

ProCollect

INCORPORATED



Welcome Kit



A letter from the President:

I want to welcome you and your staff to ProCollect and thank you for allowing us the opportunity to service your multifamily collection needs. As one of the nation's premier debt collection agencies, our goal is to achieve the best possible collection returns for our clients while treating debtors with respect and understanding.

ProCollect has been earning the trust of our clients since 1995. We continue to be an innovative leader in the multifamily industry and have built a strong reputation as we focus on superior staff training, state of the art technology, and the highest commitment to customer service.

If I can be of any further assistance please do not hesitate to contact me.

Best regards,

A handwritten signature in black ink, appearing to read "Larry Gingold". The signature is stylized with a large, looped "L" and "G".

Larry Gingold
President

Instructions for Placing Accounts for Collections

What we need:

1. **Resident Application.** This gives us important information to find the resident, i.e. name, address, phone numbers, social security numbers, emergency contacts, etc. Please include co-signers.
2. **Final Account Statement (a.k.a. FAS, Security Deposit Disposition, SODA, Move-Out Disposition, etc.)** The charges that were incurred by the resident, the move-in date, move-out date, and lease expiration date.
3. **The Entire Lease.**
4. **Guarantor.** When applicable, please include all guarantor information.
5. **Don't have a Social Security Number?** If possible, please include one of the following forms of identification: Visa, State Issued ID, Drivers License, Passport, Foreign National ID, etc.

To send via software integration:

Please, refer to the page correlating with your property management software below.

To send by fax:

Use our Network Efax to send all your delinquent accounts. Dial 888.897.3012 and transmit all your accounts. No fax cover is needed if your final account statement has the property name and address printed on it.

To send by mail:

ProCollect provides postage-paid / pre-addressed envelopes by request only. Place the accounts and information requested in one of our envelopes and mail. Please, DO NOT mail one resident in one envelope, unless that is all the collections you have for the month. Our envelopes are designed to hold many accounts.

To send by email:

Attach all the information requested and email to submit@procollect.com

Please remember to send your accounts each month. The older the accounts become, the more difficult they are to locate and collect.



Sending a Resident to Collections

- Go to: Entrata >> Dashboard >> My Dashboard >> Financial >> Collections
- A resident's financial move-out must be completed before they can be sent to collections. See [Performing an FMO](#).

You can send one or more residents to collections from the Dashboard.

- Send multiple residents to collections by selecting the checkbox in-line with each resident's name and clicking **Send to Collections**.

The screenshot shows the Entrata dashboard with various tabs at the top: Approvals (21), Leads (1), Applicants (0), Residents (13), Res. Portal (0), Maintenance (24), Financial (24), and Help (0). Below these are sub-tabs: Check 21 (0), Deposits (9), Notices (8), Collections (5), Delivery Errors (0), and Financial Move-outs (2). The main section is titled 'Past Residents in Collections Process'. It contains two buttons: 'Generate Pre-Collection Letters' and 'Send to Collections'. Below these buttons is a table with the following columns: PRIORITY, RESIDENT, FINANCIAL MOVE-O, LAST LETTER, OVERDUE, UNIT, PROPERTY, WHAT'S NEXT, and NOTES. The table lists two residents: Warren, Katie (822) 436-7239 and Peters, Samson. Both are marked as 'Normal' priority. The 'Send to Collections' button is circled in red.

- Send a single resident to collections by selecting **Send to Collections** from the Options drop-down menu in-line with the resident's name.
- Click **Yes** in the confirmation window to confirm that you want to send the resident to collections.

Removing a Resident from Collections

- Go to: Entrata >> Residents >> All Residents >> [select a resident]

- Select **Remove From Collections** from the More Actions drop-down menu.
- Click **Yes** to confirm that you want to remove the resident from collections.
- The resident is removed from collections and the resident's status is changed from Past—In Collections.

Excluding a Resident from Collections

- Go to: Entrata >> Residents >> All Residents >> [select a resident]

- Select **Exclude From Collections** from the More Actions drop-down menu.
- Enter an explanation for why you are excluding this resident from collections in the textbox, and click **Submit**.

The resident's status is changed to Excluded From Collections.

Resuming the Collections Process for a Resident

- Go to: Entrata >> Residents >> All Residents >> [select a resident]

- Select **Resume Collections** from the More Actions drop-down menu.
- Click **Yes** to confirm that you want to resume collections for this resident.



OneSite instructions for placing accounts into collections.

