

# deceased account resolution

## c o m m u n i c a t i o n s

Every company has unique needs and we realize that. West Asset Management offers a robust deceased solution that can be customized to meet your organization's goals.

### Customizing Our Deceased Solution to Meet Your Needs.

West Asset Management offers an empathetic, customer-conscious, third party approach to recovering outstanding balances following the death of a consumer. We offer a variety of individual services within our Deceased Consumer Account Resolution (DCARE<sup>SM</sup>) umbrella that spans from Deceased Identification to Estate Administration to our pinnacle Recovery service, which utilizes our well-known dual resolution approach. By segmenting these services, we offer more flexibility to choose services that will best meet your unique needs.

#### What we do.



##### Dual Resolution

The key to effective recovery of deceased accounts is an equal balance between proactive calling and filing claims. We refer to this as our dual resolution approach, which includes Deceased Identification, Recovery and Estate Administration services. Our account treatment allows for claims to be filed while recovery specialists proactively communicate with the family or estate representatives to resolve the outstanding debt. This method ensures every effort has been exhausted to maximize recovery efforts.



##### Deceased Identification

We process all your accounts to identify the accounts with a deceased consumer. After identifying deceased accounts, we can either send all the accounts back to you or file claims on the deceased accounts. We can perform this service on a continual basis to ensure accurate and timely identification of deceased consumers.



##### Recovery

Our deceased recovery process includes skip tracing, scoring, outbound call campaigns and notice campaigns. We use our proprietary scoring model SmartSolutions<sup>SM</sup> to determine each account's propensity to pay. The accounts are then segmented based on their propensity to pay. A customized treatment strategy for your portfolio will be derived from these segments and your requirements.



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## Deceased Consumer Balance Notification

We will partner with you to develop a letter campaign that will encourage family members to call us to resolve the debt. We will handle all inbound calls generated from these letters. This approach provides you with a less intrusive approach to resolving accounts from deceased consumer's family members.



## Estate Administration

Our probate packages include *Estate Identification and Return*; *Estate Identification and Claim Filing*; and *Estate Identification, Claim Filing and Follow-up*.

We identify deceased accounts with both open and closed estates through our proprietary database that provides systematic access to probate claim forms for all 3,193 counties in all 50 states. After identifying an estate, we file a claim and facilitate resolution of the claim by contacting attorneys, executors and the courts to obtain payment.



## Win Back with Recovery

We build a Win Back program into our recovery process to save your valuable customer relationships. Accounts are transitioned to qualified surviving family members who will assume the phone.

## Why West Asset Management.

**High Level of Performance.** Our performance sets us apart from our peers in the industry and is the primary reason why you should consider West Asset Management for your deceased portfolio. In 2008 alone, our deceased/probate unit recovered over \$95 million for our clients.

**Deceased Experience and Expertise.** For over 14 years, West Asset Management has helped Financial Services clients maximize returns on their deceased/probate portfolios. We currently provide this unique and valuable service to seven of the Top Ten credit issuers in the country.

**Collections Experience and Expertise.** West Asset Management is a leading accounts receivable, portfolio purchasing and cost containment company. For over 40 years, we've been helping our clients maximize collections and recovery money.

**Brand Protection.** West Asset Management understands that we serve as an extension of our clients' business. Consequently, our primary goal is to deliver professional service to our clients' consumers in an effort to increase recoveries and protect our clients' valuable brand image.

**Training Expertise.** We understand the importance of training our recovery specialists about our clients' culture and processes. This knowledge enhances our recovery specialists' talk-off which increases performance and reduces complaints. Additionally, we provide a grief training program to teach our recovery specialists to empathize with family member's grief, while still addressing the deceased's remaining balance.

performance focused