

FOCUS Commercial Receivables Management

FOCUS Facts

Founded: 2001

Employees: 225

Technology: Latitude
SQL Server
Crystal Reports

Locations: Atlanta, GA
Tampa, FL

Focus Receivables Management was founded in 2001 by collections industry veterans pursuing their passion to build a quality collection agency focused on performing for customers.

Focus

Receivables Management

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FOCUS Approach

Most collection agencies try to be everything to everybody. Focus wants to be number one for its customers. We believe there is no secret formula for achieving our goal beyond our name: Focus.

Focus on Commercial

Our leadership team has over 60 years of commercial collections experience, so we know that commercial collections requires special expertise. Focus has dedicated commercial sales, collections and customer service units to ensure our commercial customers receive the right focus.

Focus on Recruiting

Great performance is fundamentally founded on skilled, experienced collectors. We work hard to find people who will be successful in such a demanding job.

Focus on Training

Our primary training goal is to improve the negotiation skills of our collectors. We make sure they understand reg-



ulatory requirements and have the required technology skills. But, it is the collector's negotiation skills that separate mediocre performance from number one performance.

Focus on Rewards

We know that financial reward is the key to retaining high quality collectors, and high quality collectors are the key to superior performance. As a result, our compensation system disproportionately rewards those who achieve number one performance.

Focus on Technology

As a relatively young agency, we have been able to build our technology infrastructure from

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FOCUS Commercial Services At A Glance

- ⊕ Dedicated Commercial collections, customer service and sales units
- ⊕ Pre and post charge off collection programs
- ⊕ Attorney network
- ⊕ Pre-collect letter series
- ⊕ Skip tracing / asset location
- ⊕ Comprehensive licensing, insurance and bonding
- ⊕ Extensive monitoring, compliance and quality assurance
- ⊕ Cutting edge, intuitive point and click collection system
- ⊕ Web access to your reports and your accounts
- ⊕ Prompt and responsive communication
- ⊕ Customer focus at all levels of our company
- ⊕ Executive team with over 60 years of commercial collections experience

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the ground up taking a low cost, flexible, scalable approach. In addition to keeping our costs low, we find we can implement programs and respond to client requests faster and with less client effort than can our competitors.

Focus on Leadership

Many agencies aspire to be number one or number two with their clients. At Focus, we want to win. We have designed and built our company to deliver exceptional performance, not number two performance. We set high expectations for our organization, hold managers and collectors accountable for results, and generously reward those who achieve success for our clients.

FOCUS References

Commercial: BellSouth
FleetCor
Randstad

Finance: Discover
Wachovia

Debt Buyers: Cavalry
Trilogy
Worldwide Asset
Management

Telco: Alltel
Qwest

Auto: Chrysler
Ford
Toyota

Consumer Services: DirecTV
Terminix

We would be happy to put you in touch with one or more of our current customers so you can hear first hand what happens when you have Focus.