Manually placing a resident in collections:

You can manually place a resident in collections by going to special status from resident at a glance. Navigation -> Resident at a Glance -> Special status -> In collection status

The screenshot shows the ProCollect software interface. On the left is a sidebar with 'Actions' including: Final account statement, Undo close account, Edit close account, Enter payment, Enter charge, Enter credit, Reverse transactions, Resident ledger, View refund status, Special collection status (highlighted), Record activity, Set CRP Flag, Attach document, Add to Exclusion List, and Attach document with Barcode. The main window displays 'Caldwell, James (Unit 1-100)' with status 'Former resident' and 'In collection'. It shows current charges of \$1,550.00 and a balance of \$155.00. A 'Lease summary' table lists dates and amounts for lease signing, start, end, and move-in. A 'Scheduled billing' table shows a rent payment of \$1,500.00. A 'Lease information' dialog box is open, showing options to manage lease status and payment methods. The 'In collection status' checkbox is checked.

Actions	Lease	Description	SubJ	Amou
Edit Delete	170	CA Rent	RESIDENT	\$1,500.00

Can I make sure a resident will not be sent to collections?

Yes, you can do so by clicking on Payment agreement/Exclude from collections. Payment Plans will be reviewed by many of our collection partners for nonpayment. Payment plan residents who have not paid in several months will generally be reported back to your collections manager.

This is a close-up of the 'Lease information' dialog box. It contains several checkboxes for managing lease status and payment methods. The 'Payment agreement / Exclude from collections' checkbox is checked, indicating that the resident will not be sent to collections.

Actions	Lease	Description	SubJ	Amou
Edit Delete	170	CA Rent	RESIDENT	\$1,500.00



Accounts requiring a collection agency can be marked in collection's status and as a result, the accounts are made available to ProCollect. We check each week for new accounts. Here are the steps:

Step 1. Find the resident you want to send to collections. When doing your Move Out Reconciliation, make sure that the third option is selected in the "Outstanding Balance Action" section. This will transfer the Resident's balance from the Resident's ledger to the Collections area of ResMan.

Move Out Reconciliation

Specify the move out charges that should be posted for this resident and then make any necessary changes to the deposit application or refunds. If the resident owes money after the reconciliation, indicate which collections process will be used to collect their remaining balance.

Account: 1213 - Raine Guerra
Date: 05/21/2015

Outstanding Charges

Date	Description	Charge	Open Balance	Action

Move Out Charges

Category	Description	Amount	Notes
Resident Damage Charges	Resident Damage Charges	200.00	
	Total	200.00	
	Current balance	0.00	
	Adjusted balance	200.00	

Deposit Application and Refunds

Deposits: 0.00
Deposit applied to balance: 0.00
Deposit refund: 0.00
Payment refund: 0.00
Amount to refund: 0.00
Amount to collect: 200.00

Outstanding Balance Action

1. ☒ Post to ledger ?
☐ Post to ledger and write off balance ?
☐ Post to ledger, write off balance, and create collections account ?

Available Deposits

Date	Reference	Description	Deposit	Available	Apply to Balance	Refund
		Totals:		0.00		0.00

Save Cancel

Unit 1128 **Jesse Porter (F)** **Tristan Porter (F)**

Personal Information

2.

Name Full name: Jesse Porter
Gender: Male
Date of Birth: 05/29/1985
Phone numbers: (943) 555-1234 (M), (808) 555-9876 (H), (476) 555-5678 (V)
Email: jporter@gmail.com
Primary language: English
Drivers lic: 1234568 \ TX
Identification (SSN): *****6789
Household status: Head of Household

Lease

Edit

Step 2. Notice that your resident's balance is now zero, and there is now a new "Collection" balance showing. Click on the Collection Balance (in red).

Step 3. This takes you to a "Collections" page. Click "Send to Collections".

Collections

Account: 1128 - Jesse Porter, Tristan Porter
Move-out date: 11/1/2012
Collections Total: 200.00
Total unpaid: 200.00

Agreements

No agreement setup

Close Account Send To Collections Set up Agreement

Charges

Description	Amount	Billed to Date	Unposted	Paid or Credited	Notes
Resident Damage Charges	200.00	0.00	200.00	0.00	
	200.00	0.00	200.00	0.00	

Post Charges Back Add Edit Delete

3.

Send To Collections

Select the third party collections agency to which you want to send this account below. Place a check mark next to any additional documents that you would like to send to the collections agency along with this account's ledger. If needed you may upload additional documents directly on this page.

Account 1128 - Jesse Porter, Tristan Porter
Amount remaining 200.00
Notes

Collections Agency* Other

Documents Other

File	Date	Size	Attached by
<input type="checkbox"/> LeaseAgreement.pdf	5/7/2015	105 KB	Marco Lopez

Manage documents

Send

Callout 4 points to the Collections Agency dropdown menu.

Callout 5 points to the checkbox next to LeaseAgreement.pdf.

Callout 6 points to the Send button.

Step 4. This takes you to a "Send to Collections" page. From the dropdown menu, select ProCollect.

