

Globalizing Civil Recovery

In today's marketplace, globalization of services is a growing trend. Retailers, manufacturers, and suppliers alike have all begun the push toward a world economy. Like their U.S. counterparts, Canadian, United Kingdom, and European retailers must deal with shrink issues. Many foreign retailers have begun to look to civil recovery as a means to partially off-set the cost of combating theft.

International Expertise

When selecting a service provider to manage civil recovery needs, it will be important for Canadian, U.K., and European retailers to ensure that solution providers possess a working knowledge not only of the various countries' laws, but a comprehensive understanding of procedures to effectively manage the civil recovery process, including an understanding of the cultural and language barriers.

- As an international collections law firm, U.S.-based Palmer, Reifler & Associates, P.A. stays abreast of both current and developing civil recovery laws and legislation in Canada and the U.K., and has begun studying some of the laws of European countries as well.
- Having worked worldwide early in his career, Chief Executive and General Manager Ron Palmer brings more than twenty years of international business experience to the company.
- Partner Natt Reifler and Director of Retail Client Development Greg Saputo have attended loss prevention educational conferences in both the U.K. and Germany, where they were active participants in roundtable discussions.

Professional Services

A service provider that provides civil recovery services in more than one country should have the means to carry out those services. Palmer, Reifler & Associates has these means.

- Based in Orlando, Florida, Palmer Reifler operates client support centers in Dallas, Los Angeles, Chicago, and Atlanta. In support of its international operations, the firm has established an office in Toronto, Ontario, and soon London, England.
- Palmer Reifler employs a fully scalable SQL-based case management and reporting system designed to incorporate currency and languages from major countries located around the world.
- The company also has ongoing working relationships with major international banking institutions and one of the oldest and most respected collection law firms in the U.K.



Pioneers in the Industry

When deciding on a civil recovery partner, retailers should take into account that service provider's experience in the civil recovery industry.

- Founded in 1994, Palmer Reifler became the first truly dedicated civil recovery law firm in the United States and is to our knowledge the largest civil recovery law firm in the world.
- The founding partner, James R. Palmer, has worked closely with U.S. Federal Trade Commission, multiple states bar associations, and state political leaders laying the groundwork to develop civil retail theft laws.
- Director of Retail Client Development Greg Saputo brings over thirty-four years of retail loss prevention experience to Palmer Reifler and its clients, including more than twenty-five years at a director or vice president level with *Fortune* 500 companies.

A Partner You Can Trust

The law offices of Palmer, Reifler & Associates has built its reputation on the relationship it has with its clients. Always striving to understand its client's business goals, delivering high-quality customer service in an effort to exceed our client's expectations, Palmer Reifler treats its relationship with its clients as a true partnership.

Whether you are looking to start a civil recovery program, looking to expand an existing program, or seeking a firm to manage your collection needs, domestic or international, the law offices of Palmer, Reifler & Associates is a partner that you can trust. ■

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866-875-6565