

# Stebgo Metals

Q&A WITH SCOTT STEBBING



**NATIONAL PAWNBROKER MAGAZINE INTERVIEW:** Scott Stebbing, President of Stebgo Metals, to find out more about the refining business and the company's relationship with the pawn industry.

**NATIONAL PAWNBROKER (NP):** What is the biggest challenge faced when looking for a refiner?

**SCOTT STEBBING (SS):** Finding a company that is reputable and established. There are a lot of startups and middle men that position themselves as refiners. I would call them gold aggregators. They collect and may even melt, but then send it out for final processing to a refiner.

I find that one of the best ways to protect yourself when looking for a refiner is finding one that has been in the business for many years and is involved with organizations like the NPA. A refiner should be invested in its industry which adds value to its client base.

**NP:** What questions should a pawnbroker ask a refiner?

**SS:** Do they do in-house stone removal? Do they pay for the inherent silver content within your gold karat solids? Do they have an established chain-of-custody for your scrap? How many years have they been in business? Are they able to do wire transfers, ACH, and advances on your product? Do they process all scrap including sweeps, gold filled, silver, dental, platinum, and palladium? Questions like these will help you get a feel for the experience and capacity of the refiner.

**NP:** What are three things that a pawnbroker may not know about refining?

**SS:**

- 1 Chemical stone removal is a great way to get stones out of scrap so that you don't have to manually pull them.
- 2 Refining scrap reclamation is an environmentally friendly way to get pure gold and silver material back into the marketplace. Communicate to your customers that scrapping gold helps the environment. Gold and silver mining destroys land and much energy is used in that process.

- 3 If your store has a bench area where you design, fix, or polish jewelry, remember that precious metal can get into your carpet and chairs. When remodeling, remember to scrap out your carpet as well as save vacuum bags from areas you did any jewelry work.

**NP:** Name three resources you have for pawnbrokers?

**SS:** We know that the more knowledge Stebgo can give to its customers, the stronger the relationship can become. We don't want to sell you; we just want to talk, build a relationship, and give you some helpful tips to protect your bottom line. A customer you sell is a one-time buyer. A customer you build a trusting relationship with is a lifelong buyer.

With that in mind, we have developed resources for pawnbrokers including:

- 1 **Karat Calculator**—Gives you an estimate on what Stebgo pays for karat scrap gold by weight. From these results, you can determine what to pay out to your customers. ([www.stebgo.com](http://www.stebgo.com))
- 2 **Blog**—I write a weekly blog aimed at educating the industry with topics ranging from tried-and-true testing methods to recent trends. During the month of August we will be featuring testing. ([www.stebgo.com](http://www.stebgo.com))
- 3 **Sales and Customer Service Staff**—Sometimes it's easier to talk through any issues or ask questions one on one. Our knowledgeable sales and customer service staff is always available. Call our office at (800) 289-0138.

## THE COMPANY

Stebgo Metals is a third generation precious metal refinery with a rich history of refining expertise. In 1978, Tom Stebbing Sr. founded Stebgo Metals in St. Paul, Minnesota, on the values of honesty and integrity.

As a member and advocate for the NPA and its community, Stebgo understands the challenges and obstacles associated with buying precious metals. Because of this, Stebgo places unique emphasis on educating its customers. Stebgo wants to change the way refiners and pawn stores interact, allowing both parties to benefit.

If you would like to speak with Stebgo to see if the company can help with your refining needs, you can call 800-289-0138.

