors. \(^{248}\) The CFPB summarized responses about contact limits as follows: \(^{249}\)

- Phone calls: 4-15 per account per day;
- Postal mail: 0-2 per account per month;
- Voicemails: 0-2 per account per day;
- Email: 1-6 per account per month; and
- Text messages: 0-4 per account per month.

The majority of survey respondents indicated that they placed accounts with third-party collectors prior to charge-off with placement typically only made after sixty or ninety days of delinquency. \(^{250}\)

No survey respondents sold debt prior to charge-off. \(^{251}\)

**Footnotes**

246 Consumer Fin. Protection Bur., The Consumer Credit Card Market 237 (Dec. 2015) (“surveyed issuers accounted for nearly three-quarters of the total amount of credit card balances outstanding”).

247 Id. at 248.

248 Id. at 248.

249 Id. at 249.

250 Id. at 250.

251 Id. at 256.

**Source:** National Consumer Law Center, Fair Debt Collection [9th ed.], updated at www.nclc.org/library

**Source URL:** https://library.nclc.org/fdc/01040401-0

**Links**

[1] https://library.nclc.org/nclc/link/FDC.01.04.05