

This month we are providing examples of the great customer experiences that we provide, while still meeting our collections goal. It is important for the sales team to understand that they are selling this type of positive experience for our clients and consumers, even though we are asking for the consumer to pay and they may be in a difficult situation.

### Darlene Smith - Melville

We received a letter from an attorney that was representing the consumer explaining how Darlene was professional, helpful and kind-hearted while handling a call with the attorney's assistant. Attorney calls can be intimidating, but Darlene was professional in her dealing with the assistant and ended up with a letter of recognition.

### Charles "Chuck" Flanagan – Ft. Washington

A consumer sent a letter thanking Chuck for helping him resolve his two accounts. Chuck stayed on the line with the consumer and ultimately handled the issue himself to the consumer's satisfaction. The consumer said "his professionalism and commitment to customer satisfaction has to be acknowledged."

### Jennifer Squires - Maine

Late in her shift one evening Jennifer reached a right party and was attempting to secure arrangements on the account. The consumer was very frustrated and overwhelmed and threatened during the call to hang himself. Jennifer stayed with the consumer and reached out to our client after hours to make sure that the consumer did not cause harm to himself. As a result of Jennifer's actions the consumer did not harm himself, and the client did a follow up wellness check to ensure the consumer was OK.

### Julie Rees – B2B

Julie built a rapport with the consumer, to truly understand the consumer's situation. The consumer wanted more time to pay, but by exploring options and creating a sense of urgency the consumer ended up getting an advance and sent the balance in full via overnight mail.

### Ramon Casas – Puerto Rico

Ramon started the call utilizing our call model and asked for the balance in full. The consumer offered a very low payment plan, which Ramon countered very professionally with a higher arrangement stressing that the account would be settled sooner with those payments. The consumer ended up thanking Ramon for creating an arrangement that worked for her, for TSI and for our client.