

# In the Community...



2019 in review



# IN THE COMMUNITY 2019 IN REVIEW

At IC System, we believe that our accounts receivable management services help strengthen our economy and, by extension, our community. More than that, our corporate charity committee, known as ECHO (Employee Charitable Help Organization), was launched in 1981 so our employees could give back to those in need both locally and nationally.

IC System ECHO volunteers donated over 635 hours and raised more than \$57,000 for local charities in 2019. IC System efforts support nonprofit organizations such as the Make-A-Wish Foundation, the American Cancer Society, Ronald McDonald House, the Salvation Army, Special Olympics (Minnesota and Wisconsin), Children's Miracle Network, A Soldier's Child Foundation, and others dedicated to helping those in need.

Our employees volunteer their time away from work to enable IC System to reach its community goals and be a leader in charitable contributions. Each member of ECHO, and every IC System volunteer who supports their efforts, strives to do good for their community. Their efforts have not only made a difference in our neighborhoods but have fostered a corporate culture that led the Star Tribune to name IC System a Top 150 Workplace in 2019.

For 80 years, IC System's philosophy has been to maintain a positive and caring presence in our local and national communities.

Our mission—to be the best, most trusted provider of receivables management services to original creditors—means living up to our Core Values:

We have **PRIDE** in what we do and how we do it.

We are **INNOVATIVE** in the way we get things done.

We deliver **PERFORMANCE** that exceeds expectations.

We conduct ourselves with **INTEGRITY**.

And most importantly, we treat **PEOPLE** with dignity and respect.

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# 2019





## WHITE BEAR LAKE POLAR PLUNGE

Jumping into a lake during a Minnesota winter may not sound like your idea of a good time, but tell that to the volunteers at IC System who plunged into a chilly White Bear Lake on January 26, 2019. Our team helped raise \$2,108 and donated 25 volunteer hours for Special Olympics Minnesota.

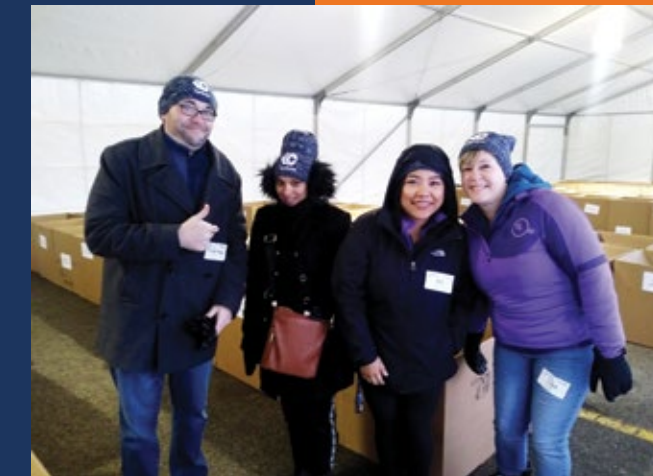


## 2019 ALLSTATE HOT CHOCOLATE RUN 15K/5K

The 2019 Allstate Hot Chocolate Run 15k/5k takes place in mid-April, and in Minnesota, that means it's just in time for the last weeks of winter. The event helps raise proceeds for the Make-A-Wish Foundation. Our team volunteered 39 hours in cold temperatures to facilitate the check-in area and safeguard the runners' personal items.



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## LOOSE CHANGE ADDS UP FOR CHARITY

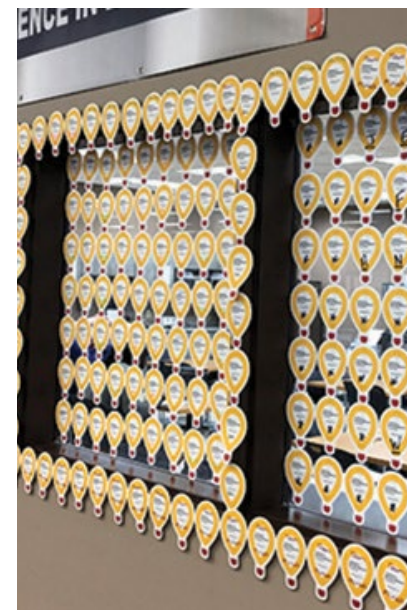
There's untold value in loose change. You could have a small treasure hiding between your couch cushions or in your junk drawer. Perhaps some of us don't carry much cash anymore, there always seems to be some coinage lying around that goes unnoticed. Now imagine if everyone in your office pooled together their loose change for a good cause. How much could you raise?

