

overview

communications

West Asset Management is a full service accounts receivable management organization that has the expertise to provide cost savings, increased returns and meet the breadth of communications provider needs through a consultative partnership environment.

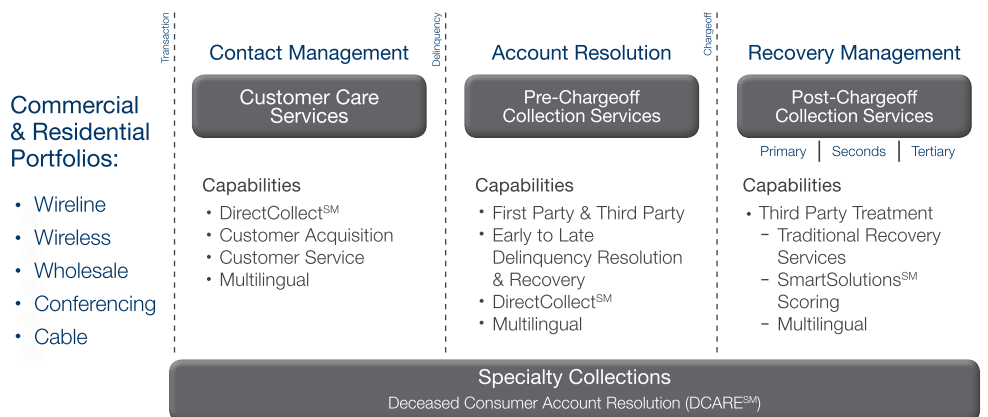
Who We Are.

West Asset Management is a performance focused accounts receivable management leader that has the expertise and resources to meet the breadth of industry needs across the debt continuum.

We are a fully licensed collection agency with 2,500 employees and 14 locations in 13 states plus an offshore location in Makati City, Philippines, and a nearshore location in Portmore, Jamaica.

What We Do.

As a leading provider of accounts receivable services for companies in the communications industry, West Asset Management offers proven expertise in pre- and post-chargeoff collection services.



Benefits of Choosing West Asset Management.

- Increase your ROI from collections and recovery opportunities through a consultative partnership approach.
- Client-specific recovery solutions based on the demographics, time-of-day analysis and other attributes of your portfolio.
- Multiple, customizable service offerings to all types of credit lending portfolios (e.g. credit card, mortgage, lines and loans, automotive and commercial).
- Add the financial strength, capacity, scalability and flexibility you need to adequately meet your company's evolving needs.
- We combine all our strengths to deliver superior quality and exceptional results to meet our clients' needs across the entire receivable continuum.



How We Do It.

West Asset Management is a consultative partner that provides performance focused solutions for its clients through:



Dedicated Client Management. A single point of contact responsible for your satisfaction.

- Client team is accountable for the overall strategic management and day-to-day account management of your portfolio.
- Weekly meetings to discuss portfolio performance, facilitate problem solutions and to analyze possible areas of service improvement.
- Account manager leads new project/portfolio implementations.



Disciplined Implementation Process. A structured, efficient process with dedicated business owners.

- A 7-phase implementation model led by a highly trained project manager.
- An average cycle time of approximately 30 to 45 days for most new service implementations.
- Provide the management team a clear roadmap and timeline for measurable, critical milestones.
- Consistent message with clear assignments.
- Our process provides our clients with a quick and seamless implementation.



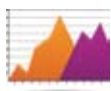
Comprehensive Training. Focused on your brand, your culture and your processes.

- Dedicated internal training development team.
- Training covers FDCPA, FCRA, GLBA, TCPA, ID theft, fair lending and red flag regulations among other topics.
- Hybrid computer-based and classroom training environment
- Client knowledge enhances talk-offs, increasing performance and reducing complaints.



Quality Assurance. Ensures quality service and exceptional performance for our clients.

- Performs internal audits and portfolio reviews.
- Monitors internal processes and staffs.
- Provides client management team assessment with recommended changes and enhancements to derive maximum performance for the client.



Scoring and Analytics. Champion/Challenger models ensure optimal treatment at all times.

- Portfolio-specific models based on the demographics of your customers.
- Customized score that has consistently out performed “off-the-shelf” scores sold by other analytic firms.
- Models get stronger and more definitive the longer we work and continue to gain information on the portfolio.



Proven Performance. We're proud of our clients and the accomplishments we've helped them achieve.

- We've been helping our clients achieve their accounts receivable goals for over 40 years.
- The average communications client tenure is over 15 years. Our longest standing partnership is 38 years.
- In addition to receiving a top five communications provider's “2009 Business Partner Achievement Award”, our recovery specialists also received “Top Collector” and “Refer-A-Friend” awards.