Step 5. At the bottom of the page, you'll see any files you have associated with the resident(s). Please, select the application of each person associated with the account, the final account statement, the lease, and if applicable, the guarantor agreement. If you do not have the required documents associated with the account yet, you can click on the "Manage documents" link to upload the required documents.

Step 6. Click "Send"

Important Note: If we do not receive the required documentation, we still work the account. However, in the event the previous resident disputes the debt, we are required by law to provide the documentation to validate the debt. If we do not send them within thirty (30) days, we must cancel the account.

Uploading Attachments

This procedure describes how to upload attachments. This process also associates the attachment with a Voyager record--for example, a property or owner record. You can associate an attachment with any record that has an **Attachment** menu item on its **Links**, **Data**, or **Functions** menu.

When you upload an attachment, Voyager copies the file to the **Attachments Path** specified on the **Accounts & Options** screen and associates the attachment with the active record. Each attachment can be associated with only one record. If you detach an attachment from a record, the file remains on the server. [Linking an Attachment](#) describes how to associate a detached attachment with a record.

To upload an attachment

- 1 Open the record you want to associate the attachment with.
- 2 From the **Links**, **Data**, or **Functions** menu, select **Attachment**. The **Attachments** screen appears.

Attachments

Available Attachments for Bank: Bank of Santa Barbara (webank)

Type	Description	Date	Attachment	Secure	Show on Portal	Detach
Bank Reconciliation	webank_bankrecreport_073115.docx	10/20/2015	webank_bankrecreport_073115.docx	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bank Reconciliation	webank_bankrecreport_083015.docx	10/20/2015	webank_bankrecreport_083015.docx	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bank Reconciliation	webank_bankrecreport_093015.docx	10/20/2015	webank_bankrecreport_093015.docx	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save

Close

Add

Upload

- 3 Click **Upload**. The **File Attachment Upload** screen appears. (The appearance of the screen varies depending on the browser.)

File Attachment Upload

Select up to 3 files to upload and attach

Choose File

No file chosen

Choose File

No file chosen

Choose File

No file chosen

Upload

Close

- 4 Click a **Browse** buttons. The screen for selecting the file you want to upload appears.
- 5 Locate and select the file.
- 6 Click **Open**. The window closes and the file name appears in the **File Attachment Upload** screen.



If you want to upload additional attachments, repeat steps 4--6. You can upload up to three files at once.

- 7 On the **File Attachment Upload** screen, click **Upload**.
- 8 Click **Close**. The newly uploaded file appears on the **Attachments** screen.
- 9 Complete the row for the attachment:

Type

Sort category.

Your system administrator defines the **Type** options. For more information, see [Attachments Security](#) in the *Voyager Core Administration Guide*.

Secure	Limits access to users for whom the View secured attachments check box is selected on the User Security screen. Available only if your security setting permits viewing of secured attachments.
<hr/>	
Show on Portal	Makes an attachment accessible through the Café portals including COMMERCIALCafé and RENTCafé. Check your Café implementation guide for details.

10 Click **Save**.

11 Click **Close**.

Marking a Resident for Collections from the Resident Screen

There may be situations when it's more convenient to use the resident screen for the purpose of collections. This section describes the procedure for marking a resident for collections directly from the resident screen in Voyager.

To mark a resident for Collections from the Resident screen

- 1 Select the resident record you are marking for collections. For information on how to locate a resident record, see "[Reviewing and Editing Resident Records](#)" in the *Voyager Residential User's Guide*.



You can also access the **Resident** screen by selecting the link located in the **Resident ID** column of the *Collections Resident Delinquency Summary*.

- 2 While on the **Resident** screen, select the **Collections Interface** link located on the **Data** menu. The **Collections History** page displays, containing the transaction history of all collections for the resident.

Collections History for George Thomas

New Collections Agency FCO

Collections Status	Notes	Marked For Collections	Date Sent To Collections	Agency	Amount Sent	Date Canceled	Attachments	Edit
EFT Plan		02/15/2016	04/05/2016	FCO	2605.00			
Sent		02/04/2016	02/04/2016	FCO	2625.00		9/2	

- 3 Select the desired agency from the **Collections Agency** drop-down list.
- 4 Click the **New** button. This button is only active if the current status of the record is at an appropriate state. Refer to the [Collections Status Rules](#).
- 5 Select **Ready** from the **Collections Status** drop-down list.
- 6 Click **Save**.
- 7 Select any attachments you wish to include in the collections record.



Only attachments which have already been associated to the resident can be sent to the collections agency. See [Attachment Procedures](#) in the *Voyager Core User's Guide*.

Collections attachments are only associated to a specific collections record, not all collections records for the resident.

- a On the **Collections History** screen, click on the link located in the **Attachment** column. The **Collections Attachment** page displays.

