

Selecting new debt collection agencies entails a thorough review of all critical focus areas. A comprehensive list follows.

Focus	Focus Area	Agency >	A	B	C	
Compliance	Corporate Compliance					
	Certified Compliance Officers					
	Quality Assurance Department					
	Legal Department					
	New Hire Training					
	Refresher Training					
	<b>Certification</b>	ACA International				
		State Association				
		Better Business Bureau				
		Certificates of Insurance				
		SSAE 16 SOC I Type II (Financial reporting)				
		PCI DSS 3.2 (data security)				
		PPMS (professional practices)				
	<b>Other Security</b>	Pre-Employment Screenings				
		Employees On-Site 24/7/365				
		CC TV Monitoring				
		Clean Desk Policy				
	<b>Technology</b>	Ability to Accept Payments				
		Collections Software				
		Automatic Dialer Programs				
Disaster Recovery Plan						
<b>Quantitative</b>	Scrubs					
	Skip Tracing					
	Strategic Predictive Analytics					
	Documents All Interactions					
<b>Qualitative</b>	Agency Experience					
	Operations Manager Experience					
	Experience in Specific Industries					
	Consumer Debt					
	Commercial Debt					
<b>Transparency</b>	Mission, Values, etc					
	Agency Score Cards					
	Collector Score Cards					
	Reports					
	Online Access to Account Records					
	Availability of Audited Financials					
	Availability of Site Visits					
	Designated Client Relations Reps					
	Discussion of Collections Strategy					
Consumer Satisfaction Surveys						
<b>Performance</b>	Flat Fee					
	Contingency Fee					
	Return on Investment					
	Brand Protection					
	Customer Retention					
	Referrals					
	Client Testimonials					
		Selection >				