That's just the question asked by Kimberley Dickinson, an IC System supervisor in the Onalaska, Wisconsin branch office. Between February 18 and March 1, employees in the Onalaska office collected their spare change in a friendly competition between several teams. It's all part of an effort to raise funds for the Children's Miracle Network.

The competition played out as team members were asked to donate spare change. Each piece of coin had a point value. Since this was an initiative to collect change, the donation of paper money resulted in a subtraction of points. At the end of the two weeks, the team with the highest number of points from the coin donations earned a free lunch for their members.

Several Icons were sold and, in just two short weeks, the Onalaska office was able to raise \$1,281.07 in spare change donations. "It was incredible to see everyone dig deep and find some spare change," said Dickinson. "I don't think anyone was expecting to gather such a huge amount in coin. It was really inspiring—and supporting a great cause!"

IC System's Onalaska office and its more than 175 employees have raised donations and supported the Children's Miracle Network for a number of years, including participating in their annual Radiothon. Thank you to the Onalaska staff for being a proud contributor to your community and gathering loose change for charity.


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## SPRING CLEANING DRIVE

After a long Minnesota winter, there's nothing like spring cleaning and getting rid of clutter, especially when it means your excess clothing goes to a great cause! IC System employees donated three enormous bins filled with gently used clothing to help the Salvation Army. Nearly 1,000 pounds of clothing were gathered for the Salvation Army's Family Stores, the proceeds of which are used to fund drug and alcohol Adult Rehabilitation Centers.



# RELAY FOR LIFE



One of IC System's largest charity events of the year, the annual Relay for Life rally raises funds and awareness for the American Cancer Society. Our company raised \$13,948 for the event through donations and raffles, and volunteers donated more than 150 hours to help survivors and remember loved ones.

Beyond the traditional rally that includes an initial lap for cancer



survivors, followed by an all-night walk to symbolize the enduring fight against cancer, IC System sold tickets to the Minnesota Twins game against the Detroit Tigers on May 11, 2019. All proceeds, donated by the Twins and the Center for Diagnostic Imaging (CDI), went to our company's relay team, the IC Angels, in support of the American Cancer Society.

"IC System is one big family, and Relay for Life is truly a family event," said Nicole Mueller. "You get a sense of closeness at the event because everyone there has been impacted in some way by cancer. I think that helps create a real feeling of togetherness in support of the American Cancer Society."

