



# Specialty Collections

**Audit Approach** — One of the many benefits to using Paladin Commercial Group is our experience and knowledge. We have learned that being flexible in our approach gives us the greatest chance to recover your funds. Some of our successful clients want us to maintain the rapport with the debtor/customer and for those clients we have a dedicated group that specialize in our 'audit approach'. *We realize that some debtors are not bad people but just bad business people who don't pay or slow pay.*

**How is the approach handled?** In short, the words 'collection' and 'collection agency' are removed from any dialogue. In today's world auditing companies are common and without outlining the whole process we are able to convey that a review of your receivables was performed and there is a past due balance. It avoids your debtor feeling challenged or attacked. It takes any personal or past history out of the equation. Those that have monitored our collectors during on site visits have described it as working like an arbitrator without the outrageous arbitration costs.

**What is the cost of this specialized service?** The simple answer is less than any full collection approach. The reason is this approach allows you to turn over the account earlier in the recovery cycle. Most clients use this approach between 15 to 45 days past terms. This increases the probability of recovery and assists in future business with the customer. Allow me to point out the residual benefit that comes with any future business with this customer. They will have been trained to pay promptly, believing we are out there to 'audit' at any time.

**By allowing PCG the opportunity to become familiar with your specific needs we can customize a program specifically for you.**

