

## Collections and Customer Service Fact Sheet

**Overview:** JDR Solutions administers for clients the collection of accounts receivable from early to late stage delinquency, up to and including facilitating recovery of equipment using the client's approved carriers and processes. Collections activities follow a systematic, timely and progressively firm process, while maintaining lessee goodwill.

JDR Solutions also offers a variety of add-on services for clients, including lessee call center and correspondence, customer database management, invoicing and private label.

### Services:

- Lessee account management
- Delinquency notification: By phone and/or postal letter and/or email, increasing in frequency based on length of delinquency
- Customer communications: Inbound calls and email and postal inquiries, handled as client representatives and with client's branding; lease contract problem resolution
- Database management: Lessee address and records maintenance, updating and administration
- Invoicing: Billings sent to lessees electronically or by postal mail; invoice troubleshooting
- Private label invoices and documents: Created or revised according to client's specifications

### Collections and Customer Service Contacts:

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