

PARTNERS IN CREDIT INC.



Accounts Receivable Solutions,

Personalized



Partners In Credit Inc. is a privately owned and operated collection agency with a positive reputation serving the Canadian marketplace. Incorporated in 1988 we have been privileged to represent Canada's biggest brands providing a customer care approach to providing results exceeding expectations. For almost 30 years, we have complimented our clients mirroring their philosophies of respecting their customers integrity and protecting their brand while effectively maximizing returns.

We are a fully licensed and bonded collection agency offering services across Canada with two state of the art facilities located in Markham Ontario and Montreal Quebec. Our national status provides us the database and experience to manage large volumes of inventory; yet, we maintain a personal relationship with each of our clients providing added value.

Currently we manage over a billion dollars in receivables and are continually solicited by major corporations respecting our professional collection methods while maintaining compliance with all government and client regulations.

Philosophy

PIC is a unique agency as we consider ourselves a portfolio management company whereas our competitors consider themselves call centers. At PIC, we manage niche markets revering each client as if they were the most important member of our client base. Our success has been realized by developing tailored collection strategies, creating individualized training programs stressing account sensitivity, appointing dedicated experienced resources, complete operational support after implementation, using advanced in-house technology and providing flexible scheduling and remittance protocol based on client respect and directives. PIC's services are about offering '*quality*' with results and service rather than offering a "*quantity*" approach at the lowest commission rate.

Experience

Our value is established in our *long term* client relationships. As evidence, PIC has managed many clients for more than 20 years uninterrupted. We pride ourselves on having extensive tenure within the private and public sectors servicing clients in the banking, commercial, education, government, healthcare, property management, telecommunications, and utility arenas. PIC has consistently ranked at the top in competitive performance and all our clients have come to rely on PIC as a way to achieve their accounts receivable goals. The success of our performance has been noticed and we have recently been awarded greater market shares of business and signed several new clients.

PIC has one of the largest databases through its successful management of public and private sector clients. Additionally, the database received from many commercial portfolios has provided us with additional commercial contact information providing a positive influence that will assist us in achieving the highest results.

Leadership

PIC's corporate culture is ingrained in our diversified leadership team that has been handpicked for their level of commitment, results orientation and knowledge of proven winning collection strategies. With over 200 years of experience, these are the people who develop our customized strategies and motivate our front lines and take accountability to ensure the senior dedicated resources provide maximum focus, resulting in recovery results exceeding client expectations while respecting the customer. In today's collection environment, the greatest asset we have is our human resources.

As PIC has the luxury of hiring from multiple locations, we have more opportunity to attract resources that are the right fit and as a result provide stability and performance. Our strategy of hiring and training agents who have industry experience reinforces our philosophy of experience transforming into results. The average age of a recovery agent at PIC is 37.4 years. This is contrary to the industry average of approx 23. Each division is staffed with qualified specially trained managers and professional collectors who know your business enabling a minimal transition and implementation that will be near immediate allowing PIC to generate results quickly.

PIC's vision is to be the undisputed leader providing the best value approach through our experience and our ability to customize solutions that are as unique as your accounts. This entails being better, *not bigger!* Complimenting your core values of reputational integrity, brand protection, respect of human rights, respect of the environment, employment standards, professional services and goodwill collection techniques, PIC maintains a "Zero Tolerance" complaints Policy

Sensitivity of the Account

As a "Value Add" to our services, **PIC** provides a unique "Customer Care" Call program designed to gauge the experience your account receives from PIC. This program allows PIC to assess calls and collection tactics to ensure that PIC is meeting and exceeding the directives and collections standards of our clients and mandated regulations. Additionally it aids in avoiding complaints, continually improves our training modules, protects our client's brand name and gives each account a more positive experience with PIC. One other benefit is that it allows us to revisit liquidation opportunities that previously were not available.

PIC understands that being a top performer is more than just collecting. Especially in today's economic environment, specialized sensitivity training, customer care and brand integrity are the priorities of PIC's business plan. It is in the sensitivity matters exercised in training that initiates best in class practice while offering customers debt financing solutions and repayment options. Only using a Customer Care approach can PIC truly represent you as a true "partner in credit" manner setting the standards that are "second to none".

