

# WHAT YOU NEED TO KNOW

## *Reading Reports*

After an exhaustive search, you turned your accounts over to a collection agency. The agency has had a few months to work your accounts. Now it's time to see some results. How much money has been collected and what is the percentage of return? While reviewing reports sounds straightforward, it can actually be tricky. So how do you get the performance results and statistics you need?

Virtually any report can be customized to contain the critical information you need to gage an agency's performance. Be up front with the agency about the information and numbers you want. Expect clarity in the reports and accuracy in the information provided. If you use multiple agencies, request an apples-to-apples comparison and make sure you are comparing the same statistics in the reports they give you.

Information should include a 30-day performance report EVERY MONTH.  
It should be easy to read, and contain the following data:

- ✓ The number of new accounts and volume turned over so that you can reconcile them in your system to be sure you're getting the correct numbers.
- ✓ The dollar amount collected that month.
- ✓ The percentage of delinquent accounts that were collected that month.
- ✓ The cumulative amount collected, including an overall percentage of return.
- ✓ Average age of your accounts.
- ✓ Percentage of return based on balance size. Have the agency show you how successful your collectors are with accounts over \$1,000, and those below \$150.
- ✓ The number of bad addresses you've sent the agency and how many new addresses it has uncovered; i.e. how much money has been recovered after a debtor has been relocated.
- ✓ How many paid-in full-accounts there are, and how many payment plans were secured with credit card, information that can be automatically run each month.

---

*“Remember: YOU are the client, and it's up to the agency to give you a concise, thorough, accurate accounting of your business.”*

---

