

# The Chamber Voice

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THE AWARD-WINNING NEWSPAPER OF THE ABBOTSFORD CHAMBER OF COMMERCE

APRIL 2013

## Darry does collection with class

**Darry Taylor and International Credit Assistance believe in heart over harassment**

In the debt collection and banking industry, Darry Taylor, president of International Credit Assistance Ltd. in Abbotsford, is known as a walking manual. If he doesn't have the answer, he will know where to find it.

But what makes Taylor stand out even more in his industry is his heart, his understanding and compassion, which is typically unheard of in the debt collection world.

**"We treat people as though they are honest, like they are relatives."**

— Darry Taylor ICA

He's different. He and his staff do not make harassing calls.

"We treat people as though they are honest, like they are relatives. A lot of times people are financial victims of circumstances beyond their control . . . and you wouldn't believe the stories I could tell you of how people find themselves in financial trouble," said Taylor.

"We act in person and over the telephone like an employee of the creditor. We don't act like a collection agency. My system is hard work, a little luck and common sense. Very few people who owe money are con artists or criminals."

Taylor has trademarked what his company does. It is called 'Collections with Class.' His website, which offers valuable advice on debt problems, is at [www.internetcollections.com](http://www.internetcollections.com).

Recently, ICA was asked to showcase its work at the Clearbrook



— CHAMBER VOICE

**Darry Taylor of International Credit Assistance Ltd. enjoys some time with Miranda Bolley (right) and Kim Faber of Business Services at the Clearbrook branch of RBC Royal Bank during Small Business Week. Taylor was excited to be invited to showcase his Abbotsford-based debt collection business at the bank.**

branch of RBC Royal Bank Small Business Week.

"How often does that happen to a collections agency? After I did my stint, people were still asking for me by name at the business services desk," said Taylor, whose company was honoured as business of the year at the Abbotsford Business Excellence Awards.

After hiring some 30 youth over the years, ICA was also recognized as a top employer of youth in B.C.

"We find amicable financial solu-

tions in most debt cases, and if not, then we take action when appropriate. We never threaten, just explain our services to the debtor so they understand the process. Many of our debtors refer new clients, and many debtors who own businesses actually hire us after they pay out their accounts at my firm. They like the way we treat them," said Taylor.

A huge file of unsolicited testimonials brings a smile to Taylor's face.

"I get more Christmas cards from debtors than clients," he laughed.

"I really get to know the people I deal with and the stories behind them," said Taylor.

"I've been in the business 24 years and I've never received a complaint from the governing consumer protection authority."

In one heart-warming testimonial, a woman tells others how Taylor can revamp the collection agency profile in B.C.

"His success rate is outstanding

because his approach is unique," she said. "My son got himself into (boiling) hot water a couple of years ago . . . and I can say that it was and is Mr. Taylor's encouragement that put hope in his heart. His company's attitude makes people want to work with them rather than against them."

Pride in his work, and the respect he has for the people he deals with every day, continues to keep Taylor inspired as the go-to guy for debt collection in the region.

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# From the archives – looking back on 100 years

## 1940 – 1950

The most consuming topic on the minds of the board of trade was the Second World War, which was officially declared in 1939.

The Legion Hall was used for army recruiting so the meetings were moved to the Men's Club Hall.

They concentrated by supporting and promoting the idea of purchasing systematic War Savings Certificates at regular intervals for the duration of the war.

They also raised money for War Savings Stamps by having a special theatre night at the show. The war was indeed all consuming and under then president Harold Andrews, the regular meetings of the board were given over to the open meeting of the War Savings Committee.

In 1942, 110 board members were present to elect Lang Sands as president.

Highlights of the year included the successful Bradner bulb growers flower show and the establishment of shade trees planted in Jubilee Park in memory of local men in the armed forces who lost their lives.

Racial tensions reached a all time high this year because of the bombing of Pearl Harbour in December of 1941. Internment of all Japanese-Canadians across the province was implemented and despite the sorry state of farms in the area who suffered without their work, the board decided against hiring back the Japanese to work after the war even though the government had promised them that they would be reinstated to their jobs after the war.

There are no official records for 1944 likely due to the stress of war and meetings were sparsely attended in 1945 but revived with an influx of support by the Abbotsford Businessmen's Association.

As a result, the name was changed to the Abbotsford & District Chamber of Commerce.

In the fall of 1946 was the first recorded Chamber Ag Tour, which included a visit through Halldale Jersey Farm, Buckerfield's Vita\_Gras Plant, a hops field on Sumas Prairie and the Standard Oil Company in Burnaby to learn the many processes necessary to transform crude oil into gasoline.

Two presidents, RH Martin and George Heppner each served a part of the year in 1947.

The important topic of the day was vehicular transportation, angle parking, loading zones and stop signals.