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# COOKS FOR KIDS

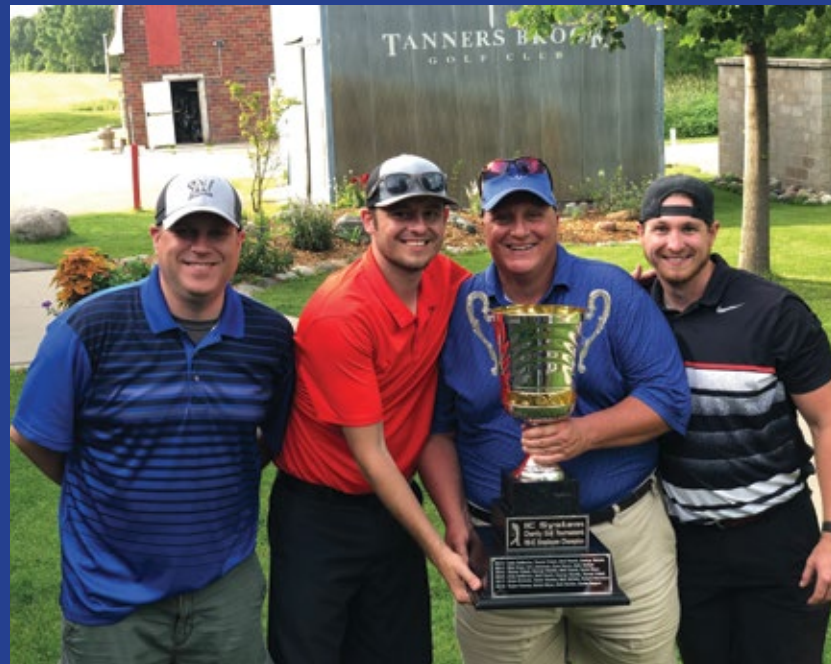


Five of IC System's most culinarily-inclined volunteers visited the Ronald McDonald Family Room to cook dinner for families of patients at Gillette Children's Specialty Healthcare. Our volunteers made spaghetti and meatballs, a homemade alfredo courtesy of Nicole Mueller, salad, and brownies for dessert. "That homemade alfredo was the best I ever tasted," said fellow volunteer Rachel Scherer.

IC System's cooks fed nearly 40 people, giving these families a chance to rest and recoup with a great meal.

# CHARITY GOLF TOURNAMENT

IN THE COMMUNITY



RONALD McDONALD  
HOUSE CHARITIES



A SOLDIER'S CHILD  
FOUNDATION

Golfers at IC System come together each year for our Charity Golf Tournament, which celebrated its 21st year in 2019.

The tournament, held at Tanners Brook golf course in Forest Lake, Minnesota, gathers dozens of players from IC System, as well as our vendors and family members.

The day greeted golfers with excellent weather and a series of on-course challenges, including a chip for charity, team putt contest, and individual drive contest.

The winning foresome hailed from our Onalaska office and included Matt Roark, Gavin Olson, Cody Fisher, and former professional golfer Kelly DeMarino.

But the big event on the course was an incredible hole-in-one by our Marketing Director, Eric Johannes! This was witnessed by his teammates Greg Young, Bryan Campbell and Paul Fitzpatrick and also by Rachel Scherer and Kadi Peterson.

*The tournament helped raise **\$18,586** in donations, and all proceeds went to A Soldier's Child Foundation, Ronald McDonald House Charities, and the American Cancer Society.*

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2019 IN REVIEW

# SCHOOL SUPPLY DRIVE



IC System held its annual School Supply Drive in August to help ensure that every child has the tools they need to succeed in school. Employees contributed notebooks, pencils, crayons, calculators, and other items for Kids In Need Minnesota, a program of the Kids In Need Foundation. Our company donated 3,243 items and pulled together \$1,000 in donations for school supplies for those in need.



# RONALD McDONALD HOUSE'S

Sixteen employees from IC System joined several companies in our community for Ronald McDonald House's The Great Rake, an annual event held each autumn to help clean up local yards around the Oak Street location in Minneapolis. It's a day where volunteers brave the cool weather and overcast skies to clean gardens and make yards beautiful, helping to make the surrounding community a welcoming and friendly place.



# THE GREAT RAKE


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## 2019 IN REVIEW

# IC SYSTEM NAMED BBB TORCH AWARDS FOR ETHICS FINALIST

*"IC System is proud to be included among the finalists, It's a special honor to be recognized by the BBB. Being a finalist means that we're rising above the stigma around collection agencies. We conduct our business with integrity and ethics in mind. Our company was founded on those principles by my grandparents, and through three generations, we've kept that philosophy at the foundation of IC System."*

*~John Erickson, Jr.,  
President and CEO of  
IC System.*

*The Better Business Bureau® of Minnesota and North Dakota has announced IC System as one of their finalists for the 2019 BBB Torch Awards for Ethics!*

The distinguished honor shines a spotlight on businesses in Minnesota and North Dakota that demonstrate "a strong commitment to ethics and integrity in every aspect of their day-to-day operations and interactions with customers and employees."

After receiving around 600 nominations for businesses in Minnesota and North Dakota, the BBB selected ten finalists, including IC System.

The BBB presents the Torch Awards for Ethics annually to several for-profit businesses located within the Minnesota and North Dakota region. Eligible businesses are offered the opportunity to submit an entry to BBB, where a panel of independent volunteer business and community leaders select the winners. Nominees must be in good standing with BBB; however, BBB Accreditation is not a requirement to compete. IC System is rated A+ by the BBB and carries a BBB Accreditation.

