

Letter Service Program

Our Letter Service Program provides Clients an opportunity to formalize their final notice(s) to consumers prior to their accounts defaulting.

This service has been designed to “bridge the gap” between a Client’s internal invoicing program and a full-scale outsourced collection service. ConServe offers Clients two levels of service which provide consumers an opportunity to avoid the stress of going into full collection.



Elements	One Letter Service	Enhanced Letter Service
Service Overview	The One Letter Service is a basic service that provides Clients with one managed notification service.	The Enhanced Letter Service Program provides Clients with a multi-layer notification service.
Contact Frequency/Type	One Letter - 30 day notice.	Two letters, three phone calls over a 40 day period.
Notification Timeframe	Program duration is 30 days from the placement date. There is a five-day grace period prior to account closure.	Program duration is 40 days and then the accounts will be closed and returned.
Fee	Client pays Agency a fee of \$2.50 per account placed.	Client pays Agency a fee of \$7.50 per account placed.
Service Team	At the conclusion of the letter service program, all accounts will be closed and returned to the Client. Once accounts are closed, the Client will receive an email notification and a report in their web folder within 24 hours detailing the closed accounts. If the Client chooses to utilize ConServe for collection services, the Client will be required to request that those accounts be placed by using ConServe’s collection placement template. No accounts will be processed for collections without the express direction of the Client.	
Special Notes	<ul style="list-style-type: none"> ■ The Letter Service originates from the Client. ■ Calls and letters direct consumers to the Client to make payment. ■ Accounts are in a protected disposition to prevent accounts from entering Debt Counselor work cues. ■ ConServe does not credit report during this program. ■ ConServe does not add collection costs during this program. ■ ConServe’s collection placement template must be used for accounts to be placed into full collections. 	

Available for primary account placements only. Primary account placements are defined as accounts that have not been in collection with a debt collector, with a service date less than 180 days old, and in which the debtor is not bankrupt. ConServe letterhead may not be substituted for Client letterhead.



Our Mission

ConServe is dedicated to satisfying the needs of our Clients in a manner consistent with improving the human condition, and that will foster the development of long term mutually beneficial relationships with our Clients, our Employees, our Suppliers and Business Partners and the Community as a whole.

Let's **Get Started!**

Call: (866) 761-0700

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Visit: conserve-arm.com/meet-conserve