



## Collecting Outstanding Delinquencies is Getting Tougher

In difficult economic times, downsizing, mergers, and consolidations are frequent topics that can hit a credit union collection department pretty hard. Being asked to do more with less may make good economic sense overall but can leave your staff frustrated, without the skill-sets to tackle an in-box full of old collection files, files in problem geographical areas, or files of members that simply cannot be found. Pulling all of the pieces together to bring the delinquency ratios under control can be time consuming and ineffective if staff members are inexperienced or not up to date on current collection compliance requirements.

Finding the right third party of dedicated collection professionals could make the difference in outstanding delinquencies and charge-offs, while allowing your staff to stay focused on the core competencies and values of the credit union. Collection professionals will know the most effective collection techniques, how to find elusive members, and how to negotiate settlements or payment plans.

Top companies in any industry have one thing in common: they solve tough problems for their clients.

*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)*