

## Stages of Collections

In-house, IRR, agency, and attorney

1. Client attempts to collect in-house.
2. Client may choose to run past-due accounts through CCB's pre-collection letter program. The Internal Rapid Recovery ("IRR") program lets your customers know the matter has escalated and they need to immediately submit payment to you or contact you to make arrangements. Client only pays the corresponding flat fee for the IRR program.
3. Client may choose to forego the IRR program entirely and place certain accounts for full collections immediately. Or, client may choose to place accounts in full collections that completed the IRR program but didn't respond or pay in full. CCB's expert collectors will then attempt to collect the balance on a contingent fee basis as quickly as possible. Upon successful recovery, client only pays the corresponding contingency fee on monies collected.
4. If CCB is unable to recover the entire balance voluntarily and if the claim warrants it, CCB will advise client on the pros and cons of having the claim pursued via a collection attorney in our network on a contingent fee basis. Client has the right to say yes or no.
5. If client says yes, the collection attorney attempts to recover the balance voluntarily. If he/she is able to do so, client only pays the corresponding contingency fee on any monies recovered. If the attorney is unable to recover the balance voluntarily, he/she will let us (CCB and client) know if she/he thinks litigation is a viable option and the associated costs. Client has the right to say "Yes, please file a lawsuit," OR "No, don't file a lawsuit."
6. If client says yes, the debtor is pursued through a lawsuit. See, "LEGAL PROCESS FOR CLAIMS" for additional details.