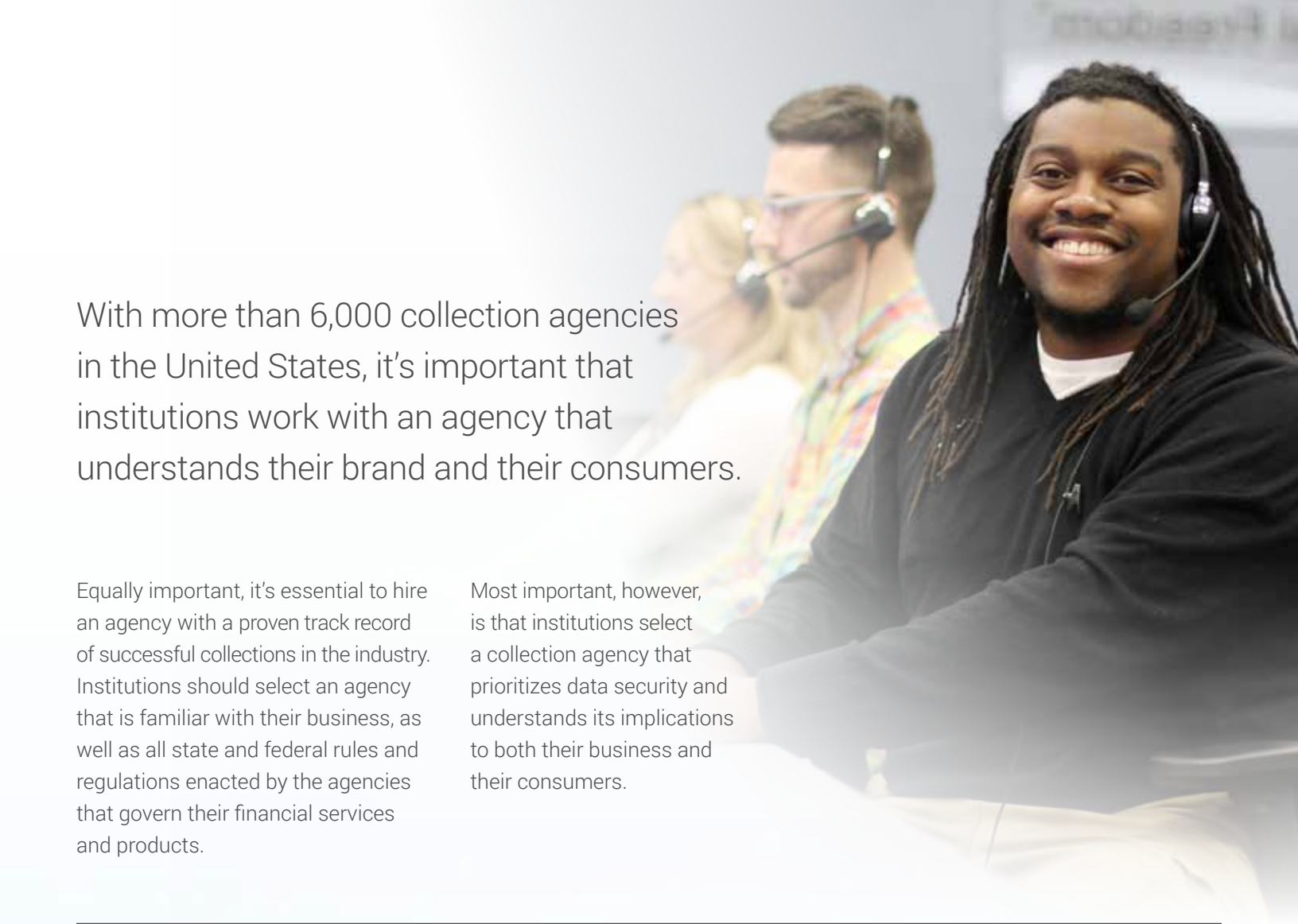




Comparing Collection Agencies:

How to be Sure **Data Security is a Priority.**

A photograph of three call center agents wearing headsets, smiling and working at their desks. The agent in the foreground is a Black man with dreadlocks, wearing a black hoodie. Behind him are a white woman and a white man, both also wearing headsets and smiling.