In the fall, the Chamber lobbied to attain a 24-hour border service at the Canadian custom-immigration office at the Huntingdon-Sumas port of entry.

The fun highlight of the year was a bigger and better fall fair, which the Chamber was busily planning.

Then 1948 was another shared presidential year with George Heppner and Edgar McDougall.

The most important issue of 1948 concerned the placement and hours of the motor vehicles office.

In 1949 after years of planning and the promise of federal funding, the Chamber requested action on the construction of a new post office.

In addition, the Chamber held a farming show that highlighted the importance of agriculture to the MSA economy. The highlight of the year was the report that the Chamber's membership had topped 100 members.

## 1950 – 1960

In 1950, under the direction of Edgar McDougall the Clearbrook Board of Trade chose this year to operate as a separate entity, rather than remain an affiliate of Abbotsford & District Chamber of Commerce.

A.J. Dyck was elected president of the independent organization. In Abbotsford, the Chamber of Commerce sought clearance of customs parcels in the Abbotsford post office.

In 1950 the farming show organized by the Chamber was so favored by government authorities that it was invited to go on tour to three other centres in the valley.

In February of 1952 the Chamber agreed to lend its support to promoting sale of B.C. products by sponsoring a B.C. Products Week in the spring. A week-long program of displays, lectures and other events to stress the value of buying articles grown and manufactured locally was a great success.

Domestic water topped the priority list in 1953 for

## Big changes as the Chamber swoops from the '40s to 1960

both fire-fighting purposes and domestic use.

The system would be to serve from 250 to 400 in the area. The estimated cost of the deep well and distribution pipe-lines of the system were \$25,000.

The Chamber addressed traffic issues by proposing the implementation of a warning light signal at the Legion intersection, considered the paving of Sumas roads and highways and expanded parking facilities in downtown Abbotsford at the request of retail merchants.

The highlight of the year was that the MSA Hospital opened a victory of community service lobbyists.

Members of the Chamber got to witness the changing of the B.C. Telephone Company's system to an automatic dial system – technology on the move!

In May 1954, the Clearbrook Water District was granted a government loan of \$38,000. Construction



began immediately.

An interesting tidbit was that the notion of having a six-day week for Abbotsford retail stores was unanimously rejected by the retail bureaucracy of the Chamber.

Under the direction of Joe Lowes, the top issues of 1955 included to press for a new post office, the issue of traffic light control at the intersection of Clearbrook Road and the Trans-Canada Hwy.

Concern was raised about the incorporation of the Village of Abbotsford into an official city in 1956.

In addition, the Cham-

ber urged that the highway and rail facilities be restored around the Matsqui-Mission bridge and that crossing facilities be added.

1956 saw the launch of plans for extensive study of Fraser Valley water problems.

By the end of the year the Chamber saw to the installation of highway signs pointing to the Abbotsford shopping district and the biggest and best fair parade yet.

The Chamber worked with Langley on the promotion of a new Trans-Canada highway and enjoyed the best

membership total in its history.

Harvey Henderson took the helm in 1957 and at the end of the year the Chamber worked on the possibility of house-to-house mail delivery, municipal boundary revision and highway access. In 1958, the chamber worked toward the formation of a permanent Fraser Valley Water Board.

Rounding out 1959 the call for unity amongst boards of trade in the area was stressed to allow the democratic process to create and environment for positive growth and change.

**Chamber of Commerce**  
ABBOTSFORD

# NEW MEMBERS

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# Greetings and expectations from new president

As you know, this year the Abbotsford Chamber of Commerce is celebrating its 100th anniversary. One hundred years of business and entrepreneurship in Abbotsford is an amazing achievement.

I am truly honoured and privileged to be your president during this special time.

I look forward to this exciting challenge and want to thank past president Patrick Giesbrecht for all of his guidance over the last few years while preparing for this role.

2013 will be an exciting year for the Chamber and here is what we hope to accomplish.

## 100 YEAR Celebrations:

We have a wonderful year of celebrations ahead to mark our special birthday. Look for the Chamber at the Canada Day Parade and at the Fraser Valley Trout Hatchery for a community family picnic on July 24. A major priority for 2013 will include birthday celebrations while continuing to deliver

exceptional value for our members.

## Relationship Accord(s):

This year I really want to build on the Chambers relationship accord with the Fraser Valley Indo-Canadian Business Association and work on more joint advocacy initiatives as we move forward. I would also like to look at formalizing further partnerships with other Abbotsford business associations. This way we will be able to combine our resources and lobby efforts to create an even stronger local business community.

## Advocacy/Communication with membership:

From an advocacy perspective, I feel it is important that the Chamber understands the issues affecting your operation and then lobbies on your behalf to all three levels of government. In order for us to do this effectively, I believe we need two things to

happen: we need to encourage more dialogue between the membership, staff and our board to ensure we fully understand the issues that are affecting your prosperity.

