



Agent Debit Balance Recovery Program

Please use your arrow keys to navigate between pages.

Stuart-Lippman And Associates, Inc.



Thank you for this opportunity to present our innovative and aggressive nationwide Agent Debit Balance Recovery Program created exclusively for the Life & Health industry.

Stuart-Lippman and Associates offers a dynamic alternative that is grounded on knowledge. It's what makes us stand apart. Our staff is composed of professional collectors, skip tracers, licensed private investigators, professional insurance agents, claims analysts, on premise counsel, and knowledgeable account representatives.

Having a thorough understanding of your loss, while maintaining a rigorous code of ethics ensures professional handling of files, responsive service, and a much higher rate of return to our clients.

We would be happy to give you specific references so that you can check bottom-line results. You will find that we work with some of the top carriers in the nation. We welcome you to join companies like:

American General Insurance Companies

Fortis Family – Assurant

Mass Mutual Life Insurance Company

Great American Financial

Fidelity & Guaranty Life Insurance Company

Lincoln Benefit Life Insurance Company

and hundreds of other companies who have made Stuart-Lippman and Associates their preferred choice for agent debit balance recovery services.

I encourage you to make a detailed examination of this presentation and feel free to call upon me directly at 1-800-880-5400 extension 7224 so that I might answer any questions that you may have regarding our services or contingency fee structures.

Respectfully,



Steve Sacks
Director of Insurance Services





Steve Sacks is [Stuart-Lippman](#)

Director of Insurance Services



With over 22 years in the Life & Health Insurance industry and over 15 years in insurance related collections, Steve has the necessary background to successfully implement and manage your recovery program as your official account representative.



Proud Members

[Stuart-Lippman and Associates](#) is proud to be a founding member of the Commercial Collection Agencies of America.

Membership is limited to those select agencies that continue to meet the association's rigorous criteria and code of ethics.

When you use a Certified member, you can count on the highest level of professional service.

We are also members of a variety of other industry related associations

- Independent Insurance Agents & Brokers of America
- National Association of Subrogation Professionals - Silver Sponsors and Founding Member
- The American Bar Association Fidelity & Surety Law Committee
- The American Collectors Association
- The American Surety Association
- The Association of Certified Fraud Examiners
- The Insurance Accounting Systems Association
- The International Association of Commercial Collectors
- The National Bond Claims Association
- The Turnaround Management Association

Collections Recovery Staff



Stuart-Lippman and Associates has experienced recovery specialists dedicated expressly to the Agent Debit Balance Unit.

We know that our company is a direct reflection of your company. All specialists are trained in relevant insurance law, state insurance regulation, and contracts. In addition, they must be educated individuals that have displayed superior interpersonal skills. Their thorough understanding of current practices means more responsive service and more efficient handling of your files.

Although most of Stuart-Lippman's recovery specialists have extensive collection and insurance related backgrounds, training emphasizes strict adherence to all Federal and State regulations, including HIPAA and The Gramm-Leach-Bliley Act.

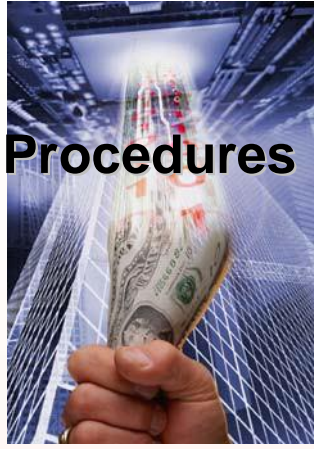
Stuart-Lippman is also dedicated to providing an on-going training program in all aspects of our recovery operation. Weekly training sessions are required for every collection specialists.

Experience Results

Age of balance at time of referral	Average Collection Success	Average Recovery Time
1-4 months	86%	1-30 days
5-9 months	75%	31-60 days
10-14 months	66%	61-90 days
15-18 months	58%	91-120 days
19-24 months	44%	121-180 days

We have continuously produced excellent agent debit balance recovery results.