Collections Attachments

Save Close

Attach	Description	Attachment	Type	Attached Date
<input type="checkbox"/>	ClientMeterNonConvergent_1.docx	ClientMeterNonConvergent_1.docx	Documents	06/10/2016
<input checked="" type="checkbox"/>	Ord 29837 Restrictions_1.pdf	Ord 29837 Restrictions_1.pdf	Documents	06/10/2016
<input checked="" type="checkbox"/>	Past Due Invoice Breakdown_1.pdf	Past Due Invoice Breakdown_1.pdf	Tenant doc	06/10/2016

- b Click the link in the **Attachment** column to view the document.

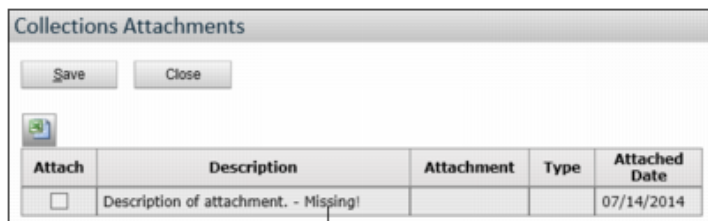
c Select the **Attach** check box for any attachment to be included in the collections record.

d Click **Save**.

8 Click **Close**.

Missing Attachments

If an attachment has *Missing!* displayed after the filename in the **Description** column (see following example), it is an indication that the attached file that has since been moved from its original location.



The screenshot shows a window titled "Collections Attachments" with "Save" and "Close" buttons. Below is a table with the following data:

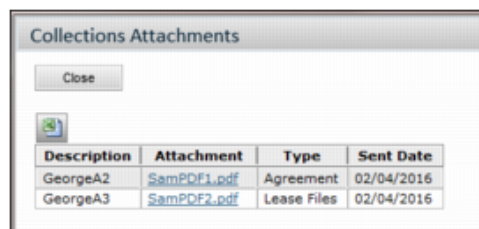
Attach	Description	Attachment	Type	Attached Date
<input type="checkbox"/>	Description of attachment. - Missing!			07/14/2014

Indicates missing attachment

A missing collections attachment cannot be selected to be included in the collections record until it has been reattached to the resident record. See [Attachment Procedures](#) in the *Voyager Core User's Guide*.

To view attached documents that have been sent in a collections record

1 From the **Collections Delinquency Summary** report, click on the link located in the **Attachments Sent to Collections** column for the record you wish to view. The **Collections Attachment** page displays.



The screenshot shows a window titled "Collections Attachments" with a "Close" button. Below is a table with the following data:

Description	Attachment	Type	Sent Date
GeorgeA2	SamPDF1.pdf	Agreement	02/04/2016
GeorgeA3	SamPDF2.pdf	Lease Files	02/04/2016

2 Click the link in the **Attachment** column you wish to view. A copy of the attached document displays.

Marking a Resident for Collections from the Delinquency Summary

You can mark multiple residents for collections from the *Collections Resident Delinquency Summary*.

To mark a resident for collections from the Resident Delinquency Summary

- 1 Go to **Interfaces > Collections > Collections Resident Delinquency Summary**.
- 2 Enter the property code.
- 3 Select the agency from the **Collections Agency** drop-down list.
 - The collections statuses displayed on the page are only associated to the selected agency.
 - This selection determines which agency to be used for collections actions when performed from the summary.
- 4 Select the residents to be sent to the selected agency by selecting the corresponding check box in the **Mark for Collections** column.

Marked for Collections

Off	Mark For Collections	Current Collections Status	Date Marked for Collections	Date Sent to Collections	Attachments
674.19	<input checked="" type="checkbox"/>	Ready	01/20/2015		
674.19	<input type="checkbox"/>	Ready	01/20/2015	01/20/2015	3/3

You also have the option to select or clear *all* check boxes, as follows:

Check All Select if you want all displayed records to be marked for collections using the agency displayed in the **Collections Agency** field.

Uncheck All Select to clear the **Marked for Collections** check boxes on any records in the summary that were marked for the collections agency that is displayed.

- 5 Click **Save**. Some fields will change for the records which were marked for collections, as described below:

Field	Change, as the result of being marked for Collections:
Mark for Collections	Check box is selected
Current Collections Status	Status is changed to <i>Ready</i> .
Date Marked for Collections	Displays the date that the resident was last marked for collections.
Attachments	Attachments link will appear.

- 6 Select any attachments to include in the collections record.




Only attachments that have already been associated to the resident can be sent to the collections agency. See [Attachment Procedures](#) in the *Voyager Core User's Guide*.

Collections attachments are only associated to a specific collections record, not all collections records for the resident.

- a From the **Collections Delinquency Summary** report, click the attachment link (located in the **Collections Attachment** column), for the record. The **Collections Attachment** page displays.

