

Washington Student Achievement Council with Bob Frick

What do they do? Washington Student Achievement Council is a state agency tasked with providing financial support to students in the state of Washington.

What are doing for them? We will be providing primary loan servicing for a variety of loan programs offered by the state.

What gave TSI the competitive edge? We had the competitive edge due to our flexibility to support the unique needs of the state and provide an expanded suite of early age delinquency support.

Smart Finance with Ken Galenza

What do they do? On-site, in-house auto financing for Smart Auto (used car sales).

What are we doing for them? Third party collections

What gave TSI the competitive edge? I had a long time business relationship that recently joined Smart Finance. He has always been very pleased with our services, so he presented them at the new company, and brought us onboard.

Edge Billing – Beloit Radiology / Springfield Orthopaedics with Matt Furseth

What do they do? Medical billing / CPA firm

What are we doing for them? We are providing them with Accelerator and Profit Recovery Services. They will also be doing a trial on our Collection Services.

What gave TSI the competitive edge? Building trust and bringing creditability with the TSI brand.

Associated Anesthesiologists PC with Teresa McCord

What do they do? Anesthesia practice with 60 providers

What are we doing for them? They are going to be using our Profit Recovery service at day 60 and may compare our Collection service to their current agency at a later date.

What gave TSI the competitive edge? The client knows several other practices that use our service, and was able to talk to them before making a decision. Another strong selling point, our integration with their billing software.

I've courted this client for a number of years, including him in dinners and social events with other clients. For 7 years, he has been saying he'd use our services if they ever made changes. My last follow-up was in October 2016, where he said what always says...our A/R is great, we don't need your service, until we make personnel changes. Fast forward 4 months, changes happened and within 7 days of someone leaving their collector position, he had our service up and running!

Gulf Credit Union with Bob Robinson

What do they do? Gulf Credit Union is a credit union established in 1939 that serves over 30K members, with more than \$213M in assets, four locations and a large ATM network.

What are we doing for them? We handle share draft account charge-offs in Profit Recovery and Collections. We are working to expand into loans and other lines, such as credit cards.

What gave TSI the competitive edge? Diplomacy (debtors are members, not customers). Flat fee service is an excellent value, relative to balance size, ease of use, proven results.

Accelerator can be sold as a vehicle to drive members back to in-house courtesy programs that all credit unions use to save share draft accounts from being charged off.