

# Key Benefits

## Experience

**Experience** – Helvey & Associates is led by hands on leadership, along with directors and managers who have spent their entire careers in the collection industry. Our combined experience is a tremendous resource, which we look forward to utilizing on your behalf. As our many satisfied clients will testify, we find solutions to money owed while maintaining good customer relations for your company.

## Performance

**Performance** – Helvey & Associates consistently produces higher recovery percentages than other collection agencies. In fact, our overall recovery rate is much higher than the national average and that means greater profitability for our clients.

## Customer Service Focused

**Customer Service Focused** – Helvey & Associates is passionate about client service - this focus is an essential element of our core culture and permeates every aspect of our agency. We seek a long-term, quality partnership with your company through an inter-active team management approach, which will enable us to respond quickly and effectively to your changing needs.

## Flexibility

**Flexibility** – Helvey & Associates' flexible approach is based squarely on our unique ability to quickly respond to changing client needs with specific programs tailored for special situations; and by our ability to effectively manage, direct and control both large and small-scale collection projects. We recognize that your requirements will be varied and unique and we are looking forward to the opportunity to tailor our capabilities and procedures to meet your specific needs and requirements.

## Innovation

**Innovation** – Helvey & Associates creates innovative techniques and implements effective methodologies that result in higher recovery rates. The quality of our work is best shown by our long-term client relationships along with our steady and continued growth since 1966.

## Technology

**Technological Leader** – Our technological advances, which include on-line communications links with skip tracing sources, combine with a state-of-the-art collection management system to place our highly trained personnel in direct contact with your consumers. This is done in the most effective and time-sensitive manner possible, which is one of the reasons our clients rate us as one of the most performance oriented outsourcing agencies in the industry.



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