



The fine art
of successful
collections.

Mission Statement

Delivering successful collection results through partnerships built on respect and integrity

Corporate Values

In all of our relationships we will demonstrate our commitment to our corporate values:

RESPECT - Our approach to collections is based on respect for our clients and their customers. We understand that as their debt collection partner, our actions are a reflection of them. The results we deliver to our clients demonstrate our skill in the fine art of successful collections: obtaining the highest recovery rate possible while treating our clients' customers with the respect and integrity needed to maintain their reputation. As a result, we hold ourselves to the highest professional standards by always communicating with our clients, their customers and our peers with respect and integrity. We honor diversity, individuality and personal and professional differences both in our office and in the community.

FLEXIBILITY – We are committed to meeting and responding to our clients' needs regardless of the size or degree of specialization required. We will be leaders in our industry by being proactive and always willing to go the extra mile to maximize client satisfaction. We pride ourselves on meeting our clients' requests, whether they are urgent, routine, last minute or at the end of the business day. We will work collaboratively with each other and our clients to achieve our common goals. Our commitment to client accessibility enables us to provide the highest level of service and satisfaction possible.

ETHICAL BEHAVIOR – We always do what is morally right. We take our responsibility to our clients very seriously. We will never do anything that will violate our industry regulations or compromise our clients' ethics or reputation or that of our business.

INTEGRITY – We will always adhere to the highest moral and ethical principles in every situation and business decision. Honesty drives our work and communication with clients and their customers.

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TRUSTWORTHINESS – We are dependable and reliable, and we work to maintain our clients' highest level of confidence. Our word is our bond. When we make a promise to a client or one of their customers, we will always follow through according to our strict standards of operation. We will act with professionalism and treat all concerns as if they were our own.

INNOVATION – We are proud of our innovative spirit. Through our proactive approach to client service, we work to anticipate our clients' needs before they recognize that need. We also stay abreast of technological advances and, therefore, work with the most up-to-date technology available.

ACCOUNTABILITY – We hold ourselves accountable for our actions, work and communication with clients and their customers. We also hold ourselves accountable for the security of the data with which our clients entrust us. We will at all times adhere to our strict internal privacy policy which dictates how we manage all confidential information and data. We will create a workplace characterized by open, honest communication, fostering responsibility in all we do.

CONSISTENCY – We have been providing successful debt collection results to clients since 1948. Experience, longevity and industry excellence are our hallmarks. We are dedicated to continuous improvement through ongoing industry education and self regulation. Our comprehensive training program and on-going coaching atmosphere are guiding forces behind our high level of service. This gives us a consistency in our work and allows us to educate and guide both clients and their customers.