

## Business Overview - Finex Advantages

The Finex Group offers collection and debt recovery services with a "customer first" priority. Finex Group Collections is led by a team of individuals with world-class experience and skills in collection, debt recovery, financial services, and corporate management. Combining business intelligence and comprehensive technology, Finex Group Collections is able to meet your company's business goals.

Our team brings decades of diverse, successful experience, excellent negotiating and customer service skills, and with a history of success in the collection, debt recovery, and financial industry. Finex Group uses state-of-the-art technological infrastructure. We employ a dedicated information technology staff to manage and maintain the operating environment and technologies. Our technology and infrastructure is solid, secure, and reliable.

### Programs Supported

Finex Group provides over 30 years experience in all aspects of debt collections with established managers and collectors. Finex Group can help reduce your losses by recovering your delinquent accounts. We offer collection services for a wide variety of businesses such as:

- Credit Card
- Consumer Loans
- Commercial Loans
- Towing
- Legal Services
- Auto
- Mortgage
- Medical and Dental
- Telecommunications

### Services Offered

Finex Group uses leading technologies, highly specialized training, experienced managers and collectors. We achieve our high rate of recovery using techniques and skills such as:

- Industry Knowledge
- Telephone Collection Programs
- Power Predictive Blend Dialer
- Collection Letters
- Credit Reporting Services
- Customized Collection Reports
- Online Account Monitoring
- Automated Operations
- Customized Client Campaigns
- Superior Customer Services
- Same Day Payment Processing
- Research and Skip Tracing

## Mission Statement

Finex Group Collection's mission focuses on four principles. We are committed to providing excellent service with greater returns, at the lowest cost to our clients. By focusing on these principles, our team will ensure the end results of achieving "Client Satisfaction".



**Quality** We employ professionals in the collection industry. Our team is committed to providing quality service.

**Compliance** We comply fully with the collection industry operating regulatory requirements. These requirements are documented in the Finex Group Best Practices Service Guide.

**Customer Service** We are committed to professional business practices when working with consumers. We employ experienced, articulate, client focused collection personnel.

**Technology** We deploy technologies that empower our employees to perform to the highest professional standards. We offer a reliable and highly secure infrastructure.