



---

**Fw: Acquiring Collections Services**

---

**From** Candace Baxter <c.baxter@morongovalleyfire.org>

**Date** Wed 8/13/2025 1:31 PM

**To** Brittany Chavez <b.chavez@morongovalleyfire.org>

DirectARMS is actually local, located in Palm Springs. See their information below

---

**From:** Tony Alusi <tony.alusi@directarms.com>

**Sent:** Wednesday, August 13, 2025 1:26 PM

**To:** Candace Baxter <c.baxter@morongovalleyfire.org>

**Cc:** tim.alusi@directarms.com <tim.alusi@directarms.com>

**Subject:** Re: Acquiring Collections Services

Dear Candace,

Thank you for reaching out. We appreciate the opportunity to potentially assist the Morongo Valley Community Services District with your collection needs.

We specialize in debt recovery and offer a range of services tailored to public agencies like yours. Our current collection rates are as follows:

- **35%** for standard collection accounts
- **40%** for accounts requiring skip tracing and accounts that are over one year old
- **45%** for accounts requiring legal collection efforts

Our agency is fully **licensed under the California Department of Financial Protection and Innovation (CA-DFPI)**. We are also **bonded and insured**, and we strictly adhere to all applicable state and federal laws governing collections.

If you wish to move forward, our Operations Manager, **Tim Alusi**, can draft a formal contract reflecting these terms via **AdobeSign** for your review and signature.

Please let us know how you'd like to proceed, and we look forward to the opportunity to work with you.

Best regards,

**Tony Alusi**  
Managing Director

---

(877) 450-6755 Toll Free  
(760) 656-6236 Direct  
(323) 576-4595 Fax  
[tony.alusi@directarms.com](mailto:tony.alusi@directarms.com)

184 East Andreas Road  
Palm Springs, CA 92262  
[www.directARMS.com](http://www.directARMS.com)

directARMS is licensed under the California DFPI



\*\*\*This is an attempt to collect a debt, any information obtained will be used for that purpose.\*\*\*

-Email Notice:

The information in this message may be proprietary and/or confidential, and protected from disclosure. If the reader of this message is not the intended recipient, or an employee responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify directARMS immediately by replying to this message and deleting it from your computer.

On 8/13/2025 1:11 PM, Compliance wrote:

Hi,

Please see below email from Candice Baxter with the Morongo Valley CSD.

Thank you,

**Charlie Wong**  
**Sr. Accounts Representative**  
**Consumer Compliance**  
directARMS

---

(877) 450-6755 Toll Free  
(323) 576-4595 Fax  
[compliance@directarms.com](mailto:compliance@directarms.com)  
184 East Andreas Road  
Palm Springs, CA 92262  
[www.directARMS.com](http://www.directARMS.com)

directARMS is licensed under the California DFPI



\*\*\*This is an attempt to collect a debt, any information obtained will be used for that purpose.\*\*\*

-Email Notice:

The information in this message may be proprietary and/or confidential, and protected from

disclosure. If the reader of this message is not the intended recipient, or an employee responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify directARMS immediately by replying to this message and deleting it from your computer.

----- Forwarded Message -----

**Subject:**Acquiring Collections Services

**Date:** Wed, 13 Aug 2025 19:54:47 +0000

**From:** Candace Baxter <[c.baxter@morongovalleyfire.org](mailto:c.baxter@morongovalleyfire.org)>

**To:** [compliance@directarms.com](mailto:compliance@directarms.com) <[compliance@directarms.com](mailto:compliance@directarms.com)>

Hello,

We are a local Special District servicing the Hi-Desert CA community of Morongo Valley.

Our fire department is currently researching agencies that qualify to assist us in collections.

We complete residential fire letter applications and inspections. For the projects that go unpaid we would like to begin utilizing an agency to attempt further collection.

If you can please offer any information or quotes on your services we would appreciate your time and assistance in this matter.

Thank you,

*Candace Baxter*

Administrative Assistant

**Morongo Valley CSD | Morongo Valley Fire Department**

**(760) 363-6454 Ext. #101 | 11207 Ocotillo Street Morongo Valley, CA 92256**

**BUSINESS HOURS | MON - THU 9AM - 2PM**

[c.baxter@morongovalleyfire.org](mailto:c.baxter@morongovalleyfire.org)

<https://morongocsd.specialdistrict.org/>



**Caution:** This is an external email and may be malicious. Please take care when clicking links or opening attachments. If you have any questions, please contact IT.