



## Michael Mills to Head Collections and Customer Service for Travelers Acceptance Corporation

**Vancouver, BC – August 18, 2005** Travelers Acceptance Corporation is pleased to announce that Michael Mills has joined the company as Director of Collections and Customer Service. Michael brings over a decade of experience in the collections and customer service industry.

Michael Mills has, over the past seven years, held ever more responsible roles at the Royal Bank Financial Group in their Litigation Recoveries, SBDC Litigation, Bankruptcy and Collections departments as Specialist, Bankruptcy Officer, Account Manager and Manager. Prior to these roles Michael was a Branch Manager for Global Design and also worked within the collection industry including Equifax Canada.

As Director of Collections and Customer Service, Michael Mills is responsible for ensuring that his department group keeps the level of account delinquency at a desirable level, while assuring a consistent, satisfactory and positive experience for Travelers clients. Michael is also responsible for developing strategies in risk management, improvements in automation and collections technology, and in process efficiencies.



Michael has a B.A. from Concordia University and a Diplome d'Estudes Collegiales from Dawson College both in Montreal Quebec, and a Credit Management Certificate from the University of Calgary.

Michael is a native of Quebec who is fluently bilingual and who no resides in Vancouver having previously worked in Montreal, Calgary and Vancouver.

*Travelers Financial Group is a leader in the provision of financial solutions and services to organizations, dealers, consumers, vendors and financial intermediaries in Canada. Travelers focuses on providing financial choice and the generation of value through the application of experience, service and innovation. Travelers Acceptance Corporation, a member of Travelers Financial Group, has for more than 30 years provided solutions and services specifically tailored to vendors of consumer products and services - including loans for tuition, automotive aftermarket and repair, vacation ownership, elective healthcare procedures, memberships, power products and home improvement. For more information about Travelers, visit [www.travelersfinancial.com](http://www.travelersfinancial.com)*