

# JAN/FEB 2011

## WILBER CARES



Wilber had such a great response to our first Wilber Cares activity that we decided to implement one Wilber Cares opportunity a quarter. This quarter we decided to help Bromenn hospital with their annual Day of Dance to promote heart healthy lifestyles. We had over 25 Wilber volunteers do a variety a tasks including, set-up, tear-down, registration, dancing, silent auctions, checking coats, greeting people and encouraging people to get a variety of tests run. The hospital staff was so grateful for our help! It was great to see such a large number of employees pitch in and make this event the most successful one they have had! Way to go Wilber.....a company that truly cares!



## RED CROSS BLOOD DRIVE 2011

Wilber had the privilege to participate in a Red Cross blood drive with a neighboring company (InTegrity Technology Solutions). We decided to have a friendly wager to see who could have the most people participate! InTegrity beat us by 2 people

and we provided them with a Pizza party! This was the largest donation that we have had with 26 units donated! Wilber had 17 people attempt to participate and InTegrity had 19. What a great effort by both companies for such a great cause.



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## WILBER LOYALTY

Wilber is proud to be able to say that we have a low turn-over rate in a high turn-over industry. We currently have 21 employees who have been with the company for 5 years or more. We have 6 more who will reach 5 years throughout 2011. That is approximately 45% of our staff! Here are what a few employees had to say about Wilber loyalty!

### Q: What has kept you at Wilber for so long?

**A:** Two words—Ken Wilber!!! He is very family oriented and as a single working mother it puts my mind at ease knowing Ken believes family comes first. He allows me to work from home so I can be available for my daughter if needed, and so that I can save A LOT on gas \$ since I don't live in Bloomington. Ken's giving nature and his service to the community is inspiring. He will not hesitate to help those in need and I am proud to work for a man with such integrity. (L. Murillo, Legal Dept.)

**A:** I have been with Wilber for 6 years this coming May 2011. Since starting here I have always been treated as though I'd been here for years. People here are helpful, encouraging, and friendly. You're like a sibling as opposed to an ordinary employee at Wilber & Associates. From the CEO all the way down the attitude is everyone comes first and no one will be left behind. (G. James, Production Support)

**A:** The great opportunity to work from home and be with my kids. Even when I worked in the office it was like working with a family where everyone got along and honestly I cannot wait to go back! Ken & Mike truly care about all of us and would be there for any of us if we needed them. I was 20 years old when I started and I don't think there are too many people that can say they have been with a company since they were 20, 9 years later! (L. Kuhnke, Support Dept.)

**A:** This is my second home and family! I enjoy what I do very much and I can't imagine doing anything else. Not only do I appreciate

Wilber, I feel appreciated for what I contribute to the company. (D. Ratliff, Audit Manager)

**A:** I've been in collections for over 10 years, our industry has a high turnover due to the stress of the job causing a quick burn-out. The difference between Wilber and any other employer I have worked for is that you are a person not an agent or just an employee. Everyone from the CEO to the janitor knows you by name and truly cares about you and your family. Everything from the way we celebrate birthdays to the way we come together to help out a co-worker in need, Wilber does it their way not the corporate way. It will be five years for me this coming November and my thoughts are to keep doing it the Wilber way for another twenty five years. (N. Roman, Production Dept.)

\*Statements continued on back

## WILBER ANNOUNCEMENTS

### Client Referral Forms

Wilber has recently updated all of our client referral forms. These new forms should be used when sending new cases. If you have not received a new referral form in the last 12 months please contact Dennis Spencer at [dspencer@wilbercollect.com](mailto:dspencer@wilbercollect.com) or at (309) 663-6700 ext. 244 to request a new one!

### NASP 2011

#### Litigation Skills Conference

Wilber enjoyed attending the 2011 annual Lit. Skills conference. We were able to catch up with many of our outstanding network of Attorneys! We appreciate the work that you do!

### Website Updates

Wilber has updated the look of our website. Check it out at [www.wilbercollect.com](http://www.wilbercollect.com) and let us know what you think. We value your feedback!

## A NOTE OF THANKS...

Wilber is the sponsor of a room at our local Children's hospital located in Peoria, IL. Here is an excerpt from a letter that we received from a family who was able to use the room that we sponsored:

*"...my husband and I read the articles in the paper about the grand opening of Children's Hospital of Illinois OSF Saint Francis Medical Center. We never imagined a month after that grand opening*

*we would bear witness to the rebirth of our 4-day-old daughter at the facility. Our daughter, Ella, was brought to the hospital by Life Flight from a small rural hospital that didn't have the medicine or technology to save her life. Our daughter is a heart baby. She was born with a heart defect that was not detected until she suffered complete organ failure. Our daughter was literally reborn, one organ at a time, at Children's Hospital."*

*"Today, five surgeries later, and almost as many months later, we celebrate Ella's "extras". We celebrate each extra day we have with Ella. We celebrate each of Ella's extra milestones. We celebrate at your hospital. We celebrate in the room you sponsored. Your donation to Children's Hospital did more than put up the four walls of Ella's room; it built a home that fosters miracles..."*

The Berry Family

## PARAPROSDOKIANS (YES, IT'S A WORD)

Ken Wilber sent over these funny paraprostdokians and thought you would enjoy them!

