

What to Expect from a Reputable Collections Agency

11/5/2020

Thank you for your interest in our services at American Collection Systems, Inc. (ACS). Below you will find the services that we can offer you and what our capabilities are as a third-party collection agency.

1. Collection Software – Simplicity Collect

American Collection Systems, Inc. utilizes Simplicity Collect as our account management software. Simplicity Collect is a “one stop shop” for all collections activity between the client, ACS, and the debtor (consumer).

a. Simplicity Client Services:

- i. Upload placements or placement documents
 1. Placement information may be uploaded to a client portal for upload or placements can be directly uploaded to the system by the client.
- ii. Add/View accounts
 1. Accounts can be manually added by the client, if necessary. Clients can view accounts at any time.
- iii. Report Viewing and Automation
 1. Reports can be viewed at any time or reports can be placed on a recurring schedule and released to the client at a time of their choosing.

b. Simplicity Debtor Services:

- i. Make online payment arrangements, to include one-time payments and recurring payment plans

2. Debtor Letters

Debtor letters are generated as soon as (or after a time period of the client’s choosing) accounts are placed with our office, beginning with the initial demand letter. Our agency is one of very few agencies that utilize our in-house attorney’s practice to endorse letters that are submitted to debtors. We have found that collections benefit greatly from the use of “Law Office of Jonathan Klein” on letterhead’s to debtors. Please understand this is optional and will only be applied at your request.

- a. Initial Demand Letter
 - i. Initial collection letter that explains the account is now in collections, outlines the debt owed, and requests payment.
- b. 31-60 Day Letter
 - i. Submitted to debtors after 30 days of no payments. Requests immediate payment.
- c. 90 Day Letter
 - i. Submitted to debtors after 90 days of no payments. Requests immediate payment.
- d. Payment Arrangement Letter
 - i. Outlines debtor's confirmed payment agreement.
- e. Miscellaneous/Custom Letters
 - i. Custom letters are often drafted for several different occasions or upon request of the debtor or client.

3. Calling

Three days after a letter is sent, collectors begin making calls to the debtor to notify them of their past due balance. Calls are made, at minimum, once a month. This is assuming the account managers' account volume is high. Please discuss with your account representative how often complete cycles are made in their account-base (how often the collector calls any one debtor over a period of time). All calls are recorded and often pulled for quality assurance purposes. Our call strategy is tailored to your expectations.

- a. Initial Contact
 - i. Calls are recorded disclosure
 - ii. Mini-Miranda disclosure
 - iii. Debtor information is confirmed
 - iv. Initial request is made for payment in full
 - v. Second request is made for settlement in full
 - vi. Third request is made for highest possible initial payment and sequential payments (payment arrangements)
- b. Third-Party Contact (varies by state and local compliance laws)
 - i. Debtor relation is confirmed
 - ii. Reason for call is not explicitly stated (personal business matter)

- iii. Agency name is not explicitly stated unless asked, to protect debtor confidentiality
 - iv. Debtor information is obtained or the third-party is asked to have the debtor return the call
- c. Sequential Contact
- i. Calls are recorded disclosure
 - ii. Mini-Miranda disclosure
 - iii. Debtor information is confirmed
 - iv. Request for payment is made
 - v. At refusal, account information is escalated to management for further review. Upon further determination, the account will be returned to the client for exhaustion of efforts.
- d. Answering Machine Messaging
- i. If number is confirmed (on voicemail or from prior contact)
 - 1. Debtor information is stated
 - 2. Agency information is stated
 - 3. Reason for call is stated
 - 4. Return call is requested
 - ii. If number is not confirmed
 - 1. Debtor name only is stated
 - 2. Reason for call is to discuss a personal business matter
 - 3. Return call is requested

4. Dialer and Phone System

We currently utilize a cloud-based dialer and phone system to place thousands of calls in a day. This system allows hundreds of calls to be made at a time so that more active contacts are made. This system also allows for the use of messaging campaigns, which leave compliant voicemails on verified listed numbers.

5. Finances

American Collection Systems, Inc. will discuss a commission on the total account balance at your convenience. We also recommend that a settlement option is offered to debtors. This entails offering a percentage at which an account can be paid off or "settled in full" (ex. if the debtor balance is \$1000, a settlement percentage of 90% would allow collectors to settle the account at \$900). Collectors will always attempt to obtain the Balance in Full or payments toward the balance before offering a settlement to a debtor.

- a. Month-End Reporting
 - i. Reports containing information of your choosing is submitted at the end of the month, either by mail or email. These reports contain account closure information (i.e. Paid in Full, Settled in Full, Deceased, All Efforts Exhausted, etc.) as well as financial information, such as payments made, remaining balance, amount owed to the client, and amount owed to ACS.

