



Unlocking Results.

## Technology that delivers.

In today's world, technology is crucial to successful performance. Helvey & Associates, Inc. leads the industry in high-tech computerization. Our computerized collection and communication systems are at the leading edge of our industry.

Our sophisticated computer system offers a comprehensive database of detailed information that tracks a consumer's propensity to pay, employment, aliases, address changes, marriages and dissolutions, and other vital facts. Our technology also helps us locate consumers anywhere in the world. The result is more successful collections on your behalf.

### Technology that Meets Your Needs

Although we're high tech, we're solidly grounded in the real world and believe that our job is to make your job easier. That's why—unlike most agencies—we maintain an internal tech staff to write programs specific to the needs of our clients. We also keep you fully informed by creating customized reports that provide you with placement, payment, and performance analysis.

### Training that never ends.

We believe our high performance is directly related to our highly trained Account Specialists. In the collections business, well-trained, knowledgeable people are essential to success. From day one our new employees receive extensive training that includes ethical standards and government regulations. Our main focus is to teach our staff to be effective communicators, negotiators, and listeners.

The management, training and human resource departments of Helvey & Associates, Inc. are proud to provide our staff of talented people with superior quality training, tools, and continued support. Training is the backbone of a great collector and, at Helvey & Associates, Inc., it never ends. We continually look for new ideas to pass along to our staff – no matter how experienced they are.

### Satisfied Customers

At Helvey & Associates, Inc., we believe in what we do and in the way we do it. Because we're privately owned, we can remain personal and, because we're experienced, we can provide the best rate of return on receivables due. That's why our surveys consistently show that 92-95% of Helvey & Associates' clients are 'more than satisfied'. Want to be one of those satisfied customers? Give us a call.







Our track record proves our personal, assertive, yet respectful approach is more effective than traditional collection efforts



## Partnership is the key.

### Your parents were right.

Remember when your parents said a good reputation is the most important thing you can have? We believe that, too. That's why we've worked diligently to earn a long-standing, sterling reputation among our clients and peers. Leadership roles on ACA, International, our national collectors' association of over 5,000 members; receipt of national awards; and referrals from numerous clients just like you confirm we are a premier choice for your partner in accounts receivable collection.

Helvey & Associates, Inc. is more than just another collection agency. Through over 40 years in business, we've discovered the unique combination of keys that unlock results for our clients:

Partnership | Service | Technology

It sounds so simple, yet many agencies don't bother to develop relationships with their clients and their clients' customers. Helvey & Associates' mission has always been to be your partner—not just a vendor—in accounts receivable management. As such, we offer you:

- Excellent customer service and support
- Ethical business practices and procedures
- Proven results at a fair price
- Industry-leading technology
- Flexibility to meet your changing needs

We have as much interest in your business as you do. That's why we watch for trends in your industry and pass along information that might help you do business more efficiently.

### Efficient, effective, results-oriented.

When you partner with Helvey & Associates, Inc., you get:

- Efficient, effective receivables management
- Long-term financial advantages
- The highest level of customer service

Effective receivable management is crucial to the profitability of your business. Our job is to find solutions to collecting money owed without jeopardizing your customer relations or your company's reputation. That's why we thoroughly train our Account Specialists and stand behind them with a unified management team and a solid corporate structure.

Since 1959, our successful, long-term partnerships have included clients in the financial, utility and medical industries. Helvey & Associates' goal is to obtain payment in full while maintaining good customer relations for you.

## Creative solutions through service.

While everybody else talks about customer service, we make it a priority. We're so committed to service excellence, we've created an entire department dedicated to satisfactorily meeting our clients' needs. We call clients regularly to make certain we're providing everything you need, or to offer ideas for serving you better. When you call us with a question or concern, a real person will answer the phone.

Our reputation is built on personal service, experience, performance, flexibility and efficiency. Because Helvey & Associates, Inc. is independently owned, we're able to keep it that way.

Because every client is unique, we tailor solutions and programs to your specific collection needs in order to get the best results. Since not all problem accounts warrant formal third party collection, our portfolio of services contains expertise for:

- Extended Business Office
- Insurance Follow Up
- Call Center Services
- Consumer Collections
- Training & Consultation

To enhance your internal collections, we'll review your collection procedures including billing, follow up, aging of accounts, business forms, and staff training. Then we'll make recommendations to enhance your receivable management and boost your profitability. We'll even train your staff to do up front collections.

### They're not just collection problems; they're people.

When full service collection efforts are necessary, Helvey & Associates' guiding principal is that all people are important, valuable, and worthy of respect. We never harass or threaten your customers. Instead, we use a friendly, yet, assertive approach that not only makes us different from many agencies, but also preserves customer relations for you, which can lead to future revenue.

