



# overview

## c o m m u n i c a t i o n s

West Asset Management is a full service accounts receivable management organization that has the expertise to provide cost savings, increased returns and meet the breadth of communications provider needs through a consultative partnership environment.

### Who We Are.

West Asset Management, a division of West Corporation, is a trusted and performance focused accounts receivable management leader that has the expertise and resources to meet the breadth of industry needs across the debt continuum. We are a fully licensed collection agency with 2,300 employees and 13 locations in 12 states plus an offshore location in Makati City, Philippines, and a nearshore location in Portmore, Jamaica. We provide our clients a full spectrum of services within the communications, financial services, government, healthcare, higher education, insurance and utilities industries.

West Corporation is a leading provider of outsourced communication solutions to many of the world's largest companies, organizations and government agencies. West combines telephony, technology and human capital to help its clients communicate effectively, maximize the value of their customer relationships and drive greater profitability from customer related transactions. The company's integrated suite of customized solutions includes worldwide conferencing, emergency communications, customer care, customer acquisition, customer retention, business-to-business sales, account management and accounts receivable management services.

### Why West Asset Management.

- **Communications Receivables Management Expertise.** West Asset Management partners with six of the nations top communications providers to provide services across the debt continuum. As a leading provider of accounts receivable services for companies in the communications industry, we offer proven expertise in pre- and post-chargeoff collection services.
- **Consultative Partnership.** West Asset Management assumes a consultative role to deliver proactive solutions that enhance operational processes, create an ease of use business environment and maximize recoveries.
- **Multi-Resource Corporation.** As a division of West Corporation, West Asset Management has the financial strength, capacity, scalability and flexibility to meet the evolving needs of today's communications services organizations. We combine all our strengths to deliver superior quality and exceptional results to meet our clients' needs across the entire receivable continuum.

performance focused



### What We Do.

As a leading provider of accounts receivable services for companies in the communications industry, West Asset Management offers proven expertise in pre- and post-chargeoff collection services.

	Transaction	Delinquency	Chargeoff	Recovery Management		
	Contact Management	Account Resolution	Primary	Seconds	Tertiary	
<b>Debt Serviced:</b>	Customer Care Services	Pre-Chargeoff Collection Services	Post-Chargeoff Collection Services			
	<b>Capabilities</b> <ul style="list-style-type: none"> <li>- Automated Outbound Notifications</li> <li>- Customer Acquisition</li> <li>- Customer Service</li> <li>- At-Home Agents</li> <li>- Bilingual</li> </ul>	<b>Capabilities</b> <ul style="list-style-type: none"> <li>- First Party</li> <li>- Early Delinquency Resolution and Recovery</li> <li>- Automated Outbound Notifications</li> <li>- At-Home Agent</li> <li>- Bilingual</li> </ul>	<b>Capabilities</b> <ul style="list-style-type: none"> <li>- Third Party Treatment</li> <li>- Traditional Recovery Services</li> <li>- SmartSolutions<sup>SM</sup> Scoring</li> <li>- Bilingual</li> </ul>			
<ul style="list-style-type: none"> <li>- Commercial and Residential Wireline</li> <li>- Commercial and Residential Wireless</li> <li>- Wholesale</li> <li>- Conferencing</li> </ul>	<b>Specialty Collections</b>					
	Deceased Consumer Account Resolution (DCARE <sup>SM</sup> )					
	Portfolio Purchasing					

### How We Do It.

West Asset Management is a consultative partner that provides performance focused solutions for its clients through:

- Collections and Industry Experience. For 40 years, we've been helping our clients achieve their accounts receivable goals. Our team of experienced collection experts thinks strategically about each client's portfolio to help maximize collections efforts to recover more money faster.
- Disciplined Implementation Process. Our process provides our clients with a quick and seamless implementation.
- Comprehensive Training. We train our recovery specialists on your organization's culture and processes, which enhances talk-off and negotiation skills, increases performance and reduces customer complaints.
- Quality Assurance. Our Performance Enhancement Group is responsible for auditing, reviewing and monitoring our internal processes and staff to provide quality service and exceptional performance to our clients.
- Scoring and Analytics. We use a proprietary and dynamic decision model, SmartSolutions<sup>SM</sup>, to ensure optimal analytics, scoring, treatment strategy and operational execution are applied to each of our clients' portfolios.
- Proven Performance. We combine industry experience, defined operational strategies, talented recovery specialists and audit controls to maximize your portfolios' liquidation.