Collections Attachments

Save Close



Attach	Description	Attachment	Type	Attached Date
<input type="checkbox"/>	ClientMeterNonConvergent_1.docx	ClientMeterNonConvergent_1.docx	Documents	06/10/2016
<input checked="" type="checkbox"/>	Ord 29837 Restrictions_1.pdf	Ord 29837 Restrictions_1.pdf	Documents	06/10/2016
<input checked="" type="checkbox"/>	Past Due Invoice Breakdown_1.pdf	Past Due Invoice Breakdown_1.pdf	Tenant doc	06/10/2016


- b** Click the link in the **Attachment** column to view the document.
- c** Select the **Attach** check box for any attachment to be included in the collections record.
- d** Click **Save**.

Missing Attachments

If an attachment has *Missing!* displayed after the filename in the **Description** field (see following example), it is an indication that the attached file that has since been moved from its original location.

Collections Attachments

Save Close



Attach	Description	Attachment	Type	Attached Date
<input type="checkbox"/>	Description of attachment. - Missing!			07/14/2014

Indicates missing attachment


A missing collections attachment cannot be selected to be included in the collections record until it has been reattached to the resident record. See [Attachment Procedures](#) in the *Voyager Core User's Guide*.

To view documents that have been sent in a collections record

- 1** From the **Collections Delinquency Summary** report, click the link in the **Attachments Sent to Collections** column for the record you wish to view. The **Collections Attachments** page displays.

Collections Attachments

Close



Description	Attachment	Type	Sent Date
GeorgeA2	SamPDF1.pdf	Agreement	02/04/2016
GeorgeA3	SamPDF2.pdf	Lease Files	02/04/2016

- 2** Click the link in the **Attachment** column for the attachment you wish to view. A copy of the attached document displays.

Frequently Asked Questions

How do I send my collection accounts?

Please, refer to “Instructions for Placing Accounts for Collection” on page 1.

How will I know that ProCollect has received my accounts?

Our system automatically produces and mails a “Letter of Acknowledgement” to each property once we enter accounts for collection. The letter will list each newly entered tenant, customer number, our account number, and the amount owed. Please, allow 14 days for the acknowledgement as data entry times can vary.

Is there a minimum balance we can submit for collections?

The minimum balance we will accept is \$50.00. Smaller balance accounts are considered much easier to collect. Remember, 10 - \$50.00 accounts collected equals \$500.00. Please be aware that the credit bureaus will only place accounts in excess of \$75.00.

How long after move-out should I keep the account before sending it to collections?

Federal law mandates that we give the alleged debtor 30 days to dispute the validity of the debt before we can place the debt with the credit bureaus. Since we adhere to this law, there is no legal reason for you to hold it before submitting it to us, but please check with your company for their policy.

What should I do if a previous tenant contacts me after they have already been sent to collections?

We recommend you do not get involved as once you do, they will not want to speak to us. Remember this is exactly why you hired ProCollect. Politely explain to the former resident that their file has been forwarded to our office and direct them to call us at 800.732.3799.

What should I do with bankruptcy notices received from a previous resident sent to collections?

It is very important to send a copy or call ProCollect as soon as possible to avoid liability issues for both ProCollect and your company.

What if I need to revise an account placed for collections?

For your convenience there are three ways to handle revisions: Call, Fax, or Email.

- **Call** our office and speak to a client services staff member. They have Caller ID and will verify where the call is coming from and make the change immediately.
- **Fax** the revised Final Account Statement to 888.897.3012 or 214.341.0218
- **Email** the revision to submit@procollect.com

What if I have new information on the tenant?

Maybe you saw them working at a Wal-Mart or they called you about the negative mark on their credit and you got a new phone number. Any time you find any new information please call or email our office immediately as it could help us in our collection process.

What should I do if I receive a payment from a previous resident after sending it to ProCollect?

Please call us immediately so we can notate the account and stop all collection calls. We will give you an account number to place on the payment. If the payment was made to your company do not worry as we have "power of attorney" to deposit all payments made to our client. Please send the payment to:

ProCollect
12170 N. Abrams Rd. Suite 100
Dallas, Texas 75243

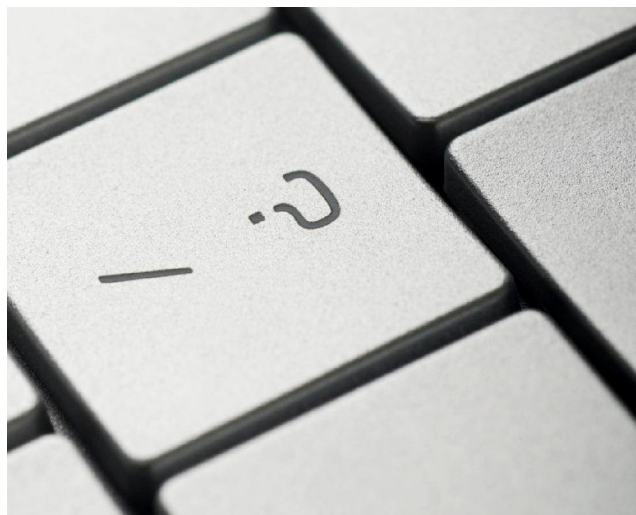
Can I just deposit the payment into our account?

