

Hiring and Evaluating Consumer Debt Collection Agencies

A faint, stylized image of a pair of scales of justice is visible in the background, positioned on the right side of the slide. The scales are rendered in a light blue color, matching the overall theme of the slide. The background is a solid dark blue.

Bryant Marshall, Attorney at Law
Marshall & Owens, P.A.

Valuable Partnership

- Services Offered:
 - Early-Out
 - Contingency
 - Flat fee
 - Credit Reporting
 - Scoring/Segmentation
 - Third Party Liability



Qualifications

- State Law Licensure Requirements:
 - Arkansas
 - Mississippi
 - Tennessee



Inquiries

A faint, stylized image of a pair of scales of justice is visible in the background, centered behind the text. The scales are dark blue and appear to be slightly out of focus, serving as a decorative element for the legal-themed presentation.

■ Attorney General

- Arkansas Attorney General Dustin McDaniel
501-682-2007 or http://ag.arkansas.gov/contact_us.html
- Mississippi Attorney General Jim Hood
601-359-3680 or <http://www.ago.state.ms.us/index.php/contact>
- Tennessee Attorney General Robert E. Cooper, Jr.
615-741-3491 or <http://www.tn.gov/attorneygeneral/contact.html>

■ State Boards/Commissions

- Arkansas – State Board of Collection Agencies
- Mississippi
- Tennessee – Collection Service Board

■ Better Business Bureau

- Arkansas – 12521 Kanis Rd, Little Rock, AR 72211, (501)664-4888
- Mississippi – 601 Renaissance Way, Ste A, Ridgeland, MS 39157, (601)707-0960
- Memphis – 3693 Tyndale Dr, Memphis, TN 38125, (901)759-1300

Memberships

- ACA – The Association of Credit and Collection Professionals
 - MGMA – Medical Group Management Association
 - HFMA – Healthcare Financial Management Association
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Bonds and Insurance (ACA)

- Certificate of Insurance



Financial

- Dunn & Bradstreet www.dnb.com
- References
- Financial Statement (compiled)
- Bankruptcy filings (corporate and ownership)
https://pacer.login.uscourts.gov/cgi-bin/login.pl?court_id=00idx

Operational

- Staff Education and Experience
- Training
- Incentivized Staff
- Tenure
- Hours of Operation
- Visit the Agency



Technical

- Accounting Frequency
 - Online Access (client and consumer)
 - Call Recording
 - Document Imaging
 - Certification
 - Backup/Disaster Recovery
 - Scoring and Segmentation
- 

Comparing the Results

before Acumen! Suite Installation

Medal	Gross Collected	% of Recovery	% of Accts	# of Accts	Dollars Placed	Liq Rate	% of Effort	Effort Goals
1-Platinum	\$3,708,266	65%	25%	71,786	\$37,045,291	10.01%	31%	60%
2-Gold	\$1,065,779	19%	29%	82,663	\$8,121,602	13.12%	32%	20%
3-Silver	\$541,119	9%	25%	72,521	\$67,872,875	0.80%	16%	15%
4-Bronze	\$381,650	7%	21%	59,947	\$14,074,992	2.71%	22%	5%
Totals	\$5,696,814	100%	100%	286,917	\$127,114,761	4.48%	100%	100%

Comparing the Results

after Acumen! Suite Installation (6 months)

Medal	Gross Collected	% of Principal Rcvd	% of Accts	# of Accts	Dollars Placed	Liq Rate	% of Effort	Effort Goals
1-Platinum	\$5,932,655	74%	27%	69,246	\$35,502,807	16.71%	55%	60%
2-Gold	\$1,247,292	16%	25%	64,117	\$8,844,703	14.10%	24%	20%
3-Silver	\$747,365	9%	25%	64,117	\$52,803,748	1.42%	17%	15%
4-Bronze	\$89,382	1%	23%	58,987	\$10,540,761	0.85%	4%	5%
Totals	\$8,016,694	100%	100%	256,467	\$107,692,020	7.44%	100%	

Performance

- Historical Performance
 - Liquidation Percentage =
Gross Collections / New Business



Fees

- Collection Fees
 - Primary
 - Secondary
 - Compete
- Adding the Fee to the Claim



The Agreement

- Agency Law
- No Writing Required
- Benefits of a Writing



Evaluation

- Complaints to AG's, State Boards
- Complaints to Client staff
- Performance
- Access to Reps



Valuable Partnership



Questions?

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