**Section 1210.60 Communication by Agency**

a) A collection agency shall use only the agency name or tradestyle exactly as it appears on the agency's certificate of registration (the certificate) issued by the Division in all communications (e.g., ABC Collection Agency cannot use a name such as ABC Acceptance Company), except for skiptracing and envelopes as prohibited by 15 USC 1692b.(5).

b) When an agency communicates with a debtor, the agency must state in a written or telephone communication the specific reason for the communication, the name of the creditor, the registered name of the agency, the date of written communication, and, in oral communication, the identity of the collector making the contact.

(Source: Amended at 35 Ill. Reg. 12872, effective July 20, 2011)