

First Party Collection Solutions – The Loan Service Center, Inc.

Design Your Collection Solutions



Based on your needs, and with just a few questions, The Loan Service Center (TLSC) can help with collections on any loan product at any stage of the delinquency cycle. The TLSC staff can design a solution that fits your specific situation. You can expect improved collection operations and reduced delinquency by eliminating all or part of the administrative burdens associated with running a collection department.

How it works: TLSC provides staffing solutions to credit union collection departments on a part time, full time, temporary, or permanent basis. We can manage all loan types - secured, unsecured, overdraft shares, real estate - from zero to 90 days delinquent. TLSC is not a collection agency; our Account Service Representatives work under the direction of your credit union's collection manager and follow your collection procedures to service the loan portfolio prior to charge-off.

TLSC uses a secure VPN connection to access your collection software and provide management of the defined portfolio. TLSC will make phone calls based on a contact plan worked out in advance. This plan will dictate how each loan type is to be handled. Additional services of your choice are available on a per use or volume basis. The results of these calls, the next contact, and the course of action will all be logged into your system in real-time.

Key Benefits of Using The Loan Service Center:

- Our collectors are experienced in effectively negotiating a positive resolution for your members and for the credit union. Our collectors will be trained and become familiar with your policies and procedures so that members will be comfortable and consider us members of your staff.
- Our credit union friendly approach will produce results while maintaining a commitment to service.
- Your results will improve with our predetermined contact plan and educational calls to members.
- Collection activity is logged directly into your system in real time on a daily basis.
- Remaining current on compliance changes and requirements will be our responsibility.
- Our underlying collection philosophy prefers motivation to intimidation.
- Over 27 years of credit union experience ensure ease of transition.
- Say goodbye to turnover, collection department staffing, and hiring issues.
- Since TLSC never misses a day of work, the credit union will save employee benefits and time off related costs.

Payment Reminder



A cost effective, quick touch, payment reminder that gets results which will affect your bottom line. A perfect solution for early unpaid accounts, that are typically 10-30 days delinquent, and overdraft share accounts.

Payment Reminder Plus



More than just a reminder. We work with the member to find the reason for their failure to pay and then help find a solution to resolve their unpaid account(s). We can manage all loan types, from zero to 90 days delinquent.

Extended Services



From time to time your credit union may want to choose from a variety of service specialties to help manage individual and unique situations from any point in the delinquency cycle. You pay for the services as needed, on a per use pricing basis.

Extended Service Options:

Bankruptcy • Repossession • Skip Tracing • Door Knocks • Notices

Specialized Call Campaigns



A credit union can send a personalized, targeted message to a select group of its membership, or to all of the membership.

Example Call Options: CPI Members • Line of Credit Members • New Credit Cards

For more information contact your Client Service Representative or visit www.curecovery.com.