

Accelerating Cash Flow and Reducing Operating Expenses for Higher Education

Why CMC?

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

Exceptional Higher Education Market Experience

- Supporting higher education clients since 1990
- Dedicated team of ACA certified, experienced and knowledgeable agents
- 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 team is specifically dedicated to successfully recover outstanding debt

State-of-the-Art Technology

- Skip Tracing
- Account Scoring
- Predictive Dialers
- Automatic Dialers
- 24/7 Payment Processing

Experienced, Professional Team

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

Types of Collection

- Stafford Loans
- Perkins Loans
- Federal Direct Student Loan



“We have maintained a mutually successful relationship for over ten years now with CMC. The customer service, the sales representatives, and the collection staff that I have been exposed to are second to none. The results we have gotten, in terms of monies collected and complaints received from our former students, are outstanding.”



WASHINGTON
& JEFFERSON COLLEGE

“The staff at CMC has always been easily accessible, very knowledgeable and most professional. They are quick to respond to our needs and concerns as well as to the issues and needs of the individuals whose delinquent balances have been turned over to them.”



La Roche
COLLEGE