Zero Tolerance to Complaints

PIC's vision is to be the undisputed leader in recovery providing our clients with significant value through customized solutions that are as unique as your accounts. Complimenting your core values of reputational integrity, brand protection, professional services and goodwill collection techniques, PIC maintains a "Zero Tolerance" complaints Policy.

PIC has guidelines, policies, and procedures in place in regards to quality control, individual performance reviews, operational standards and training initiatives. Our in-depth quality assurance and auditing process ensures compliance to all client directives as well as all governmental regulations.

Quality Control

Our commitment to quality is unwavering and quality control is a companywide function and everyone is responsible for ensuring we maintain our focus on quality and look for opportunities to continually improve ourselves. Our quality control program is lead by our Director of Quality Assurance & Work Flow Analysis who has extensive experience and expertise in all facets of the credit and collection field. This director along with his two Quality Call Auditors are responsible to ensure every call, task and process conducted at PIC is done in compliance with all applicable laws, government regulations and client directives within the quality standards we have in place.

Privacy and Security

PIC considers information security, privacy and confidentiality to be of utmost significance. We recognize how our actions directly affect client relationships and how adhering to company policies will add to the value of our relationship. An essential part of maintaining these policies begins with the initial training. This is where we set the standards that all employees must abide by and that we do not accept deviations.

To mitigate risk for all of PIC's operations, our policies and procedures are structured in compliance with the requirements of the Industrial Standards of Operation (ISO). PIC is PCI Compliant and also holds a Protected "B" level status of security as it relates to Document Safeguarding Capabilities (DSC) issued by The Canadian Industrial Security Directorate (CISD). PIC is currently undergoing a ISO 27001 certification, once again committing to client success as displayed through sustaining process management, gap analysis and continual improvement. Upon completion, PIC will be one of the few agencies in Canada to have acquired such a prestigious designation.

Technology and Reporting

PIC's technology department interfaces with clients exchanging information for assignment, updating (maintenance), reporting and remittance purposes while adhering to confidentiality practices which include PIPEDA (Personal Information Protection and Electronics Documents Act) AND MFIPPA (Municipal Freedom of Information and Protection of Privacy Act) as well as client directives. We operate on a fully automated SQL database and have our own internal IT

staff that create and implement new SQL submission programs with ease. Simply stated, if data exists in the host database, the information can be mined and reports can be created in any format desired without going outside our own walls eliminating the need to export data over country borders and further conceding to privacy and confidentiality requirements.

Value Added Services

As PIC has grown, so too have the services we provide. Our portfolio of services now includes;

- Third Party Collection Services,
- First Party Recovery,
- Early Out Programs,
- Skip Tracing,
- Asset Investigations,
- Asset Repossession and Disposal,
- Letter Programs and
- Litigation services.

We promise to deliver “Best in Class” customer service providing our client’s with a Service Level Guarantee. We will continue to leverage our 250 plus years of experience and provide a service level guarantee, dedicated resources, privacy and Security, scrubs and customized tracing, meticulous training programs, performance audit results and a compliance warrantee.

Accreditation

It is because of the strength of our people that PIC was recently recognized at our local Chamber of Commerce’s “Business Achievement Awards”. In addition, PIC has appeared in PROFIT magazine as one of Canada Fastest-Growing Companies for 5 consecutive years.

Summary

PIC recognizes that unlike ever before, the presentation of collection services is similar between most agencies. With the availability and affordability of the same tools to all agencies, regardless of size, parity is closer than ever. We believe what separates Partners in Credit from our competitors is the philosophy in the right balance of the *quality* of calls, not just the quantity of calls”.

We view ourselves as a “Portfolio Management Center” where client portfolio performance is our first priority. We simply do not follow a business plan in terms of “profitability” or “return on investment”. If performance requires us to increase the number of collectors to file count, increase the ratio of senior collections to the portfolio, spend more on credit files or scoring, PIC is committed to our client and will provide what is required to generate positive results.



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