

The Right Solution

Arbor Professional Solutions offers a full range of service options to meet your individual needs. Our expert professional staff will help you decide which solution is best for you.

PRE-COLLECT OR PRE-COLLECT WITH CALL

A soft push or first step. Clients who use Pre-Collect with Call have realized 20% more collections than a Pre-Collect letter alone.

- Early intervention sends a strong, timely message to motivate payment
- Consumers are typically more responsive to professional collectors
- Receive more payments in the preliminary stage of collection

FULL-SERVICE COLLECTION

Consumers who did not respond to Pre-Collect or early treatment programs and have account balances exceeding \$25, automatically roll to full collections. It is also for people who:

- Ignore two billings or more
- Fail to return phone calls
- Have their mail returned
- Stall or delay payments
- Refuse to pay
- Do not pay for 90 days and no payment plan has been established



Collection Rates

Flat Fee Collection – \$3-10 per account depending on the size, age and number of placements.

CONTINGENCY COLLECTIONS

Fees range from 10% to 35%, depending on the type of accounts placed. To offer the best quote, we first must understand your business and needs. We will consider:

- Account age at placement
- Balance amount
- Annual placement volume
- Type of services or products involved

LITIGATION

When legal action is absolutely necessary, fees can be up to 50%.



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Proud Supporter of:



*A Positive Approach
to Debt Recovery*



*Highly Successful Debt Recovery
Compassionate Assistance for People in Debt
Unwavering Ethics, Compliance & Dedication*

Delivering the Right Solutions Since 1924



Arbor Professional Solutions has built a reputation of excellence by delivering what we promise, while maintaining the highest standard of ethics and providing truly extraordinary customer care. We have the exceptional people, experience and tools to get results. That is the Arbor difference.

A Proven Approach

At Arbor Professional Solutions, we take a positive approach to debt recovery that achieves a higher recovery rate for our clients, while helping consumers pay their bills.

We get more money for our clients through our proven approach and the perseverance of our dedicated staff. We can do the same for you.

Additional Services

PURCHASING OF RECEIVABLES

If you want to outsource receivables from a business purchase, monetize receivables to increase cash flow or sell receivables for any other reason, Arbor Professional Solutions will offer a bid.

SEMINARS

Our professional staff presents semi-annual seminars on the daily maintenance of your receivables. We also provide custom seminars in our clients' facilities or our headquarters. CEU credits may apply.

Early Intervention Tools

The sooner collection activities begin, the more likely it is that you will receive payment. Accounts should be outsourced after 90 days or when three billings, phone messages or contacts have been ignored. For best results, more immediate tools can be employed.

PRE-COLLECT LETTER

Arbor Professional Solutions will send your consumer one letter for a set fee, which allows you to retain 100% of payments received within 30 days.

PRE-COLLECT LETTER WITH CALL

Adding a professional collection call to our Pre-Collect Letter is extremely effective in achieving payment. A per activity fee is charged.

Accounts that are not paid or cancelled within 30 days after initiating, these early intervention tools will automatically be rolled into our Full-Service Contingency Collections program. Additional fees will apply.

Full-Service Contingency Collections

Upon initiation, Trans Union, Experian and Equifax credit reporting databases are impacted, providing national representation of your receivables. This may result in suspension of your consumer's ability to obtain credit until the debt has been paid or resolved to your satisfaction.

LETTER SERIES & PHONE COLLECTIONS

We utilize highly effective, certified-compliant letters to gain timely payment from consumers. Because telephone collection is ten times more effective than letters, we diligently strive to speak directly to consumers.

Fully integrated dialing and tracking with advanced predictive dialing capabilities optimize our phone collection efforts and recovery of your receivables.

LITIGATION

Every effort is made to avoid litigation, but when a consumer who has the ability to pay refuses to do so, we will assist in vigorously pursuing your payment. With your authorization, we act as a conduit to an experienced attorney in the appropriate area to represent you and further pursue your claim.

Contact us for more information:

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