Recovery Procedures



Average Recovery Timeline

1-30 days

- Accounts entered into the collection system
- A validated initial demand notice is mailed to the agent
- Debtor screening to match additional accounts
- Accounts are forwarded to the Agent Debit Balance Unit Manager to review and assign to an appropriate collection specialist
- Collection specialist performs a thorough review and enters a detailed summary
- Immediate telephone contact attempted with agent

31-60 days

- Telephone contact attempted for agent in accordance with State law where debtor resides
- Additional demand letters are mailed if applicable
- Process any incoming disputes

61-90 days

- Telephone contact is attempted for agent in accordance with State law where debtor resides
- Additional demand letters are mailed if applicable
- Agent is notified of potential credit bureau notification

91-120 days

- Telephone contact is attempted for agent in accordance with State law
- Additional demand letters are mailed if applicable
- Qualified accounts receive a pre-legal warning letter
- Unpaid, non-disputed files are reported to all three major credit repositories, Equifax, Experian, and Trans Union

121-150 days

- Final demand letter is mailed
- Unpaid accounts are reviewed for suit potential by Agent Debit Balance Unit Manager and our legal referral department
- If account meets the criteria for legal action, an authorization to file suit and verification of debt is mailed to your office for review and approval.

151 – 180 days

- Upon receipt of approval, **Stuart-Lippman and Associates** will commence the legal collection process
- Non-legal accounts undergo final review by the Unit Manager

Legal Services



We rely heavily on the judicial system to force recovery. Simply put, qualified files within the given statutes of limitations, have the ability for repayment yet are unwilling to pay are sued.

Our recovery programs are designed in conjunction with effective and aggressive legal representation.

Our captive counsel, Lou Spivack, P.C. provides aggressive representation and is an expert on creditor rights and remedy.

In addition to our on premises legal representation by Lou Spivack, P.C., **Stuart-Lippman and Associates** has carefully crafted a national network of trusted certified legal representation. All attorneys have been screened and tried for their collection knowledge.

Accounts that fail to make satisfactory payment arrangements are thoroughly reviewed prior to placement by our legal department.

Our asset investigation department pinpoints attachable assets and works directly with our legal department through adjudication, perfection, and eventual execution upon attachable assets.

Your office will be copied on all phases of the legal collection process, including but not limited to: assignment to the attorney, proof of service upon the defendant(s), court filings or responses, perfection, writs of garnishment, and recovery results.

Stuart-Lippman and Associates has a separately licensed professional private investigation department, which works directly with our legal staff and attorneys. They utilize unique collection techniques and tactics, which are geared towards financial impairment or repayment.



Contingency Rates

Contingency structures are based on various predicated factors including:

Average Balance
Previous Collection Activity
Number of Assignments
Date of Payment or Judgment

We would welcome the opportunity to review and discuss your portfolios. We are confident that through negotiation, a mutually beneficial agreement can be established.

Remittance

Every month, **Stuart-Lippman and Associates** will remit to you the net/gross amount collected for the preceding calendar month. A statement of all payments made will be included. Remittances can be tailored to meet your internal accounting procedures, including separate checks and invoices per file.

Licensing Bonding Insurance Coverage

Stuart-Lippman and Associates is a regulated and approved nationwide collection agency.

Most States require a collection agency license, appropriate bonding, or a certificate of authority in order to attempt collection.

Stuart-Lippman and Associates has in place the required licensing, bonding and certificates of authority to collect nationwide.

Quality & Performance Controls

Our system allows us to establish and prioritize the fashion in which accounts are presented to a collection specialist. A daily work file is created through an automatic process activity.

Upon logging on each day by using the collection specialist's initials and password, the system locates the daily work file. The accounts are automatically presented to the collection specialist based on priorities. Example: broken promises, new accounts, updated address or telephone information. Each account in the process must have a new activity and next date of follow-up before the next account may be worked.

