

ACA International Elects Courtney Reynaud as New Board President



Reynaud is president of Creditors Bureau Services USA in Fresno, California. Her professional experience is rooted in the health care industry, with a special understanding of law and consumer rights.

07/20/2022 9:45 A.M.

2 minute read

ACA International, the association of credit and collection professionals, elected new officers and members to its Board of Directors on July 20, 2022, including 2022/23 Board President Courtney Reynaud at its Annual Convention & Expo.

Reynaud is president of Creditors Bureau Services USA in Fresno, California.

Fresno Credit Bureau, dba Creditors Bureau USA was started by Reynaud's great aunt and uncle in Fresno, California, in 1935. Reynaud's mother, Carol Capriotti, and her business partner, John Smoot, purchased the company in 1984. Reynaud worked at the agency part-time in high school and as a collector while studying at California State University, Fresno.

While in college, Reynaud set her sights on the accounts receivable management industry, and her career blossomed. After a year as a collector, she was promoted to lead trainer and then to a supervisory role as the company's compliance officer.

Reynaud and her husband Alex, who was hired at the agency in 2003, purchased Creditors Bureau USA in 2017 and today are 50/50 owners.

Reynaud's professional experience is rooted in the health care industry, with a special understanding of law and consumer rights.

A dedicated advocate for the accounts receivable management industry, Reynaud has worked in various leadership positions on the board of the California Association of Collectors, including terms as president, vice president, treasurer and member at large. For the last five years, she's served an active role on the CAC's state legislative committee.

As ACA's new president, Reynaud will encourage more members to participate in association events and education and encourages diversity in the industry in all forms, including political affiliation, racial and ethnic identity, gender identity, age, ability status and more.

Reynaud's focus on expanding the dialogue—both at the regulatory level and the membership level—is all part of her overall passion for the ARM industry.

Reynaud was first elected to ACA's board of directors in 2019. She has earned ACA's Credit and Collection Compliance Officer, Healthcare Collection Management, Professional Collection Specialist, Scholar and Trainer Specialist designations in addition to serving on the Council of Delegates from 2016-2019.

Reynaud was also recently named one of the Top 20 Most Powerful Women in Collections and Top Woman Leader in the Accounts Receivable Industry by Collection Advisor/Receivables Advisor.

ACA International's Board of Directors is made up of 15 elected association members who serve three-year terms. Officers serve one-year terms.