To prevent accounting issues and confusion, we prefer the payment is sent to ProCollect. We take our portion, mail you your portion, and update their credit in a more expeditious manner.

How do we know ProCollect has collected anything for us?

ProCollect will mail you an account statement each month. It will list each debtor that paid, customer number, amount paid, balance, and current category.

Your participation is important to us and can help maximize the results in recovering past due debt. We welcome any questions you may have and look forward to a long and successful collection partnership.



Improve Your Collections

There are several ways you can help us to maximize collections such as timely placements, accurate and legible applications, and strict screening. As important as those factors are, we have identified a simple change that will increase the likelihood of collecting more of your accounts – reasonable balances.

What is a reasonable balance?

Two of the factors used to determine a “reasonable balance” are the class (A, B, C, D) and type (Student, Conventional, Affordable, HUD, Section 8) of the properties. With data compiled since 1995 and your input, we will recommend an appropriate balance to increase our chance of collections for your properties.

Will my bookkeepers need to adjust the Final Move-Out Statement?

No. Since we make the adjustment on our side, there are no changes required on your part. Our data entry team will revise any balance exceeding the agreed upon amount. The original balance is notated giving the collector additional leverage towards a resolution.

Is adjusting the balances required when working with ProCollect?

No. It is completely your decision and can be made on a property by property basis. If you are not sure, we can produce reports which clearly verify the accuracy of our conclusions regarding keeping the balances reasonable.

Other tips:

- Place accounts within 60 days.
- Get new application when resident renews.
- Contact ProCollect with any new information.
- Try not to get involved with ex-residents.
- Stricter resident screening = less resident problems.



Why Use ProCollect?

50 Person Collection Floor

The average collection agency has five (5) collectors. PCI's collection floor averages fifty (50) collectors, bi-lingual staff, 4 supervisors, and a full time collection trainer: certified in FDCPA, FCRA, & ACA.

Client Services Staff

Our client services staff is here for your needs. Whether it's to receive a report, ask about former resident or explain how to send your files. If you need help, someone is always here for you.

In House Law Office

PCI retains an attorney for the best possible results. In a climate of changing collections laws, regulations, and lawsuits, our attorney is here to protect yours and our best interests in avoiding frivolous lawsuits. Our attorney's primary focus is collection law, giving PCI and our client an important edge should we ever need it.

Specializing in Multifamily & Student Housing

Our main focus is multifamily and student housing collections. Our collectors are trained to understand leases, final account statements, move-out walkthroughs and to listen to a resident's issues. This allows our collectors to make better decisions when offering payment solutions.

Collections are Our Only Business

Many screening and verification companies claim they can handle both your screening and collection needs. Collections are not a part time business and can not be run without a 100% commitment. They are two entirely different entities and should NEVER be combined.

Right Party, Predictive & Auto Dialers

PCI uses state of the art software to maximize our collector's time. Our Right Party Contact (RPC) campaigns allow us to speak directly to the debtor as soon as the phone is answered. Our auto dialer campaigns make tens of thousands of calls per day, allowing PCI to thoroughly work every account by leaving messages and automated settlement offers, thus creating thousands of incoming calls each day. We make it clear to the debtor, our collection efforts will continue unless a resolution is obtained.

High Speed Document Imaging

Documents received from clients are scanned into our system and stored. Our collectors can access all supporting documentation while speaking to the responsible party to answer questions or to validate the debt without disconnecting the call. If a debt is verbally disputed on the call, the documents are emailed or faxed to them for verification which dramatically increases the chance of a resolution.

Collections Reports

Our collection reports are the most thorough and easy to read reports in the industry. Whether you need an inventory of all debtors or wish to see our collection performance, we have a report for you. Simply call, email, or visit our Online Client Access and receive the report you need.

Online Client Access

Clients have 24/7 access to our live database. Allowing them to create customized reports, pull past collection statements, inventory of debtors, and look up individual debtors. They can update any debtor's information or communicate their specific desires as needed to PCI. The Online Client Access is an ongoing project as we add features and improve existing features by implementing the ideas that come from our clients.

Ease of Placing Accounts

Receiving your collection files in a timely manner is crucial to optimizing our results. There are three ways to transmit the accounts: Fax, Digitally (email or software integration), or pre-addressed postage paid envelopes. See "Instructions for Placing Accounts" on page 1.