Dedicated managers on a daily basis perform automated and manual audits of a collection specialists work file. A variety of internal reports will be generated to provide information to assist management in evaluating the direction and performance of all staff and the agency.

Our recovery software is constantly updated to comply with all State laws. Several safeguards are in place to ensure compliance, including proper disclosures, mail frequency and time zone differences for verbal collection attempts.



Date	Amount	Balance	Interest
1/15/07	\$100.00	\$100.00	\$0.00
2/15/07	\$100.00	\$200.00	\$0.00
3/15/07	\$100.00	\$300.00	\$0.00
4/15/07	\$100.00	\$400.00	\$0.00
5/15/07	\$100.00	\$500.00	\$0.00
6/15/07	\$100.00	\$600.00	\$0.00
7/15/07	\$100.00	\$700.00	\$0.00
8/15/07	\$100.00	\$800.00	\$0.00
9/15/07	\$100.00	\$900.00	\$0.00
10/15/07	\$100.00	\$1000.00	\$0.00
11/15/07	\$100.00	\$1100.00	\$0.00
12/15/07	\$100.00	\$1200.00	\$0.00

Reports

In addition to online status reports, we have the capability to provide your office with a variety of status or collection activity reports.

- Client Production Analysis Report
- Client Aged Report
- Client Actuary & Analysis Report
- Client Debtor Status Report
- Closing Report
- Client Average Referral Report
- Client Regression Analysis Report

Our online client portal, called “@Client Services” allows remote client access via secure socket layer encrypted internet connections. Accounts may be placed, audited or annotated, basic performance reports can be viewed, and direct payments can be reported by your office.

Information Systems

Stuart-Lippman and Associates utilizes “The Sting” collection software, created by Dakcs Software Company. “The Sting” is a fully expandable, customizable and user friendly system which allows for integration between departments within the collection agency setting. Data entry, collections, client services, mailing, MIS and accounting departments all operate inside the same application.



The flexibility of this software provides our clients quick and accurate reporting, archival capabilities and remote access. If requested, clients have the ability to review notes, update account information or report direct payments via the internet, and in real time.

Supervisors and management have the ability to view performance and audit files by department, employee and client. All notes and actions taken on a file are date, employee and time stamped. All editing and process controls are password protected, which ensures no sensitive information can be viewed or altered by an unqualified employee.

The Sting also contains built in safeguards to ensure strict adherence to State and Federal laws governing the collection process. State specific correspondence restrictions as well as frequency of collection attempts are all monitored by The Sting.

Recently, The Sting has expanded to integrate skip tracing resources. Collectors may utilize them from within the collector screen. All skip tracing efforts are tracked, which allows supervisors to monitor and ensure proper effort is being expended in the debtor location process.

Perhaps the most essential feature of The Sting is its ability to adapt to the needs of both agency and client. Many of our clients in the insurance industry have specific needs and expectations of their agency, and The Sting allows **Stuart-Lippman and Associates** to translate those needs and expectations into client specific operations. Reporting, invoicing and collection technique are catered to the need of the client through The Sting. Our managers and supervisors have taken extensive training courses on The Sting software, increasing efficiency and performance.



Steve Sacks
Director of
Insurance Services

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Agent Balance Commission Deficiency Placement Form

Company	Date
Contact	

Agency	
Contact	
Address	
Telephone	
Facsimile	

Agent	
Social Security	
Insurance State License Number	
Home Address	
Telephone	

Balance	\$		Last Charge Date:	
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Comments:

PLEASE INCLUDE A COPY OF THE AGENCY OR AGENT PROFILE



In closing, **Stuart-Lippman and Associates** will work with your company to layer itself as a seamless extension of your recovery department.

With a strong and capable workforce, files will be handled with an efficiency and professionalism that results in higher rates of recovery.

On behalf of everyone at **Stuart-Lippman and Associates**, thank you for giving us this opportunity. We hope you have enjoyed our presentation and we are looking forward to working with you in the future in what we are certain will be a mutually beneficial relationship.



The standard by which all recovery services are measured

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Press escape to exit