



A professional debt collection agency.



CLIENT FOCUSED. PROVEN RESULTS.

## ABOUT US

Since 1960, Puget Sound Collections has excelled in providing a wide range of professional debt collection and accounts receivable management services.

We're an educated team; our leadership has an average of 18 years industry experience, and our staff are trained experts in all areas of collections.

## CLIENT-FIRST PHILOSOPHY

In our mission to provide the highest level of customer care, we strive to make every experience our clients have with PSC a positive one.

We achieve this by providing:

- Highly qualified, expert staff
- A dedicated Client Services Department
- Always easy, efficient and accurate communications
- No phone tree - a real person always answers our phone

## OUR CLIENTS INCLUDE

- Healthcare providers
- Professional services
- Retail/commercial businesses
- Utility providers
- Property management
- Financial firms
- Courts
- Municipalities

## QUALITY CERTIFIED

Fewer than 1% of all collection agencies worldwide are ACA PPMS certified.

This prestigious, hard-earned certification means PSC procedures and policies are audited and certified to produce consistent, quality results.



A proven commitment to quality assures our clients that they are working with a qualified, professional partner.



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## OUR SERVICES

### COLLECTION SERVICES

For clients who desire a partner to collect past due accounts and need comprehensive collection services, we offer:

- Collections calls and mailings
- Legal recourse
- Propensity-to-pay scoring/analytics
- Account segmentation and workflow
- Credit reporting
- Account scrubbing
- Bankruptcy confirmation, claim filing and follow-up
- Probate verification, claim filing and follow-up
- Online account access for clients
- Recovery reporting and statistics
- Specialized calling campaigns

### PRICING

We follow a "No Collection-No Fee" model - if we don't collect, you don't pay. All accounts are collected on a contingency-only basis, meaning our fee is a percentage of what we collect. We offer Fixed-Rate and Flex-Rate™ pricing options, and our rates are competitively priced based on volume and level of service needed.

### TECHNOLOGY

We're a technological trailblazer and use the latest hardware, software and methods to recover more money, faster. We customize our technology solutions to fit a wide range of collection needs.

### PRE-COLLECTION SERVICES

known as PAYMARK SYSTEMS



For clients whose accounts are still current and desire a partner to collect on their behalf, we offer:

- Pre-collection calls and mailings
- Establishment of payment plans
- Monthly billing notices
- Monitoring payment plans
- Payment reminder phone calls
- Payment processing
- Flexible payment processing options
- Automatic referral to third-party collections when payments default
- Fully customizable calling campaigns based on client parameters

## Contact PSC

and see the difference a dedicated collections partner can make.

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