National Locator Databases

All accounts are processed through Accurant and CBC Innovis, widely considered the best skip tracing databases in the nation. Each collector has unlimited use of the databases allowing a continuous search for new information, which is crucial as 100% of the debtors have moved.

Debtor Payment Options

All major credit cards and checks are accepted. All payments can be made by calling our office, visiting our website, or through the mail. Debtors may also make a payment at over 5000 Ace – America's Cash Express locations. Online payment options are available 24/7.

Credit Bureau Reporting

All accounts are uploaded to the three major credit reporting agencies after 30 days; Trans Union, Equifax & Experian. ProCollect also partners with SafeRent and RentBureau which work exclusively in the multifamily industry allowing us to submit collections immediately and may prevent the resident from being approved at a new apartment.

In House Information Technology Department

PCI employs a group of highly trained programmers in the continuous advancement of our proprietary software. This ensures that we have access to the full range of functionality possible with modern technology. Managing the development of our software gives PCI a clear advantage over our competitors as we have the ability to make improvements whenever needed without waiting for a third party vendor.

Collection Process

- Step 1** New accounts are entered into our system by the Data Entry Team.
- The accounts are reviewed for complete documentation. If anything is missing, we will call the property.
 - All accounts are meticulously reviewed and entered in our collection management system (CMS).
- Step 2** All documents then are scanned into the CMS for storage and collector access. The 'Notification Letter' is queued to be mailed to the former resident.
- The notification letter is required by the Federal Debt Collections Practices Act (FDCPA) to alert the past resident that the account has been assigned to ProCollect, giving them the opportunity to dispute the validity of the debt.
 - At the end of each day, all cued letters are run through the National Change of Address (NCOA) to verify the address or to obtain any new addresses.
 - All accounts are processed through two national skip tracing databases (Accurant & CBC Innovis) to identify updated addresses or phone numbers at which time the notification letters are mailed.
- Step 3** Within five days the accounts are uploaded into the collector queue. Auto, Predictive & Manual dialing campaigns are queued.
- If contact is made, the collector explains the charges and asks the former resident for their intentions. If no contact is made, then the account is placed in follow up so more calls can be attempted until contact is made. When no contact is made, messages are left.
 - If all phone numbers are disconnected or not a valid number, the account is moved to "skip trace" to try to locate more information on the former resident.
- Step 4** At 31 days, the debt becomes a true and valid debt. Demand for the balance in full can now be made legally, unless a dispute has been given by the former resident.
- Additional letters are mailed, phones calls continue.
 - If collector concluded balance in full can not be made, payment plans are offered.
- Step 5** At 31 days, all non-disputed accounts are uploaded to the three major credit bureaus; Trans Union, Equifax & Experian. Accounts are also sent to SafeRent & RentBureau.

- Step 6** During the first year, our goal is to make an attempt to contact the former resident every day through our Auto, Predictive and Manual dialers. If contact is made, the collector has the ability to suspend the account for an appropriate follow-up call. Collection efforts will continue until the balance is paid in full or a payment plan has been secured.
- Step 7** At 365 days, the settlement process begins. Settlement letters and settlement phone messages give the debtor 20 days to respond with a reduction of balance. If the debtor responds to the offer the account is settled. If they do not, the full amount is still due.
- a. Settlement offers are as follows:
 - 1 year – 25% reduction
 - 2 years – 30% reduction
 - 3 years – 35% reduction
 - 4 years – 40% reduction
 - 5 years or more – 50% reduction
 - b. All settlement letters and phone messages are notated in the collector notes so each collector can see the settlement offer and expiration date. If the debtor calls well after the expiration date, the collector knows they are not calling because of the offers, but instead are trying to move or make a purchase requiring good credit. The collector can negotiate the balance in full or offer a settlement depending on the age of the account per our settlement parameters.



Company Reports

As a client of ProCollect, you can expect the most comprehensive reports in the industry. We give you the information needed to keep up to date with your collections. In an effort to better serve you, all reports are available online.

Client Acknowledgement

Upon receiving and entering new accounts, an acknowledgement is mailed to your office for confirmation purposes. It includes names, amounts and account numbers. Please, review for accuracy.

Inventory Report

The Inventory Report lists all debtors placed and includes; names, account numbers, amount placed, balance, account placement date, account status and the average age of the accounts (average time it took from move out to get to ProCollect). The report can be sorted by placement date, apartment number, or alphanumerically.



Monthly Statements

The Monthly Statements are an accounting of all monies collected in a given month. Statements include; name, account numbers, amount paid, balance remaining, and status of account (Paid in Full, Settled, or Active). Statements and checks are mailed on the 25th of each month. In the event no accounts are collected, no monthly statement will be issued.

Detail Collection Report

The Detail Collection Report shows year by year accounting allowing you to review each month's account(s) placed, amount placed, amount collected, overall collections and percentages.