- b. ACS and Client Checks
 - i. Client checks are generated at the time of month-end reporting. Clients are also encouraged to enroll in ACH transfers in order to accept electronic payments.
 - ii. ACS checks should be generated and submitted by the client within 15 days of receiving a monthly invoice.

If you have any remaining questions, please feel free to contact our office. We are more than willing to work with you in any way we can to boost your company revenue and ensure smooth relations and operations between our agencies. Thank you again for our interest in our services. We look forward to hearing from you.

Sincerely,

Jonathan Hindes
Director of Sales
(567) 401-4091
jhindes@acscollections.com



American Collection Systems, Inc.
800 Cross Pointe Rd.
Suite D
Columbus, OH 43230-6688
Tel: (614) 410-6271
Fax: (614) 362-2539

American Collection Systems, Inc., an Ohio based company, is pleased to submit our qualifications for the collection of ***student tuition, commercial, and medical accounts***.

American Collection Systems, Inc. has specialized in the recovery of ***higher education, commercial, and medical receivables*** since our inception in 1976. Our excellent customer service, strong recovery rates, and impeccable reputation are just a few reasons why our partnerships are long standing.

American Collection Systems, Inc. is willing to perform the work described in this business proposal and to enter into a service agreement with ***any*** potential client to perform the work.

Please contact Jonathan Hindes, Director of Sales, with any questions regarding this proposal or service agreement issues.

Jonathan Hindes, Director of Sales
Phone: (567) 401-4091
Email: jhindes@acscollections.com

American Collection Systems appreciates the opportunity to submit our proposal and looks forward to partnering with you!

Sincerely,

Betsey Hindes
President
American Collection Systems, Inc.



American Collection Systems, Inc.
800 Cross Pointe Rd., Suite D
Columbus, OH 43230-6688
Tel: (614) 410-6271
Fax: (614) 362-2539

Request for Information

New Client

Date: _____

Sales Representative: _____

Existing Client Modification

Sales Signature: _____

Client Information

Name: _____	Parent Client (if applicable): _____
Address 1: _____	Address 2: _____
City, State, Zip: _____	Contact Name: _____
Contact Phone: _____	Contact Fax: _____
Contact Email: _____	Contact Website: _____
Comments: _____	
Billing Instructions: _____	
Special Instruction(s): _____	

Placement Information

Method of Placement:	<input type="checkbox"/> Client Portal (manual, batch, or file upload?)	<input type="checkbox"/> Email	<input type="checkbox"/> Fax		
Anticipated Place Frequency:	<input type="checkbox"/> Semi-Annually	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Monthly	<input type="checkbox"/> Weekly	<input type="checkbox"/> Other
Average Per Placement Account Volume: _____	SIF (w/ approval): _____%				
Average Per Account Value: \$ _____	SIF (w/o approval): _____%				
Anticipated Start Date: _____	End Date (if applicable): _____				

Account Type

<input type="checkbox"/> Commercial	<input type="checkbox"/> Tuition Loan	<input type="checkbox"/> Medical – 3 rd Party (M.D. / Lab / Etc.)
<input type="checkbox"/> Retail	<input type="checkbox"/> Federal Tuition Loan	<input type="checkbox"/> Medical – Hospital
<input type="checkbox"/> Insurance	<input type="checkbox"/> Service Billing	<input type="checkbox"/> Credit Union
<input type="checkbox"/> Automotive	<input type="checkbox"/> Bad Check	<input type="checkbox"/> Other: _____

Account Closure Policy

<input type="checkbox"/> At ____ months/days no payment	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Immediately upon request	
<input type="checkbox"/> ____ months/days upon date of request	

Dunning Notice Strategy

<input type="checkbox"/> ACS	<input type="checkbox"/> Law Office of Jonathan Klein	<input type="checkbox"/> 61-90 Day Letter
<input checked="" type="checkbox"/> Initial Demand Letter		<input type="checkbox"/> Final Demand
<input type="checkbox"/> 31-60 Day Letter		<input type="checkbox"/> Other: _____

Requested Reports

<input checked="" type="checkbox"/> Month-End Statements (mail, electronic, or both?)	<input type="checkbox"/> Account Closure Report
<input type="checkbox"/> Account Placement Acknowledgement	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Account Status Report (open and closed)	

Additional Account or Information Request(s):

(to be completed by ACS)

Copy to		Agreement Values	
<input type="checkbox"/> Don Hides	<input type="checkbox"/> Jonathan Hides	Commission:	_____ %
<input type="checkbox"/> Betsey Hides	<input type="checkbox"/> Lakesha Hunter	SIF w/o approval:	_____ %
<input type="checkbox"/> Adam Hides	<input type="checkbox"/> Clarence Kelsey	SIF w/ approval:	_____ %