



Challenging Times for Recoveries

The recession is forcing credit issuers to confront dramatic increases in charged-off consumer credit. As ordinary Americans struggle to pay their bills, creditors are competing with each other not only in the sale of products and services, but in the recovery of delinquent and defaulted debt. In turn, recovery executives are relying more and more on their service providers to help them convert their receivables into cash – some more successfully than others.

Questions with Answers

Every recovery executive should ask critical questions about their recovery process, such as

- Should I service early stage accounts internally, or involve a first party service provider?
- When should I place accounts with a contingency collection agency?
- Which agencies are most successful servicing these accounts?
- Should I consider selling debt, and if so, at what price?
- What technology tools best facilitate my recovery strategy?

The answers to questions such as these vary based on a number of factors, including the nature of credit being extended to customers, the amount of delinquent debt flowing into the recovery network, the performance of service providers, the experience of the recovery executives, etc. We have found that many credit issuers have developed their own answers to questions such as these without an informed, outside perspective.

For a confidential discussion of your business needs, contact Paul Legrady at 240.499.3818.

About Kaulkin Ginsberg

Kaulkin Ginsberg is the acknowledged expert in the accounts receivable management industry (ARM). Since 1991, credit issuers, collection agencies, collection law firms, and debt buyers have relied on our insight to make well-informed business decisions. Our experiences have given us broad insight into the effective functioning of a credit issuer's recovery operation, particularly its interactions with service providers. We know what recovery networks and what recovery strategies work better than others, and we have experience evaluating recovery operations based on this knowledge.

The Recovery Review

Kaulkin Ginsberg's Recovery Review, conducted under confidentiality agreement with credit issuing companies, provides this outside perspective. This service is designed to require little in commitment of time and money. Priced at \$15,000, the Recovery Review takes up to four weeks to complete. With this modest investment, you can review the strengths, weaknesses, opportunities, and threats of your post-charge off recovery operation, and compare your strategies to those of other credit issuers. We will

- Collect information about your recovery operation
- Conduct follow-up discussions with your recovery executives
- Assess your recovery strategies relative to those used by other credit issuers
- Discuss our findings with you in person

We guarantee that the Recovery Review will provide thoughtful insights into your recovery strategies. Our recommendations will lead to better performance in your operation and help you confront challenges posed by the current economy.