



2114 Veterans Dr SE | PO Box 2250 | Decatur, Alabama 35609-2250
TF: 800.223.9146 | P: 256-260-1750 | W: interstatebilling.com

Client Experience Department

1-800-223-9146

The Client Experience team is dedicated to the onboarding and training of new, as well as existing clients. This team is committed to finding solutions for any challenges that may occur during a client's partnership with IBS.

Lindsey Bethel, Senior Operations Specialist	Ext.2619	lbethel@bibank.com Cell: 256-702-7688
Paige Sandlin, Senior Implementation Specialist	Ext. 2105	psandlin@bibank.com Cell: 256-349-1760

Client Administrative Department

1-800-223-9146

Assist clients during the onboarding process, preparation of onboarding and contractual paperwork, and the distribution of Customer Information Notices.

John Tuck, SVP	Ext. 1210	jtuck@bibank.com
Mary Wiles, Supervisor	Ext. 1200	mwiles@bibank.com
Brandy Terrell, Team Leader	Ext. 2218	bterrell@bibank.com

Credit and Client Service Department

1-800-223-9146

Processes credit applications, maintains credit guidelines and reviews invoice approvals. Assist with the conversion of customers to IBS customer base

Credit applications (Parts & Service)		ibs.credit@bibank.com
Sale approvals and general questions (Parts & Service)		ibscustomerassistance@bibank.com
Credit applications & Sale Approvals (Lease & Rental)		ibscustomerrentals@bibank.com
Casey Bomar, VP Specialized Billing/Credit	Ext. 1100	cbomar@bibank.com
Randi Allen, Asst. Division Head	Ext. 2114	raallen@bibank.com
Charles Mumpfield, Manager	Ext. 2202	cmumpfield@bibank.com
Merri Cox, Manager	Ext. 2111	mcox@bibank.com
Erin McLin, Manager	Ext. 2212	emclin@bibank.com

Customer Service Department

1-800-332-9140

Resolves billing problems between customers and clients and contacts customers for payment of delinquent invoices.

Account and Customer Connect questions		ibscustomerservice@bibank.com
Rachel Goodwin, SVP Operations	Ext. 2501	rgoodwin@bibank.com
Erin Hemm, Asst. Division Head	Ext. 2630	ehemm@bibank.com
Ashley Prater, Manager	Ext. 2622	aprater@bibank.com
Megan Aker, Parts & Service Supervisor	Ext. 2633	maker@bibank.com
Yvette Diaz, Lease & Rental Supervisor	Ext. 2605	ydiez@bibank.com



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Data Processing/Accounting Department

1-800-332-9140

Receives, processes, and funds clients for batches of invoices submitted.

Daily batches and funding questions

Judy McClure *VP Accounting*

Ext. 1208

ibodataentry@bibank.com

Kim Lee, Operations Manager

Ext. 2400

jmcclore@bibank.com

Sherry Pillow, Team Leader

Ext. 2504

klee@bibank.com

spillow@bibank.com

Payment Department

1-800-332-9140

Processes payments to customers' accounts and contacts customers with questions concerning payments received.

Payment questions and information

Judy McClure, *VP Accounting*

Ext. 1208

ibspayments@bibank.com

Bonita Reeves, Manager

Ext. 2408

jmcclore@bibank.com

Trina Milligan, Supervisor

Ext. 2405

breeves@bibank.com

Kristy Greenwell, Team Leader

Ext. 2412

tmilligan@bibank.com

kgreenwell@bibank.com

Collections & Recovery Department

1-800-332-9140

Contacts high risk customers for payment of delinquent invoices.

Shane Stewart, *VP Collections & Recovery*

Ext. 2120

sstewart@bibank.com

Vicky McCollum, Collections Coordinator

Ext. 2612

vmccollum@bibank.com