



From left, Steven Kusic, Jill Kusic and Shell Sharma

Goal: 100 percent client satisfaction at responsible revenue recovery company

What sets the NRA Group LLC d/b/a National Recovery Agency apart are its corporate values, dedication of its employees, commitment to its clients, state-of-the-art technology, high standards of quality, continuous training and success in the revenue and debt collection market.

"Reaching out to clients and consumers and offering the best in available technology, supported by extensive industry knowledge will bring positive outcomes and certain growth," said Steven Kusic, CEO of NRA Group LLC.

In fact, it's clear from the accolades bestowed upon the company just this year that NRA has a winning formula:

- It was named winner of the Harrisburg Regional Chamber/CREDC "Small Business of the Year," Dec. 13, 2006.
- Jill E. M. Kusic, esq., was awarded the "Forty under 40" Business Leadership Award by the Central Penn Business Journal.
- Steven Kusic was awarded the "Top 50" Most Influential People in the collection industry by the Collection and Advisor Magazine at a national event in Las Vegas, Nev., December 2006.
- Collections and Credit Risk, New York, featured NRA's Community Services in its Dec. 6, 2006, issue.
- The Central Penn Business Journal named it among the "Top 25 Women-Owned Businesses" in 2007.

And prior awards are numerous for Steven C. Kusic: "Young Guns Award" from a worldwide nomination by the Collection Industry, Kaulkins Ginsberg Publications - Maryland; Central Penn Business Journal "Forty under 40"; Collection Advisor cover story in October 2005; and "Top 25" Most Influential People in the Collection Industry. He also serves on the board of directors of the Pennsylvania Collectors Association, many community organizations and the advisory board of a regional bank.

Certification

The business of collection involves a strong foundation of performance standards, and NRA is proud of its industry certifications:

- SAS 70 (Statement on Accounting Standards), audit-certified fiscal controls.
- Professional Practices Management Systems, subscribed American Collections Association, compatible to ISO 9002 and JCAHO, certified high-quality standards.
- Payment Card Industry, site plan certification by Security Metrics.
- Data Security Systems, certified by Security Metrics.

NRA Creation

The NRA Group LLC was created with

the asset acquisition of two nationally known agencies: National Recovery Agency, founded in 1976, and Credit Plus Solutions Group, founded in 1922. Today, the organization is 110 employees strong, serving hundreds of clients in the business world and recovering millions of dollars in revenue for them.

NRA developed the Centers of Excellence, focusing in the areas of technology, compliance and training. They were created for benchmarking data, researching and developing new productive methods and making available the very best of NRA resources for its clients.

NRA is a team of professionals dedicated to perform in the most ethical and respectable manner. Based on the acceptance of this belief, it presents itself as "A Responsible Revenue Recovery Company."

Growth

Since 2003, National Recovery Agency has experienced unprecedented growth, an average of 38 percent revenue growth each year. NRA manages for its clients millions of accounts reaching close to the billion-dollar mark in face value.

Last year, NRA saw an increase of more than 100 percent in dollar placements. Managing the success and growth is attributed to the SMART Corporate plan that is the pathway to reaching

NRA GROUP LLC D/B/A NATIONAL RECOVERY AGENCY

2491 Paxton St.,
Harrisburg, Pa. 17111
(800) 360-9953

www.nationalrecovery.com

Year established: 1976/1922

Business type: Revenue Recovery

Number of employees: 110

Owner: Jill and Steven Kusic

Company officers:

- Steven C. Kusic, chief executive officer
- Jill E.M. Kusic, esq., president
- Shell S. Sharma, chief operating officer

Human resources:

humanresources@nationalrecovery.com

To use the company's services: Contact the sales department at (800) 360-9953 or business development at businessdevelopment@nationalrecovery.com

About the company:

"We're a Responsible Revenue Recovery Company."



the company's VISION 2010 implemented in 2005.

"Turnarounds and growth depend extensively on capital investment and the ability to challenge the human resources to attain the desired success in business operations," said Shell Sharma, COO of NRA.

Future

In the next 18 months, NRA expects to have a second location with the capacity to add 100 new staff members at its call center. In addition, it will serve as a redundant or back-up facility for its network security needs. The company projects its revenue recovery to exceed \$30 million in the next 12 months.

The company's goal is 100 percent client satisfaction.

Community commitment

Besides being a corporate sponsor for a number of notable charities, NRA Group has developed Community Caring Committees in the organization for employees to volunteer. These efforts include Adopt-A-Highway, Central PA Blood Bank, Central PA Food Bank, March of Dimes, Four Diamonds Fund, Volunteers of America Toy Drives and more.

"Leadership that surrounds itself with talented people is bound to succeed," said Jill Kusic, NRA president.