

# Accelerating Cash Flow and Reducing Operating Expenses for Government Agencies

## Why CMC?

CMC is nationally licensed and well known for delivering exceptional outcomes for government clients. Our government clients range in size and service offerings, but all experience the same above-industry average results when partnering with us.

### Exceptional Public Sector Market Experience

- Supporting government clients since 1997
- Dedicated team of ACA certified, experienced and knowledgeable agents
- CMC services may come at no charge for any state with a statute that allows a court to pass a collection fee on to the defendant
- All accounts are worked regardless of balance size

### Industry Leading Call Center Metrics

- Average call length of 3:52 - we know how to resolve accounts efficiently
- Average hold time of < 15 seconds - we are appropriately staffed
- < 3% abandoned call rate - we don't leave money on the table

### Results, Results, Results

- Outsourcing your collections will significantly increase your recovery rate
- An entire CMC department is specifically dedicated to tracking down the slow or no pay defendants you may have, allowing you and your team more time to focus on other daily tasks

### State-of-the-Art Technology

- Advanced skip tracing technology allows CMC to find hard to locate defendants
- 24/7 Payment Processing (includes all credit cards, ACH payments, echecks, Western Union, and Walk-Ins)

### Experienced, Professional Team

- 100+ years of management experience
- Low turnover rate
- Average tenure of collection staff is 8 years

### Types of Collection

- Court Costs
- Fines & Restitutions
- Summary Offenses
- PFA Cases
- Parking Violations



"I have utilized Credit Management Company since 2009, and with Credit Management's assistance, we have collected funds which were previously deemed as uncollectable."

- Judy Enslin  
Beaver County Clerk of Courts

"At one point we used four different collections agencies. But today we exclusively use CMC because of their outstanding results and customer service."

- Ron Wetzel  
Allegheny County

"Specifically, York County has grown collections directly attributed to CMC's performance, from an initial \$100,000 in 2010 to over \$486,000 in 2016."

- Don O'Shell  
York County Clerk of Courts

