

Collection Agency Checklist

All questions must be answered completely utilizing the section formats - if not applicable use N/A. Incomplete questionnaires will not be considered.

1. Full legal name of agency _____

2. Headquarters address _____

A. Contact person _____

B. Phone & FAX numbers _____

C. Email address _____

D. Website URL _____

E. Additional office location(s) with complete address(es) _____

3. ACA Member? _____

A. Other professional affiliations? _____

4. Years in business? _____

A. Under current ownership? _____

5. Principal's names, titles, years of collection agency experience?

6. Licensing: list all state collection agency licenses currently held:

7. Insurance Coverage

A. E&O Insurer _____

B. Limits _____

8. Computer Systems/Automation

A. Host collection system

i. Vendor name? _____

ii. Proprietary system? _____

iii. Number of stations? _____

B. Dialer (if used)

i. Vendor name? _____

ii. Proprietary system? _____

iii. Number of dialer stations? _____

iv. How is the dialer used?

1. Describe campaign creation parameters _____

2. Campaign frequency _____

3. Hours utilized _____

4. Other pertinent dialer facts _____

9. PBX (if used)

A. Manufacturer/model _____

B. Auto attendant? _____

C. Maximum number of lines/T-1's _____

10. IVR System

A. Manufacturer/model _____

B. Utilization description _____

11. Mail management in-house or out-sourced

A. If in-house

i. Describe procedure _____

ii. Equipment utilized _____

B. If outsourced

i. To whom? _____

ii. How is the data transmitted? _____

iii. When is the data transmitted? _____

iv. What type of transmittal verification is utilized? _____

C. Do you utilize the USPS National Change of Address database? _____

i. If yes, describe how and when accounts are updated _____

12. Are new accounts automatically scrubbed through any other databases? If so, please describe completely. _____

13. What in-house or online skip tracing resources do your collectors have access to?

14. Collector hiring and training practices

A. Parameters (if any) for hiring experienced collectors? _____

B. Parameters (if any) for hiring trainees? _____

C. Training program synopsis (if training is offered)

i. Attach copy of the Table of Contents page of your training manual

D. FDCPA compliance training - complete description

E. Total number of collectors

i. Broken down by number of collectors and type of account responsibilities _____

ii. Account per collector ratio (small balance, large balance, dialer, etc) _____

F. Support personnel – number

i. Administrative/clerical _____

ii. Client service _____

iii. Sales _____

iv. IT _____

v. Other _____

15. Supervision

A. Number of supervisors and area(s) of responsibility _____

B. Average tenure with agency _____

C. Number of collectors per supervisor _____

16. Debtor complaint process (fully describe)

17. Hours of operation _____

18. Cash Tools

A. Credit/debit card capability? _____

B. Telephone checks? _____

C. Western Union? _____

D. Electronic check representment? _____

E. Web based payment? _____

F. Other? _____

19. Reporting capabilities

A. Customized reports easily available? _____

B. Sales and recovery percentages MTD/YTD/LTD both cumulative and by month listed (attach samples)

C. Debtor Inventory list of all accounts with current status (attach sample)

D. Bankrupt accounts case number & discharge date (attach sample)

E. Other unique reports offered (attach samples)

20. Payment Processing

A. Describe complete payment process from opening mail to bank deposit

21. Statement frequency? _____

A. EFT capability? _____

22. Dental/ Medical collection expertise (or whatever industry is appropriate)

A. Percent of gross collections that are derived from dental/ medical clients

B. List of 3 largest dental/ medical clients with contact names and phone numbers for reference purposes

23. Proposed collection methodology on _____ accounts based on an average balance of \$____ per account and an average age of ____ days from the date of service or last payment. Be specific on any variables based on individual account balance, age, geographic location, etc. Include the following information with your description:

A. Number of letters in dunning series (balance parameters if any) and attach copies of each letter _____

B. Number of collection calls made before closing an account as uncollectible (balance parameters if any) _____

C. Review process (if any) before an account is closed as uncollectible

D. Credit Bureau reporting capabilities (Bureaus & minimum balance reported?)

24. Do you offer remote audit capabilities? _____

25. Pre-collection/Early Out services offered and fee schedule

26. Proposed contingency collection fee schedule _____

27. Is agency PPMS certified? _____

This checklist has been provided by Dominion Receivables Service Inc as a free tool to help you make an informed selection of a reputable debt collection agency. For additional free tools and professional collection help, visit our website at www.DebtCollectPro.com.

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