A paraprostdokian is a figure of speech in which the latter part of a sentence or phrase is surprising or unexpected in a way that causes the reader or listener to re-frame or reinterpret the first part. It is frequently used for humorous or dramatic effect. Enjoy!

I want to die peacefully in my sleep, like my grandfather. Not screaming and yelling like the passengers in his car.

The last thing I want to do is hurt you. But it's still on the list.

If I agreed with you, we'd both be wrong.

We never really grow up; we only learn how to act in public.

War does not determine who is right – only who is left.

I asked God for a bike, but I know God doesn't work that way. So I stole a bike and asked for forgiveness.

Do not argue with an idiot. He will drag you down to his level and beat you with experience.

Knowledge is knowing a tomato is a fruit; wisdom is not putting it in a fruit salad.

The early bird might get the worm, but the second mouse gets the cheese.

Evening news is where they begin with 'Good evening,' and then proceed to tell you why it isn't.

To steal an idea from one person is plagiarism. To steal from many is research.

A bus station is where a bus stops. A train station is where a train stops. My desk is a work station.

How is it one careless match can start a forest fire, but it takes a whole box to start a campfire?

Dolphins are so smart that within a few weeks of captivity, they can train people to stand on the very edge of the pool and throw them fish.

I thought I wanted a career; turns out I just wanted paychecks.

A bank is a place that will lend you money if you can prove that you don't need it.

Whenever I fill out an application, in the part that says "In an emergency, notify:" I put "A DOCTOR."

I didn't say it was your fault; I said I was blaming you.

Why does someone believe you when you say there are four billion stars, but check when you say the paint is wet?

Behind every successful man is his woman. Behind the fall of a successful man is usually another woman.

A clear conscience is usually the sign of a bad memory.

You do not need a parachute to sky-dive. You only need a parachute to sky-dive twice.

The voices in my head may not be real, but they have some good ideas!

I discovered I scream the same way whether I'm about to be devoured by a great white shark or if a piece of seaweed touches my foot.

Some cause happiness wherever they go.. Others, whenever they go.

There's a fine line between cuddling and holding someone down so they can't get away.

I used to be indecisive. Now I'm not sure.

I always take life with a grain of salt... plus a slice of lemon... and a shot of tequila.

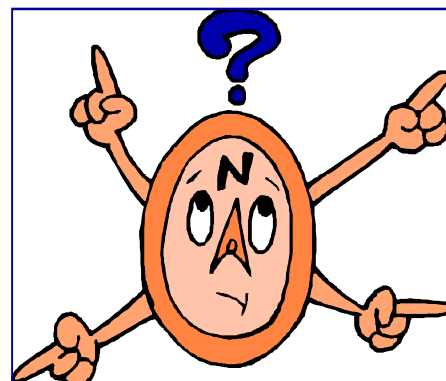
You're never too old to learn something stupid.

To be sure of hitting the target, shoot first and call whatever you hit the target.

Nostalgia isn't what it used to be.

A bus is a vehicle that runs twice as fast when you are after it as when you are in it.

Change is inevitable, except from a vending machine.



## WILBER

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*Faithfully Serving.*



### Wilber Mission Statement

“It is Wilber’s policy to provide client-partners with an excellent net return through continuously improved recovery management services. Ongoing education of our employees, and well-defined client-partner requirements and expectations enable innovative responses to their needs. We are committed to fostering a community where employees can excel and client-partners receive a significant contribution.”

## WILBER LOYALTY CONT.

**A:** Being able to find growth within the company but as a person as well as we have such great people we work for here who are not only here to help with work production within but are willing to be there for you outside of work as well. I view us as a diverse family who all work together to get the job done and be there for each other when in need. (C. Sims, Legal Dept.)

**A:** The integrity of Ken Wilber and the family atmosphere. (C. Bier)

**A:** It's the people and the work atmosphere. Our boss is a Christian and that effects everything that he does—good work ethics and honesty are high on his list of priorities, but it's bathed in genuine kindness and generosity. (B. Norton, Support Dept.)

**A:** The People!!!!

I can come to work every day and know that the people I work with are Good, Fun Loving People.

Working here is fun, challenging & rewarding environment.

The employees truly care for each other and it shows.

Relaxed yet professional environment.

A strong Christian atmosphere that is welcoming to all, willing to listen with confidentiality, and pray for you when you request it. (P. Gross, Support Dept.)

**A:** Working at Wilber provides me the opportunity to work in a position that I enjoy doing and has made me confident with my career choice. My next anniversary will be 10 years, the variety and abundance of new clients have

been absolutely amazing. My position has never been boring and I still learn about the subrogation industry everyday, providing me with more knowledge to apply to my work standards. It is refreshing to work for a company that is loyal to their employees and clients the way I have always known Wilber to be... (B. Gill, Support Dept.)