



## Developing World Class Vendor Relationships



Someone once said, “If we keep doing what we’ve always done, we’re going to keep getting what we’ve always gotten”.

Developing solid relationships with companies outside of the credit union doesn’t necessarily require sweeping changes. Expecting the best results can start with minor adjustments that can be measured. Every vendor relationship has a few key components that make the difference between ‘just OK’ and ‘really superior’:

- Customer service with a history and reputation for reliable, clear communication
- Prompt, clear and thorough progress updates
- Ethical, comprehensive follow-through on all assignments
- Results that have meaning and are measurable
- Solid reputation in the credit union arena
- Technology, using the most progressive techniques in the industry

Choosing to outsource all or part of key areas will require the same critical review. Whether your credit union is lacking in-house staff to take on complexities, is growing rapidly, or is in a period of downsizing, statistics show that successful vendors are staffed by dedicated professionals, trained to handle your needs.

CU Recovery/The Loan Service Center is an established expert resource with a history of representing the interests of the credit union exclusively as well as showing excellent results in each of the key areas.

*CU Recovery, Inc. is a full service collection agency, working exclusively for credit unions, dedicated to maximizing recoveries on charged off loans. The Loan Service Center, Inc. provides staffing solutions for credit union collection departments to minimize losses on their delinquent active loan portfolio. The CU Recovery Collection Academy is a resource for continuing education to assure the success of Credit Union collection departments in meeting their member service and delinquency reduction goals. For more information: [www.curecovery.com](http://www.curecovery.com)*