I would like to explore a method of online polling, possibly through our weekly chamber e-newsletter, so we can have a clear understanding how we can help you be more successful.

Secondly, we need to continue to foster strong relationships with key stakeholders including city staff, local elected officials, provincial MLAs and federal MPs. It is crucial that our chamber works collaboratively with these stakeholders to not only identify issues but to find creative solutions that allow your business to prosper.

## Young Leaders Group:

I would be remiss if we didn't continue to build on and foster the development of a young leaders group within the Chamber.

As the demographics continue to shift,



## PRESIDENT'S Report

MIKE WELTE  
PRESIDENT

young business leaders are the future of our city. We need to ensure that we remain relevant and continue to meet the needs of these individuals.

My personal mandate for the next two years is to build on the great successes of my predecessors and leave the organization in a better place for the future. For those of you that don't know me very well, I am very approachable and I would like hear from you during my term. Please remember the Chamber is here to help ensure Abbotsford remains a great place to do business.

# Leaving the Chamber in excellent hands

In reflecting on my term as ACOC President, I thought back to my inaugural speech in March of 2011. I spoke to the fact that one of my goals was that, collectively, we could help make Abbotsford an even better place to do business.

On that note, we lobbied for and were successful in getting the mayor to strike the economic prosperity task force, which the chamber participated in, and from which you will be hearing details soon.

We also successfully lobbied for the inter-municipal business licence as local chambers, and got nine municipalities on-board in order to roll out this initiative.

I also spoke to my desire to forge a better working relationship with our civic government. There were issues on both sides that needed to be addressed in order to bring this about. I remember saying that we wouldn't always agree but we needed to respect each other as legitimate stakeholders in the process, and find a way to better



## PRESIDENT'S Goodbye

PATRICK GIESBRECHT  
PAST PRESIDENT

serve you as members; and taxpayers. It is a testament to both the boards I was privileged to lead and the senior leadership at city hall that we now have a professional working relationship.

I also spoke to wanting to build formal relationships between the chamber and other community groups, where natural fits would present themselves. Probably the highlight of the term for me personally was the signing of the working accord with the Fraser Valley Indo-Canadian Business Association. The chamber was recognized and

honoured with a diversity award nomination for this endeavour. We now partner in things like all-candidates events at election time, we sponsor one of the associations \$1,000 scholarships, and you will see many other examples this year of the two groups working more closely together.

More importantly, the two groups have linked arms when a strong showing of co-operation is needed in our mutual lobbying efforts. And I also remember speaking to wanting to help build an even better community over-all, for future generations as our predecessors did.

Only time will tell what difference we have truly made, but I do know this: the chamber is in great hands with Mike Welte and then Josh Bach leading us all forward.

I want to thank my past board colleagues for their support and hard work as we manoeuvred through the issues together. And of course, I want to thank staff for working so well with me in communicating

our message on our member's behalf.

The last two years have been most rewarding and challenging at the same time.

I'm not sure what life holds for me immediately following this. I will enjoy taking the much easier paced position of chair of our board of governors, and leave the heavy lifting to Mike and then Josh.

In closing I want to express what an honour and privilege it has been to serve as your president. I could not, nor would not have done it without you. I look forward to working with some or all of you in future projects and endeavours.

For now I'm going to continue building our communications and business development firm along with my business partner Justin, and spending a little more time with Ellie and my two deputies. Thanks again for this opportunity to serve: it's been an honour.

■ Reach Patrick at Patrick@ggandco.ca

## The Chamber Voice



### The Chamber of Commerce of Abbotsford • Published Monthly

The Abbotsford Chamber of Commerce, in a partnership with the *Abbotsford Times*, produces *The Chamber Voice* once a month. The statements and opinions expressed in this monthly newspaper are not necessarily those of the publisher. The Chamber, the city's Voice of Business, intends on keeping its members, and prospective members, informed on important messages, information and education. Advertising opportunities in this publication are exclusive to Chamber members. The Abbotsford Chamber of Commerce is located at 207-32900 South Fraser Way, Abbotsford, B.C., V2S 5A1. You can call the office at 604-859-9651, fax 604-850-6880, e-mail [acoc@telus.net](mailto:acoc@telus.net), or go to [www.abbotsfordchamber.com](http://www.abbotsfordchamber.com).



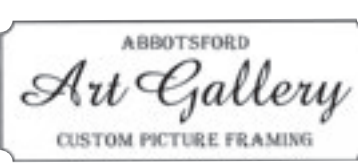
MIKE WELTE  
President



ALLAN ASAPH  
Executive Director

**Chamber of Commerce** **Chamber Connections**  
abbotsford at the Abbotsford Art Gallery



**Date:** Thursday, April 18, 2013  
**Time:** 4:30 pm - 7:00 pm  
**Location:** Abbotsford Art Gallery  
#2-33286 South Fraser Way  
Abbotsford, BC



Join us at the Abbotsford Art Gallery to celebrate their one year anniversary!

