



P.O. Box 1120
Colorado Springs, CO 80910
Business Line 719-634-3766
Fax Line 719-634-3506

Experience

Length in Business	Established in 1947
Management Experience	66+ years of combined Collection experience
Collection Experience	68+ years of combined Third Party Collection Experience
Legal Collection Experience	38+ years of combined Collection & Legal Collection Experience
Customer Service Experience	16+ years of combined Collection & Customer Service Experience
Skip Tracing Experience	18+ years of Combined experience in collection and locating customers

CSC	Other
✓	
✓	
✓	
✓	
✓	
✓	

Training

Management Training	Continued management training and certification classes for managers
New Collector Training	All training required for PCS (Prof. Collection Spec) certification
Supplemental Collector Training	Regular seminars, training, exams, monitoring and evaluations

✓	
✓	
✓	

Full Collection Services

Validation of Debt Notice	Initial notice sent to the consumer in compliance with the FDCPA	✓	
Letter Service	Several letter service options available	✓	
Account Tying	Multiple accounts for same consumer are "tied and handled together for greater efficiency	✓	
Predictive Dialer Technology	Collectors make more calls per day on your account	✓	
Interactive Voice Response System	Account balances, payment arrangements, and other transactions via phone	✓	
Online Skip tracing	Latest technology to efficiently locate hard-to-find customers	✓	
Electronic Directory Assistance	Fast, efficient telephone number location	✓	
eOscar	Direct access to credit reports - faster consumer dispute resolution	✓	
Customer Payment methods	Cash, cashiers checks, drafts, or credit card payments by phone, mail, or in person	✓	
Credit Reporting	Report/update monthly to three credit repositories	✓	
Unattended messaging	Clients can utilize pre-recorded message requesting a return phone call	✓	
Electronic Interface	Access account information, request statistical reports, and send us other information via dial-up or a secure Internet connection	✓	

Legal Services

Dedicated Legal Staff	Attorney and in-house legal staff dedicated to litigation process	✓	
Court Proceedings	CSC represents clients in all court proceedings	✓	
Litigation Costs	Filing fees, process servers attorney fees paid in advance by CSC	✓	
Negotiate Settlements	Attempt to resolve account at every step	✓	

Additional Services

Accounts Receivable Consulting	Review receivables systems to enhance clients' collection efforts	✓	
Line of Credit Financial Services	Clients may offer consumers point-of-service finance plan when traditional financing is not an option. CSC handles monthly billing.	✓	
Client Education	Wide variety of collection-related classes available to clients' staff	✓	
Customized Reports	Customized statistical reports available as needed	✓	