

The Letters Team has been working closely with Compliance and Legal to complete many updates to letters, ensuring we are compliant with State and Federal regulations. We have completed updates for NY Charge-Off Debt conditionals (Debt Buyer Letters) and the recent West Virginia Statute of Limitations change. Additionally, there have been several new sales that have impacted letters. We have been working with Operations and Client Services to complete the necessary steps to set up letters for these clients. As a result of these new sales, and potential future sales, we are currently working on a specific letter series for debt buyer accounts. This will give Operations the added tool of a selection of letters specifically for debt buyer debt, which can be used for any client, to assist with collection efforts.

We recently launched the Education letters going out via email with the new format, adding an additional level of security and compliance to our email notices. The emails now contain a link to our new website for the consumer to access the letter we are sending, instead of attaching it as a PDF to the email. We are partnering with RevSpring to roll this out for TSIM and Healthcare in the near future. Additionally, we have completed the setup of the new PL95 format for Healthcare, which will consolidate three letters down to one. If successful, this format will be used for all COE PL95 letters. We are working with FACS Support to update the necessary tactics within FACS to utilize the new letter, and once completed, will be able to evaluate the success rate of the letter before extending to other platforms.

Letter Creation

The creation of letters is a very involved process. It sounds easy; just input the wording you want and you have a letter. However, there are many steps and a lot of testing that must be completed to ensure letters are accurate and compliant.

When creating a letter, it is important to understand what data from the account needs to print on the letter and where this data will come from. This is why we request you provide us with the fields in FACS that contain the information you want printed on the letter, and that you verify the information is populating correctly in FACS. We do not have any control over the data in the FACS fields, and rely on you to work with the FACS Support Team to ensure the fields are available and accurate.

Even if the same letter is going to be used on multiple FACS directories, it must be set up on every directory individually. We make every effort to make this as efficient as possible, but it is an important thing to remember when requesting a letter to be created for multiple directories, as it can impact the amount of time needed to complete the request. Additionally, it is important to verify the fields for the letter will be the same on all directories. The FACS Optimization project has assisted with this due to the standardization of fields, however, it is still good practice to verify.

All letters must be approved by an Operations Leader, the Legal Department, and the Compliance Department before the creation of the letter begins. Please make sure to obtain and submit these approvals in your work order, to avoid any delays.

Once the letter is created by the Letter Team, it is sent off to RevSpring to be created by our letter vendor. This process typically takes about 5 days. Test sample letters are then received and sent out for review and approval before the letter is set live with the letter vendor. When notified to set a letter live, RevSpring will put the information they created in "test mode" into "production mode" for us to be able to submit requests for the letter. This typically takes about 3 days. Once a letter is live, the first time it is used, we will be provided copies of the live letters from RevSpring before they are mailed. These live samples must be reviewed extremely closely to verify all data is printing properly, etc. and approval for mailing provided, before we will advise RevSpring to mail the letters.

Overall, what sounds like an easy process, "creating a letter", when actually it is an involved and time consuming process that can take up to 3 weeks to complete. This is why it is important that the appropriate request form and necessary approvals are provided in the work order request. It is equally important that we catch any necessary changes early in the process, to avoid delays with the flow. Each time we make a change, it can take RevSpring an additional 5 days to complete. If you have any additional questions about the creation of a letter, or the necessary information to provide in your work order, please contact April Ganz at april.ganz@tsico.com.