Abbotsford Art Gallery artists are drawn mainly from the lower mainland of BC: Brian Croft is from Langley, Max Jacquiard is from Coquitlam, Hong Zhu from Abbotsford.

Gallery owner, Hong Zhu's artworks have become objects of considerable interest on the part of collectors all over the world.



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# Maximizing membership

Now that you've invested in Chamber membership, how will you make the most of your investment?

- That really depends on why you joined. The three main reasons why business people join the Chamber are:
- to save money on essential business expenses
  - to meet potential clients and referral partners
  - to have their voices heard by all levels of government on issues affecting their businesses.

If you joined to save money on business expenses, you'll want to review the Member Benefits at-a-Glance sheet that was in your Welcome Package. More information is available on our website, or call the Chamber office for details. And don't forget to check out our Member-to-Member Discount program.

If you joined to promote your business and meet potential clients and referral partners, you'll want to attend as many Chamber events as you can fit into your schedule. That's because this is one of the best ways to build connections with other local business owners to help you grow your business.

Think about the last time you referred a friend or colleague to another business. People refer to people they know, like and trust. Attending events lets you build relation-

ships with these vital contacts.

It's important to remember that networking is a two-way street. Giving referrals helps establish you as a valuable business resource.

Consider offering a member-to-member discount. And when you're in the market for goods or services, look to fellow chamber members first.

Besides networking events, the Abbotsford Chamber offers a variety of other ways we can help you promote your business. Review the Promote Your Business page in your Welcome Package and on our website or call us for details.

Perhaps you joined to have your voice heard on issues that impact your business.

Members are encouraged to bring issues of concern or interest to the attention of our committees, which meet either monthly or quarterly over lunch or before work.

Visit our website or call the office to learn how you can submit your concerns to or get involved in committees working on issues relating to agriculture, government affairs, member services, and so on.

■ We are here to help you make the most of your membership. Call the Chamber at 604-859-9651 or contact us at [www.abbotsfordchamber.com](http://www.abbotsfordchamber.com).

## Join us for 12@12

At the Abbotsford Chamber of Commerce we are always looking for ways to improve service to our members and add benefit.

At the same time we know there are concerns and challenges you have as a business

## Briefly

owner that we may be able to help with.

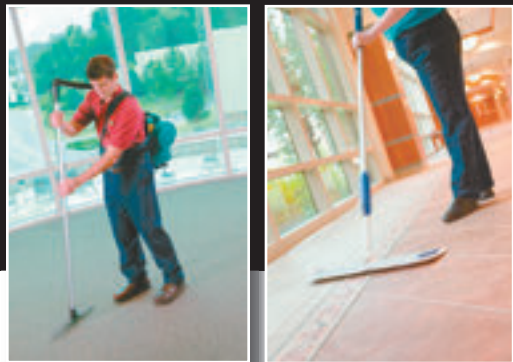
That's why we are starting a new event called 12@12.

Each month we are inviting 12 Chamber members to join

us for lunch on us to discuss ways in which we can further assist your business.

At the same time we can make you more aware of some of the programs and services available to you.

Call Meredith at the Chamber office 604-859-9651 to be added to our invitation list.



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## Chamber of Commerce abbotsford Fraser Valley Chambers of Commerce Business Showcase

**Date:** Wednesday, April 10, 2013  
**Time:** 2:00 - 7:00 PM  
**Location:** Tradex  
1190 Cornell Street, Abbotsford

This event is presented by the Fraser Valley Chambers of Commerce: Abbotsford, Chilliwack, Cloverdale, Langley, Mission, Maple Ridge & Pitt Meadows, Surrey and South Surrey & White Rock.



You are invited to promote your business at the most inclusive Fraser Valley networking event of the year! An estimated 1000+ business owners and decision makers attending.

### Want to attend the show?

Register for your complimentary tickets which include appetizers and a cash bar!

### Want to exhibit?

Exhibit space starting at \$199!

For more information and registration go to [www.abbotsfordchamber.com](http://www.abbotsfordchamber.com)

## Chamber of Commerce abbotsford Chamber Luncheon with Ken Peacock

**Date:** Wednesday, April 24, 2013  
**Time:** 11:30 am - 1:30 pm  
**Location:** Cascade Community Church  
35190 Delair Rd, Abbotsford



**Ken Peacock**  
Chief Economist & Vice President

### Ken Peacock

is Chief Economist and Vice President at the Business Council of British Columbia, an association representing 250 large and mid-sized companies that together account for approximately one-quarter of all jobs in the province.

Join us for an economic update and hear about the outlook for the provincial economy. This will include key policy issues for the province and some of the challenges businesses face, as well as some local information including cross-border shopping.

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