



YOUR GOALS. YOUR CLIENTS. OUR EXPERTISE.

At Silent Partners Group, we want to understand the way your organization runs. We are not just a collections call center. We are a full-service managed receivables and collection agency focused on remaining transparent to your clients and streamlining your accounts receivables process.

Cost Control

We'll help you control costs while increasing cash-flow. Why have an entire salaried staff dedicated to a service that sometimes carries an unpredictable workload? Silent Partners Group can be cost-conscious simply because we are flexible and scalable. We can assign resources to your needs at a moment's notice.

Experienced Partner

Silent Partners Group has a dedicated staff with over 27 years of success in receivables management and debt collection. We are made up of customer service personnel, recovery agents and attorneys that work together as a single unit. Each member of the SPG staff is at your disposal so you can leverage our years of experience to fulfill your needs.

Our team can handle:

- ◆ The complete collection process of client receivables
- ◆ The collection of client receivables which increase client cash flow and reduce client overhead
- ◆ Preparing and sending invoices to debtors
- ◆ Immediate and on-going contact and follow up with every debtor
- ◆ All incoming debtor calls under client names and client guidelines
- ◆ All debtor disputes
- ◆ Instructing debtors to forward checks directly to clients



GETTING RESULTS AS AN EXTENSION OF YOUR OFFICE

The primary focus of your sales force is to pursue new business opportunities. Often times your sales team's role gets unnaturally extended to include following up on outstanding receivables simply because they have the best relationships with your clients. Associating sales with debt collection can affect how your clients view your organization and put business relationships in jeopardy. More importantly, if your sales team is out chasing money, they can't be making it.

Debt Collection Services

Silent Partners Group specializes in retrieving the money you are owed, all while preserving relationships with your clients. We have staff specializing in all areas of debt collection from in-field professionals to legal representatives specific to your industry.

Your Clients

Whether they owe you money or not, your clients are still your clients and they remain an integral part of your day to day activities. Silent Partners Group is very aware of this fact and goes to great lengths to ensure that you maintain favorable relationships with debtors whether managing your receivables process or collecting on outstanding debts.

Some of our Debt Collection Services include:

- ◆ Phone contact with debtors throughout the country
- ◆ Preparation and forwarding of correspondence to debtors
- ◆ Dedicated personal staff to handle your receivables
- ◆ Monthly status reports on all matters
- ◆ Capable of receiving computer downloads off all customer invoices
- ◆ When requested, litigation services by in-house counsel



“In-house collection efforts are only 70% effective for 90-day past due invoices and 50% effective for 6-month past due invoices.”

- IBIS World, 2009



A PARTNER FOR SUCCESS

Your Account Receivables success starts with your ability to invoice close to the service date. Reducing the time from invoice date to the day you get paid is dependent on timely invoicing along with immediate follow up with every debtor.

Silent Partners Group can handle all invoicing procedures end to end for your organization. Your clients will not even know we exist because our business process is your business process. Instead of your staff taking the time to answer all the questions and concerns, let SPG handle the entire process, top to bottom. Our team members have the knowledge and experience that it takes to settle disputes and improve customer satisfaction.

Our Invoice Services provide:

- ◆ Immediate follow up on invoices to ensure receipt by the correct parties
- ◆ Experienced and professional handling of invoicing questions, disputes and concerns
- ◆ Quicker invoice error root cause identification to assist with long-term invoice data quality improvements
- ◆ Improved customer satisfaction
- ◆ Improved ability to collect quicker
- ◆ Ability to receive client invoicing data in multiple forms

“Managing receivables effectively can reduce business failure rates by up to 50%”

- sba.gov, 2009

