



# We Get It Done, One to One

**Since 1961, Convergent Commercial Inc. (CCI) has been providing commercial bad debt recovery solutions. We have an established track record of successfully recovering receivables both domestically and internationally.**

Our primary goals are to help businesses recover money owed, minimize bad debt expense and preserve customer relationships. Over the years, CCI has represented a wide range of clients from Fortune 500 companies to small business owners.

CCI benefits from one of the most stable workforces in the industry. Our combined industry experience, technology and personalized service provide clients with complete confidence and results.

At CCI our professionals are individually accountable to each client and every account. Our decades of experience have shown that our unique approach and professional integrity optimizes a formula for success.

Hence our promise:  
**"We get it done, one to one."**



## An Industry Leader

Convergent Commercial Inc. is a leader in the commercial receivables management industry. CCI was a founding member of the Commercial Collection Agency Association and is now certified directly by the International Association of Commercial Collectors.





# Convergent Services

**From single placements to complex outsourcing arrangements, CCI has the resources and experience to succeed in a business environment characterized by constant change.**

### THIRD PARTY CONTINGENCY COLLECTIONS

Achieve peace of mind knowing your accounts are with experts

Engage our expert team of collectors and nationwide attorney network to handle your commercial claims. An effective strategy is crucial to resolve collection issues. Our collectors provide immediate personal contact with your delinquent customers to attempt amicable recovery of your debts.



### PRE-COLLECTION LETTER SERVICE

Low-cost option designed to promote cash flow before an account ages

Obtain recoveries from early stage accounts that are likely to pay. Make this program an extension of your in-house efforts before they turn into collection issues. Our pre-collection letter service will save you time

and money while preserving positive relationships with your customers. Our collection letters can be generated on either CCI's or your company's letterhead.

### FIRST PARTY/OUTSOURCING/AUDIT PROJECTS

Supplement your internal staff and reduce bad debt in a cost-effective manner

Partner with CCI to manage your receivables and augment your internal efforts. We contact your customers as representatives of your company, not as a third party collection agency. Our representatives will act in your name or as your agent. This customized solution is designed to reduce your outstanding accounts receivables while maintaining a customer-oriented approach to these AR issues.

### CONSULTING

Customized services that will help you address your unique AR issues

Our account consulting services, including specialized in-house credit and collection seminars and programs individually tailored to meet a client's specific needs, are available at a daily or hourly rate plus expenses.





## Some of the Industries We Serve

Advertising & Media

Manufacturing

Banking

Pharmaceutical

Building Supplies

Publishing

Cloud Services

Sporting Goods

E-Commerce

Staffing

Finance/Leasing

Telecom

Information Technology

Transportation

Insurance

Utilities

Legal

Wholesale Distributors

**Bonded and Insured**





# Convergent Talent

**Our company values drive us to deliver better results and define our success.**

## MANAGEMENT

Convergent's management team is united by common values and a shared commitment to the highest ethical and professional standards in the industry. Our greatest asset is our reputation and every employee takes that responsibility seriously.

## STAFF

At its core, our receivables management business and CCI's success are all about its people. Effective pursuit of even relatively simple commercial collection accounts is more complex than the "dialing for dollars" world of consumer collections. Management encourages the sharing of ideas, creative dialogue and each individual's experiences with all teams.

## CLIENT SERVICES TEAM

Working closely with the Sales Representative, the Account Manager is the main point of contact and oversees collection activity and all aspects of client communication. The objective is to develop an understanding of each client's portfolio and provide clear advice and recommendations. Effective communication is crucial and every effort is made to return calls or emails promptly.

## COLLECTION TEAM

Our Collection Specialists have industry experience and company tenure measured in years. Each team member receives extensive training and education in all aspects of commercial collections, with an emphasis on ethics and following all applicable laws and regulations.

### Ally with CCI

- We are driven to achieve results.
- We value honesty, respect and professionalism in everything we do.
- We consider servicing clients the most important part of our job.
- We have an ongoing commitment to excellence.



# Collection Process

## Steps for recovery

### CLAIM SUBMISSION

CCI accepts placements in any format via email, fax and mail or through our secure portal; the portal allows users to attach supporting documentation. After a placement is entered a written acknowledgement of receipt of the claim is issued.

### ACTIVITY

Written demand is made upon the debtor and phone contact begins. Subsequent efforts are made to obtain payment in full, negotiate a payment plan or resolve disputes. Payment plans are closely monitored to ensure they are adhered to. When all efforts have been exhausted and a debtor fails to cooperate or respond, CCI may escalate the claim (minimum \$1,000 balance) to our internal legal department.

