



Timing & consistency are **CRUCIAL** when collecting on delinquent accounts.

Recovering monies on delinquent receivables can be a big challenge for colleges and universities. You don't have the right staff to deliver timely and consistent communication which is crucial when collecting on these accounts. Is this sounding familiar?

If so, our RecoverySelectSM Solution is the right fit for your school. We know that contacting the delinquent account holder early in the process and remaining consistent with the communications are key to recovering delinquent receivables.

Our time-tested solution will help to optimize your revenue, minimize costs, and help students meet their financial obligations.

We offer a variety of convenient payment options to help students settle their accounts and protect their credit rating. We leverage a comprehensive suite of delinquent account recovery tools to maximize results for you, such as skip tracing, letters, and live agent calls.

Our RecoverySelectSM specialists are diligent, efficient, caring, and effective. We'll pursue delinquent accounts and, if a collection agency becomes necessary, we provide the only automated and managed agency placement solution in the industry.

Why Heartland ECSI?

We continuously outperform the national average with recovery communications that work. We are performance and data driven which improves results and increases your cash flow. With Heartland ECSI you get:

- Timely and consistent communications
- Seamless transfer of information from and to your SIS
- Live agent account management
- Convenient payment options to settle accounts
- Collection agency placement and management
- Data audits and analytics
- Comprehensive processes and tools





Timely and Consistent Communication

Timing is everything in life, including the recovery of delinquent receivables. Acting early when the account becomes delinquent, and maintaining consistent communications, can increase the chance of recovery by as much as 50%. Our recommended schedule of receiving delinquent accounts and our communications are not only timely and consistent -- they are proven to provide one of the highest recovery percentages, adding revenue to your bottom line.



Seamless Transfer of Data

Access to your Student Information System through Heartland's TouchNet platform allows us to get your delinquent account data as soon as you set the account to a delinquent status. As we mentioned, acting early is crucial to recovery success. Additionally, since we post payments directly back to your SIS, there is no need to manually enter payment data or account updates.



Proven Processes and Tools

From our live agent account management to our recovery tools such as skip tracing and collection agency management, you can rest assured that we always have your school's best interest in mind. Our precise processes and the utilization of the right tools at the right time provides the highest level of return.



Convenient Payment Options

Our RecoverySelectSM Solution provides convenient payment options from payment plans to discounts that can provide the student options to settle their delinquent accounts. Additionally, our website allows students to access their account to make payments without the hassle or embarrassment of calling into a service desk.



Data Analytics and Reporting

Don't get caught not understanding your delinquent receivables performance. Our solution is not only built to recover delinquent receivables, it also provides tools and analytics that will help measure the recoverability of the accounts. With our comprehensive reporting, you will know the status of your delinquent accounts at every step in the process.