

How To Improve Your Collection Department

1. Streamline Their Phone Time
 - A. Delinquency Reports
 - B. Working Hours
 - C. Coverage
2. Take A Look At Your Computer System
 - A. Where Are The Co-Debtors?
 - B. Place of Employment
 - C. VISA
3. Extension Agreements
 - A. Three Months In A Row—Bad Policy
 - B. Frequency
4. Incentives
 - A. Everybody Wins
 - B. Use Your Entire Staff
5. Audit Reports
 - A. (See Attached Handout)
6. Chain of Command
 - A. Policies
 - B. Communicate With Your People
7. Collection Agencies—Your Attorneys
 - A. Status Reports
 - B. Fair Debt
 - C. Debtor's Attorneys