The winners were announced at an awards ceremony held at the Radisson Blu, Mall of America, on Wednesday, November 20. The BBB event featured the Honorable Alan Page, retired Minnesota Supreme Court Justice and pro-football Hall of Famer, as the keynote speaker of the event.

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# FALL FUNDRAISER & TURKEY DASH



IC System's charity group ECHO held a contest in our St. Paul home office November of 2019. Throughout the month, our office's three floors competed against one another to determine which level could raise the most non-perishable food items. Referred to in the office as the Turkey Dash, the event brought employees together to help gather a whopping 5,000 pounds of food for the local White Bear Lake Food Shelf.

The contest was part of ECHO's annual fall fundraiser, a period of several weeks in October and November when IC System employees join together for a giving campaign to raise donations for those in need. Employees have the opportunity to donate their time, food items, or even a small percentage of their payroll to help several different charitable initiatives.

Employees are given the option of having funds drawn from their bi-monthly check to be donated to one of the dozens of charities available in the program. Whether its a member of the Greater Twin Cities United Way, the MN Environmental Fund, the American Red Cross, or any of the many organizations under these umbrellas, IC System made it easy for staff to contribute to their community during the holiday season.

There's also a competitive element to IC System's charitable efforts. In the Turkey Dash, the three levels of the home office compete against each other for a free lunch for that floor. In 2019, the second floor hit 1,179% percent of their donation goal by compiling donations, such as canned goods, jarred and boxed food items, and cash that would go toward the food shelf's budget. As a company, IC System achieved 430% of its goal.

"We truly have some amazing people here at IC System with giving and charitable hearts," said Training Manager & ECHO Member - Allison Johnson.



"These donations will have such a positive impact on our neighbors."



## TIE BLANKETS

Tie blankets, also known as "no-sew" fleece blankets, are an easy way for any company to contribute to community charities and organizations. IC System's offices in St. Paul and Onalaska raised funds to purchase the fabric for 80 blankets that were donated to St. Paul Children's Hospital and Gillette Children's Hospital in Minnesota, and another 32 blankets that went to Gundersen Pediatrics in Wisconsin.


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## IC SYSTEM'S 5K FUN RUN

Each year, in the sweet spot of the fall season when most Minnesotans don the unique combination of hoodies and shorts, IC System holds our annual 5K for charity.

In 2019, the 5K was part of the Fall Fundraiser and raised over \$850. The trees were in their full autumnal beauty and the weather was cool but sunny—in other words, perfect running conditions.

110 employees and their families (and pets) either walked or ran during the 5K, a race that requires participants to circle the IC System property around the St. Paul home office three times.



Our top runner, Claudio Tejeda, completed the 5K with an impressive time of 18 minutes and 30 seconds, just ahead of our President and CEO, John Erickson, Jr.


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# IC System Volunteers At The 25<sup>TH</sup> ANNUAL ROTARY LIGHTS

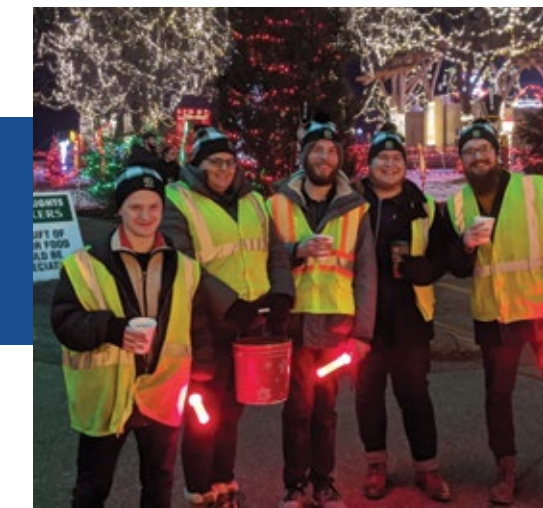
It's a new tradition for employees of IC System's office in Onalaska, Wisconsin, to volunteer at the Rotary Lights Display at the local Riverside Park. On Thursday, December 19, a total of 48 Onalaska employees joined together to volunteer for the event between 4:30 pm and 10 pm. The volunteers welcomed visitors, accepted donations, directed traffic, and participated in the evening's activities as part of the 25th anniversary of the Rotary Lights display.