### IN-HOUSE COUNSEL/PRE-LITIGATION

*Legal department philosophy: "Negotiate, don't litigate"*

CCI's legal department works under the direction of Jaclyn P. Brodie, J.D. and is an integral part of the collection recovery process. There are instances when additional pressure is needed from our in-house legal team to get payment. The expertise of our in-house counsel in working with contractual agreements puts the legal department in a strong position to negotiate a settlement in order to avoid a lawsuit.

### ATTORNEY SERVICE

Convergent's network of bonded attorneys specializes in commercial debt collection. If warranted, CCI will forward a claim to an external attorney who covers debtor's location. The attorney will make demands and provide an update and recommendations, usually within 45 – 60 days.

### LITIGATION

If a debtor does not respond or refuses to resolve amicably the attorney will forward suit requirements for review. Upon receipt of disbursements and return of relevant documents the attorney will commence litigation. Suit is not filed without a creditor's authorization and forwarding of necessary costs. A lawsuit can be a lengthy process and status updates may take up to 60 days or longer, depending on the complexity of the case and the caseload of the court.

### Jaclyn P. Brodie General Counsel & Assistant Vice President

- Loyola University School of Law, Juris Doctor
- Tulane University, Bachelor of Arts
- Admitted to the Florida Bar
- 13+ years of collection experience



## Compliance

- » Client trust accounts
- » Bonded and insured
- » CCI's parent company is licensed in all states

## Reporting

- » Acknowledgements
- » Monthly status report of claims
- » Customized reports available upon request

## Online access

- » Secure entry of and access to each claim
- » Real-time updates
- » Availability of real-time messaging
- » Claim payment history
- » Access to our debtor library

## Other services

- » Skip-tracing
- » Judgment/asset search
- » PACER insolvency search



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## EXPLANATION OF SERVICES AND CONDITIONS

**PERSONAL COLLECTION SERVICE:** Collection efforts by experienced, professional personnel, consisting of various types of demands for payments including field visits when deemed appropriate, selected and employed on an individual account basis by Convergent Commercial Inc. Unless otherwise specified, all claims will be acknowledged and accepted commencing with Personal Collection Service.

**INTERNAL LEGAL SERVICES:** When accounts are referred to Convergent Commercial's legal department, a pre-litigation demand for immediate payment is drafted and submitted to the debtor to increase the pressure on the payer to resolve the matter and also to ensure that administrative remedies have been appropriately exhausted. Each attorney works under the direction of Jaclyn P. Brodie, Esq. and has a broad range of experience with the full array of contractual issues, underpayment issues and each possesses superb negotiation skills.

**FORWARDING SERVICES:** Automatically forwarding, on client's behalf, accounts for legal or other action, and serving as liaison on behalf of client and subject to client's instructions. When suit is authorized there may be additional charges, including costs, administrative and suit fees and, at times, a retainer. These charges include attorney's fees and also our service charges which are separate and apart from the attorney's fees. **There are no additional costs or suit fees unless suit is authorized by client.**

**GENERAL CONDITIONS:** Each account forwarded to Convergent Commercial Inc. may be collected directly or forwarded by Convergent Commercial, Inc. in the name, on behalf, and for the account of the client to one or more attorneys or other agents for collection. The services described above apply to commercial accounts generally, except where prohibited, and to noncommercial accounts solely at the election of Convergent Commercial Inc. Commercial accounts are defined as debts incurred by ongoing businesses for business use, determined at the time the accounts are placed for collection by the client. The relationship between the client and Convergent Commercial Inc. is one of the principal and agent and in connection therewith Convergent Commercial Inc. shall, as agent exert its good and proper efforts to effect collections and, with respect to accounts forwarded to attorneys, or other agents, Convergent Commercial Inc. shall not be responsible for any loss caused by the acts or omissions of any such attorneys or other agents. Client agrees to indemnify and defend Convergent Commercial Inc. from any loss or expense arising out any preference claim made under applicable bankruptcy and insolvency laws with regard to amounts collected by Convergent Commercial Inc. for client. Convergent Commercial Inc. shall have the right to endorse for deposit and/or collection in the name and on behalf of the client, remittances received on accounts placed for collection and to deduct and retain from such remittances all appropriate fees and charges. Accounts withdrawn or settled directly by the client are subject to charges for the service the account is in at the time Convergent Commercial Inc. receives written notice from the client, or otherwise learns of such withdrawal or settlement. Merchandise or credit accepted by the client is considered to be a direct settlement. Unless otherwise provided, a rate of 50% will apply on collections where accounts are non-commercial, where debtor is not in business or the account has previously been handled by others. Special fees may apply in some areas, where local rates have been established or where extra work and expenses may be necessary and the regular charges are found to be inadequate.