Summary Collection Report (Upper Management Only)

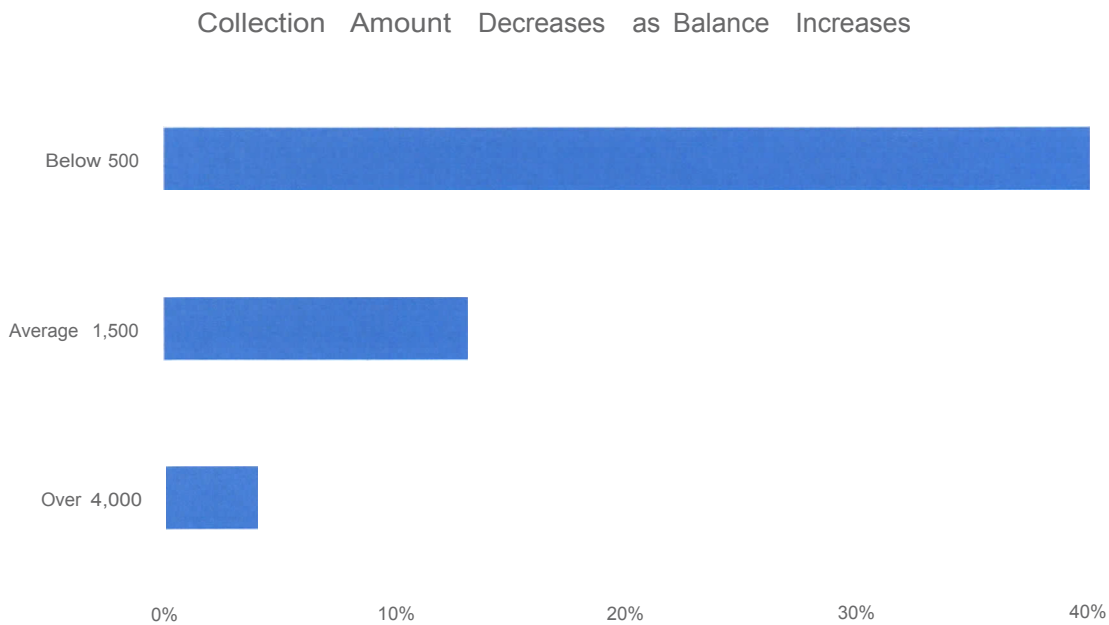
The Summary Collection Report is designed for upper management with multiple properties to quickly ascertain the most relevant statistics. It is widely considered our best report and gives vital information that allows a better understanding of each property's placements, collections, percentages, and account averages. This report can be automatically emailed to authorized recipients each month.

Placement Report (Upper Management Only)

The Placement Report identifies all properties that have not sent collection accounts in at least ninety (90) days. This allows you to take action with each offending property by reminding them to submit their collection accounts in a timely manner. This report is included with the Summary Collection Report.

Trend Report

The Trend Report follows each month's placements from the month the accounts were originally placed until the statutes expire (7years). This allows you to see the total amount recovered and collection percentage on a specific month's placements through the entire collection cycle.



Online Client Access

For your convenience we offer easy to use Online Client Access. If you have questions, we will be happy to walk you through it.

First time user:

- Go to www.procollect.com
- On the Right side of the home page, click the link "Click here to receive client access".
- Fill out the form used to verify you are a client and submit.
- Then click the "Accept" button verifying you agree to our terms.
- Shortly thereafter, you will receive an email confirming access.

Already signed up:

- Go to www.procollect.com
- Type in your email address and password in the "Client Login" boxes provided.
- Click "OK" or hit the "Enter" key on your keyboard.

Once you've entered the site, you can:

- Look up a previous residence and check their status.
- Verify information, provide us with new information, make a revision, etc.
- View and Print Reports. Debtor Inventory, Monthly Statements, Collection Reports.
- Upper Management can run a Summary Report viewing all properties.
- Earn \$25.00 by sponsoring a new apartment to use our services.
- Change passwords

Contact Information

Corporate Headquarters:

ProCollect, Inc
12170 Abrams Road, Suite 100
Dallas, Texas 75243

Contact Numbers:

Debtor Line: 800.732.3799
Client Line: 800.839.8186
Local: 214.341.7788
Efax (submitting files): 888.897.3012

Larry Gingold - President

Extension 103
gingold@procollect.com
Fax: 214-341-0218

Barry Curtis - Vice President / Collection Manager

Extension 150
curtis@procollect.com

Lesley Llorente - Client Services Manager

Extension 104
lllorente@procollect.com

Davin Smith - Vice President of Operations

Ext 140
dsmith@procollect.com

Michael Moore - Vice President of Business Development

Ext 133
mmoore@procollect.com