Almost 160,000 visitors each year attend the Riverside Park display, which is open between November 29 and December 31. Some visitors walk through the park, some drive, and some even take a carriage ride. The park, illuminated with an incredible 3,000,000 lights, is quite a magical sight, and it's bound to give anyone a touch of the holiday spirit. Visitors can watch the trees twinkle, sing carols, and even visit Santa Claus in the picturesque park.

Representatives from several IC System departments volunteered at the event, including Human Resources, Training, Audit, and Operations. Many of our most tenured people, employees who have worked for IC System for more than a decade, participated, as well as new employees who have been with IC System for under 90 days. Employees also brought their families to help in the effort, with the youngest volunteer being just a year old.



Andrea Hall, IC System's Training Supervisor in Onalaska, shared her thoughts on what the event means to her: "Volunteering at the Rotary Lights is quickly becoming one of my favorite nights of the year. It gives my family a chance to participate and get to know the people I spend my days with, and it's also a great lesson for my daughter on the importance of giving back to our community. We love working in the donation area and witnessing the kindness and generosity firsthand. Our entire group smiled the whole time, and it's amazing to see what a simple 'Merry Christmas' can mean to people."



Kelly De Marino, an IC System Team Lead, said it best, "People drive many miles away to see the spectacle of lights and enjoy the holidays, the way they are supposed to be enjoyed. No commercial 'buy this' or 'buy that'. Just the joy of Christmas, snow, music, love, and happiness."

## HOLIDAY TOY & FOOD DRIVE

Employees at IC System's home office in St. Paul raised \$2,060 and several bundles of toys for the Vadnais Heights Lions Club, a local organization collecting donations of non-perishable food, toys, or age-appropriate items for older children up to the age of 16. These items help bring the for families in need during the holiday season.



## MAKING COMPASSION COUNT GALA



North Memorial Health held their annual Making Compassion Count Gala in support of neonatal programs and services at North Memorial Health and Maple Grove Hospital on September 21, 2019.

The stylish evening found well-dressed guests enjoying entertainment, great food, interactive games, and entertainment, all in support of keeping critically ill babies healthy.

IC System's Kristina Gursky, Greg Young, Daynesha Younger, Tony Sowden and Jessica Jacksie along with her husband attended the Gala, which was held at the Radisson Blu, Mall of America.

Our company helped sponsor the event with a table sponsorship of \$3,500, and together several Minnesota companies set a new sponsorship high with over \$700,000 raised for this important cause.



*Pictured: Greg Young, Kristina Gursky, Nate Jacksie, Jessica Jacksie, Tony Sowden, Daynesha Younger*



## ABOUT IC SYSTEM AND ECHO:

IC System is one of the largest receivables management companies in the United States. Celebrating its 82<sup>nd</sup> year in business, IC System is a family-owned, privately held accounts receivable management firm in its third generation of family ownership. IC System provides customized, tailor-made debt recovery solutions for healthcare, dental, small business, government, utilities, and telecommunications industries on a nationwide scale.

ECHO was launched to evaluate and make decisions on the solicitation and distribution of funds donated by IC System and its employees. Not only do they plan monthly charitable efforts, but they also consider the needs of employees who are facing catastrophic health and personal situations. Thanks to our ECHO members for making 2019 one of our best and most productive years for giving back.



### **ECHO at the St. Paul Home Office:**

Nicole Mueller (Co-Chair), Tim Scholl (Co-Chair), Rocky Bzdok, Chanel Bell, Shannon VanHouten, Tom Mayfield, Tom Dill, Allison Johnson, DeShun Givance Jr., Christine Leick, Nina Halilovic

Business Hours - Lobby: Monday-Friday 8:00am to 4:00pm.  
Phone Numbers: 651-843.8201/800.443.4123

### **ECHO at the Onalaska Branch Office:**

Kimberley Dickinson, Miriah Hague, Jessica Burnett, Jenny Frank, Lynn Krenz, Jennifer Rick, Kelly Gomez