With more than 6,000 collection agencies in the United States, it's important that institutions work with an agency that understands their brand and their consumers.

Equally important, it's essential to hire an agency with a proven track record of successful collections in the industry. Institutions should select an agency that is familiar with their business, as well as all state and federal rules and regulations enacted by the agencies that govern their financial services and products.

Most important, however, is that institutions select a collection agency that prioritizes data security and understands its implications to both their business and their consumers.

Consumer behavior is changing.

Consumers demand more transparency and access to their own personal data in real time. Millennials communicate differently than past generations and demand digital payment options and self-service reporting capabilities. Consumers are more informed, more proactive and more insistent about the safety of their personal information. Overall, consumers want fast, accurate and reliable information with the assurance of confidentiality and security.

At ConServe, your data is safe and secure - period. We offer a secure Client web portal as well as secured mobile access for payment, account information and reporting options. We implement the highest standards of data security in everything we do. By enlisting more than 1000 information security controls and complying with strict security guidelines and audits, we keep our Client's data protected.

Through complex and integrated information security controls, we ensure our entire organization is secured against any incident that would compromise the integrity, confidentiality or availability of our data and systems.



“The most critical defense against cyberattacks is employee training.”

-American Banker Magazine

Training matters.

Institutions outsourcing their services must align with an agency that excels in and prioritizes employer-sponsored training programs. At ConServe, part of our Mission, Vision and Values states “ConServe will provide continuous training for all employees, thereby empowering them to deliver exemplary service in a consistent, compliant and professional manner.”

We are committed to effective training and employee development and

understand the difference that a tenured, experienced and trained staff make in preventing data breaches and lapses in confidentiality. As an honoree on Training magazine’s APEX Awards (f/k/a Training Top 100) of the most successful training programs in the world, our experienced staff not only understands the intricacies of training, they know how to maintain the highest standards of data security in their daily routines. Our Debt Counselors are ACA-certified and we

boast the lowest employee turnover in the industry. Both internally and in communicating with consumers, our highly-trained Debt Counselors utilize best practices and proven techniques to ensure the confidentiality of a consumer’s personal information is continually safeguarded.



Data security is a big deal for institutions.

Institutions face one of the highest cyber-crime incidence rates of all industries. In fact, according to Symantec's 2016 Internet Security Threat Report, the education sector moved up to 2nd place in the number of security breaches occurring within an industry. It is particularly vulnerable to cyberattacks due to the emphasis on openness and collegiality that the industry deliberately cultivates. For institutions, therefore, the issue of data security is paramount and unrelenting: They must strive to safeguard their consumer and their confidential information in light of the increasing frequency of data breaches and cyberattacks.

At ConServe, we implement comprehensive data security management systems to mitigate the threat of data breaches in addition to maintaining disaster recovery plans and back-up provisions for data and systems. We also have stipulations for administrative, technical and physical contingencies in the event that they are ever needed. Our ACA International Blueprint Quality Management System® Certification, comprised of 18 key elements, provides third party verification of the confidentiality of information on our computer systems. Additional verification is conveyed via our PCI, SSAE 18/SOC 1 Type II, and FISMA-Compliant designations.

Amidst a dynamic industry that emphasizes compliance with regulations and intricate data security systems, institutions are faced with a unique set of challenges. The brightening spotlight on accountability and documentation continues to grow and the burden of protection shifts. Security breaches and their aftermath are costly: The price tag includes notification of affected individuals, investigation, remediation, credit monitoring, and legal expenses - not to mention the intangible cost of branding and reputational damage.



Conclusion.

When the time comes to use third party collections, consult an industry leader with years of experience and comprehensive certifications.

Focus on the agency's dedication and commitment to data security to determine if they can help you merge the needs of your consumers, your team's training and the importance of data security to ensure your consumer's information is, and remains, safe and secure.

Contact us today to learn how
The ConServe Advantage® helps institutions
maintain successful and compliant collection services.

Call: **(866) 761-0700**

Visit: **www.conserve-arm.com/meet-conserve**

Email: **salesinfo@conserve-arm.com**

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