



PALADIN COMMERCIAL GROUP



COLLECTION FLOWCHART

Day 1

- Call Number to verify
- Check SOS/Title
- Send Demand Letter
- Assign outside investigator Call
- Schedule T/O#1 (2 hours approx)
- Make Call to Debtor

Day 2

- Make call to debtor
- Obtain additional information
- Stat Client
 - No contact look for/request backup
 - With contact give update

Day 3 – 9

- Determine outside investigator worthiness
- Attempt contact with debtor daily (change contact time)
- Contact vendors
- Contact bank
- Contact skip sources – follow skip procedure

Day 10-30

- Continue multiple phone attempts
- Work out ppa or determine skip
- Send 2nd letter at day 14
- Day 30 send 3rd letter
- Set up turnover call
- Stat client during this timeframe
- Send 3rd letter at day 21

Day 31-60

- Send payment letter at day 31
- Attempt phone contact 2-3 times weekly
- Monitor partial payment arrangements
- Solicit postdates
- Determine settlement potential
- RTM
- Day 45 send ADL (attorney demand letter)

Over 60 days

- Determine suit worthiness
- Drop to other collector