

### **Attorney questions for agencies:**

- Direct to suit?
- Can I reject claims immediately without making you less likely to send me claims going forward?
- Is it okay for me to put a minimum balance on the size of claims I will accept?
- Can I ever push-back on rates?
- Are you measuring my performance? How am I doing?
- Pick up the phone vs. send an email.

### **Attorney expectations for agencies:**

- Screen the claim
- Quick turnaround on settlement offers
- Prompt us!
- Provide documentation
  - o Statement matches affidavit amount
  - o Format is presentable to court
- Talk to me – if you're not hearing from me, call me – not the list...

### **Agency expectations of attorneys:**

- Complete trust between both sides.
- Communication is paramount. Respond to the attorneys about settlements. Let them know that we have reached out to the client and are waiting on them.
- Some attorneys want everything. A lot of the time they get nothing.
- Attorneys have a hard time getting agencies on the phone.
- Documents supporting the debt from different agencies.
- Is there a PG?
- Do not add collection fees or interest. Collection agencies tend tell their client they will collect collection fees.
- Educate the client.
- Documents do not send them individually. Please send as one packet. Or do the attorneys want everything separately?
- Synopsis of the debt is good.
- Do not use attorneys as dumping grounds.
- Forwards are rude.
- Affidavits are hard to get.

**A check list is helpful, this should be done by the agency, to the best of their ability, before sending to an attorney.**

1. Is the company open and operating?
2. Is the company an active corporation?
3. Is there a personal guaranty?
4. Was written demand sent? Did they receive a return mail notification from the USPS?
5. Does the phone number answer as the debtor company? Is it a live voice, or an answering machine?
6. Are there any Judgments?
7. Are there any Liens?
8. Are there any UCC's?
9. Do you have enough documents to initiate a lawsuit?
10. Are there any assets?
11. What are your suit requirements?