



Speaker Experience

- Presented by John Painter, Merchants Credit Association
- 31 Years in the Collection Industry
- Former Collector
- Former Agency Owner
- Toastmaster – 18 Years
- Chapter Officer of Mothers Against Drunk Drivers (MADD) 10 Years



The Cycle

- Tri, Bi, Rinse, Wash?
- Revenue Cycle –
What is it?
- My Idea – Sliver
- 6:00, 9:00, 12:00 &
3:00
- Agency Involvement
– At What Time?



Revenue Cycle

- Your part
- Timing is Everything
- “Those People”
- Early Out
- How your Agency is important to your Revenue Cycle



The Account

- The final stage of the cycle begins
- The Collection Agency
- Mechanics of the Collection Agency



Agency Experience

- Length of time in business
- Length of time in your industry
- Collector Experience
- Training on Laws

Telephone Collections

- What can you say?

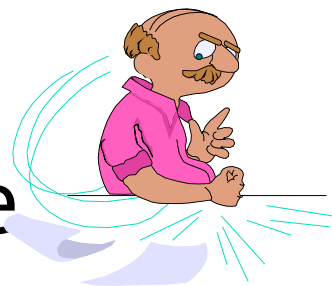
Per the FDCPA, HIPAA & Your
State Law

- How to say it?

Per the FDCPA

- Creating a routine

Teams



Fair Debt Collection Practices Act and HIPAA



- What you can say
- History of the FDCPA – Established 1978
- History of HIPAA – Established 1996
- No grey areas!

FDCPA-General Information

- One contact per day 8:00 a.m.-9:00 p.m.
- Contact no more than three times in a seven day period
- ID the collector and the debtor
- Work calls
- Only use business like language
- Calls to third party
- Ringing phone
- Ask for payment in full



Medical Collections

- Reputation in the community is critical
- Experience
- Insurance options will be exhausted before demand is made
- Payments ok, no blood from a turnip talk offs

10% - 90%

Routines

- Who has a routine?
- Why do they use a routine?
- Why are routines effective?
- How can a routine help you negotiate?
- Routine and your business office
- Managing and collection routines

Making Collection Calls Routine

- The Script
- It's tough



Telephone Scripting

How we say it

- Opening
- Verification of Information
- Overcoming Objections
- Sources of Money
- Closing the Call

Special Ways

Flimsy Words

Ummmm

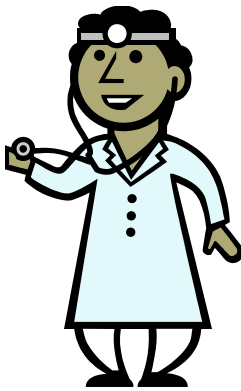
Ahhhhhh

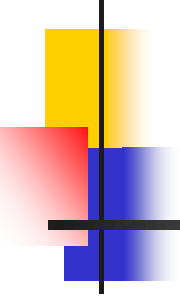
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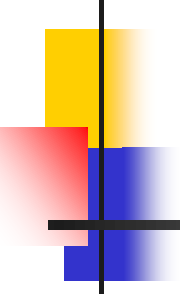
OK.....



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- Who is your customer?



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- Three parts of customer relations
 - 1. Know who you control
 - 2. Power of choice
 - Power of choice
 - Who determines mood
 - Apply to customer relations
 - 3. All about you. You choose how to deal with a difficult person.

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- Be willing to find the answer
 - If you don't listen you lose credibility
 - We don't always hear positive comments
 - Speak and think positive
 - Surround yourself with positive people.

Putting it all together



- Consistency by Routine
- Monitoring complaints
- Testing
- One good idea
- Look in the mirror
- If you have to eat a toad, make it quick
- Revenue Cycle completed

Questions???

- Do you have any?

