

Optimizing Accounts Receivable Management for Higher Education



1. Do you have difficulty collecting on delinquent receivables?
2. Do you lack the resources or time to handle all the cases you are presented with?
3. Do you have trouble locating hard-to-find borrowers?

If you answered YES to any of these questions, it's time to give us a call.

About Us

Credit Management Company, CMC, has been providing full-service accounts receivable and collection management services since 1966. Our clients have benefited from either our standard or customized outsourcing programs to improve their bottom line.

Now is a great time to become one of our satisfied clients. Some key benefits you will realize when selecting CMC as your debt collection agency include:

- 48+ years in collections
- Strong Client Services team
- State-of-the-art technology
- Higher recovery rates

Our Education Success

We are well known for delivering exceptional outcomes for higher education clients. Our clients range in size and service offerings but all experience the same above-industry-average results when partnering with us. We have a proven track record for collecting on:

- Tuition
- A/R
- Miscellaneous Receivables
- Federal Loans
- Institutional Loans

Notification Messaging

By utilizing CMC's state-of-the-art call center technologies, you will be able to reach your students and alumni in a timely fashion. A customized message is created to relay announcements such as event reminders, emergency alerts, and deadlines.



Debt Recovery Programs

Our Debt Recovery division is responsible for collecting outstanding debt and reducing the time and frustration you spend on delinquent accounts. Our staff is comprised of highly trained, experienced, ACA certified agents. We strictly abide by a code of ethics and remain in compliance with all industry guidelines and government regulations.

Because industry knowledge is extremely important and impacts dollars collected, we operate a separate education department that focuses on higher education collections. Our approach is also enhanced by the use of state-of-the-art dialers, predictive scoring analytics, call campaigns, and a sophisticated account management system.

A combination of letters and phone contact from a third-party agency, advanced skip tracing techniques, probability-to-pay scores, and credit bureau reporting assists us with the liquidation of our clients' accounts.

Our client service approach and liquidation results position us as one of the most sought-after agencies in the industry. Communication is key to our business relationships, and providing a 24/7 secure view of our work through any web browser exhibits our commitment.

Training

We take our work seriously, providing our staff with the best collection tools and techniques to deliver optimum results. Initial training begins on the first day of employment and includes the following categories:

- ACA Telephone Techniques
- Industry-Specific Training
- Internal System Training

Following the initial 90-day introductory period, agents receive on-going training to enhance current skills or learn more about updates on industry and collection regulations.

Technology

Our state-of-the-art call center technologies allow us to generate best-in-class results. This technology, coupled with our highly trained and talented staff, enables CMC to excel in productivity and results. Listed below are technologies that we may utilize to help collect outstanding debt for you.

- Skip Tracing – We utilize multiple service partners to identify valid and up-to-date contact information for debtors who may have relocated or had a change in phone number. This technology allows us to reach more debtors and leads to higher liquidity rates.
- Account Scoring
- Automatic Dialers
- Predictive Dialers
- 24/7 Payment Processing



Why CMC?

Some of the reasons you should join our list of satisfied business partners:

- Customer service expertise
- Advanced technology leading to greater recovery
- Experienced and dedicated management team
- ACA certified, highly trained collectors and service representatives
- Convenient payment options, including online
- Free credit reporting
- Customized and standardized reporting
- Extended office hours
- Secure access to placed accounts via web portal

Contact Us

Ready to explore next steps? Give us a call or send us an e-mail to set up an informal discovery meeting. We'll take time to review your needs and provide you with a customized and cost-effective solution to meet your A/R management goals.



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