ESCALLATE℠ LLC

"Collections…Perfected"

Pre-Collection Process Flow for Consumer

Accounts sent to Nat'l Change of Address (NCOA) and Client is sent an Acknowledgement

Accounts Received

Account Addresses are updated and 1st Collection Demand Letter sent advising Customer/Patient to **direct payments to the Client.**

1st Collection Contact

Client continually updates Escallate of All Payments and Balance Adjustments throughout the Pre-Collect Program. Updates can be done via our Client Web Access

Second Demand Letter is Sent

2nd Collection Contact

Final Collection Demand letter is sent

3rd Collection Contact

Within 2 to 3 weeks of the end of the last PreCollect Action, the Client can select the Accounts that are to be transferred to Traditional 3rd Party Collections by using our Client Web Access or by using other available methods.

Days 45 to 60

Remaining Unpaid Accounts can be Transferred to 3rd Party Collections or closed per Client's instructions.

11/8/07