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**PUGET SOUND COLLECTIONS**  
Professional Debt Collection Services



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**YOUR PATH...OUT OF THE CONFUSION.**



After more than four decades in business, Puget Sound Collections understands the challenges our clients face. Our experience and longevity assures our clients they have a partner capable of dealing with whatever issues arise. You can count on us to be here with answers—the right answers.

Mission

Puget Sound Collections’ mission is to be the most client focused agency in the Pacific Northwest – providing collections and accounts receivable management solutions. We strive to constantly improve our process and to achieve recovery rates above our client’s expectations while maintaining the highest level of ethical standards.

In every case, our goal is to collect delinquent accounts while maintaining our client’s goodwill and reputation.

People

At Puget Sound Collections we understand our company is only as strong as our people. Our employees receive the most up to date training and education available. We train and test on the Fair Debt Collection Practices Act (FDCPA), American Collectors Association (ACA) Code of Ethics, Fair Credit Reporting Act (FCRA), Health Insurance Portability and Accountability Act (HIPAA) and all current Federal and State collection laws. With training and education, our staff are experts in collections, regulatory compliance, and client servicing.

About Puget Sound Collections

Since 1960, Puget Sound Collections has excelled in providing a wide range of professional debt collection and accounts receivable management services for our clients throughout the Pacific Northwest. We handle accounts for healthcare providers, professional services, retail/commercial businesses, utilities, government and financial firms. Our clients range from large hospital systems and municipal courts to physicians and leasing firms.

We are one of the largest private collection agencies in the region – we are big enough to take advantage of the latest advances in technology and process, but small enough to build personal relationships with our clients.

Pricing

**Our pricing philosophy is - “No Collection, No Fee.”** There are no fees or costs for starting a relationship with Puget Sound Collections. All accounts are collected on a contingency only basis.

**Fixed Rate Collections** - This all inclusive pricing is based on the volume of the accounts assigned. It gives you the full measure of our collection resources at a fixed rate.

**Flex-Rate™ Collections** - The Flex-Rate program is an attractive alternative to fixed rate charges. It provides a cost saving incentive to clients who refer accounts promptly for collections. Pricing is tiered to provide lower rates for accounts referred less than 60 days past due with increasing rates as accounts age.

Why Choose Puget Sound Collections?

Quality

Puget Sound Collections is very proud to be one of only a few dozen collection agencies worldwide, and the first in Washington State, to be certified by the ACA’s Professional Practices Management System (PPMS) program (a program based on ISO 9000 certification).

PPMS is a management system designed to produce consistent quality service at all levels of the collection business by incorporating continuous improvements. PPMS certification guarantees that we have written policies, procedures, work instructions and audited quality assurance and compliance programs in place. We are re-certified by external auditors every two years.

This certification is reserved for agencies of the highest caliber with less than 1% of agencies worldwide holding the PPMS designation.



Customer Service

In our commitment to be the most client focused collection agency in the Pacific Northwest, we offer:

- Personalized service – we will do everything we can to meet our clients’ needs.
- The attitude of our highly qualified staff – client satisfaction is always our first priority.
- A client services department dedicated specifically to our clients.

Process

In our endeavor to constantly improve our process, we utilize:

- The most up to date hardware and software available in the industry.
- State of the art predictive dialing technology.
- A myriad of skip-tracing resources.
- A proprietary collections process that promotes service excellence and produces superior results.
- A tracking and auditing system to ensure every account is worked to completion.
- Account scoring to prioritize accounts that are most likely to pay.
- Highly trained and educated employees who are able to maximize recovery for our clients.

Data Warehousing

Our extensive historical data base of consumers in the region makes account match ups more likely and with this information we are able to enhance collection efforts and greatly reduce the time for account recovery.

Services

Collection Services

- Telephone calls
- Mailings
- Legal recourse (with client permission)
- Credit reporting
- Account scrubbing

- Bankruptcy confirmation, claim filing & follow up
- Probate verification, claim filing & follow up
- Online access for clients to their accounts
- Recovery reporting & statistics

Accounts Receivable/Early Out Servicing

- Pre-collection calls
- Pre-collection letters
- Establishment and monitoring of payment plans
  - Monthly billing
  - Reminder calls
  - Payment processing

- Referral to full collections on defaulted payment plans
- Business office outsourcing
- Custom designed accounts receivable/early out programs