



MAF Collection Services
Bad Debt Recovery

COLLECTIONS: A matter of trust

You need strong revenue results from your collection agency, but you can also trust MAF Collection Services to be the professional, ethical, responsive partner you want.

As an ACA International certified agency, MAF combines a team of well-trained seasoned professional collectors with efficient; state-of-the-art technology plus responsive client services providing your organization with efficient; ethical and effective results.

TESTIMONIALS



"Memorial Healthcare has worked with MAF Collection Services for many years. I have found their staff to be extremely competent and professional. They attack each project with tenacity, whether it be large or small. They have been a great partner in our collection efforts."

Director, Patient Financial Services
Tallahassee, FL

"We have used MAF Collection Services as our primary collection agency for a number of years and have enjoyed excellent service and good returns. It is our experience that MAF is well versed in statutes pertaining to Fair Debt Collection Practices Act and our accounts have been handled accordingly."

Special Projects Coordinator
Tampa, FL



FEATURES AND BENEFITS

Efficient and Effective Collections-

Our automated phone systems, account routing and mailings provide faster recovery for you and at a competitive rate.

Ethical and Professional Agency-

A "PPMS" (ACA International Certified) agency, our collectors are trained by ACA certified trainers. This means you can be assured your accounts will be serviced in a compliant, legal and ethical manner.

Various payment channels-

Consumers are provided opportunities to pay via the conventional mail, or through our web site, via phone with an agent or through our IVR (interactive voice response).

On-line account access-

Clients have access to their accounts via our secure gateways.

Compliance Department-

Our compliance manager is credentialed "CCCO"- Credit and Collection Compliance Officer by ACA and has a full-time focus on legal and ACA requirements.

Credit Reporting to all three major Credit Reporting Agencies-

Our weekly automated updating to the CRAs provides accurate and reliable consumer reporting.

Active Receivables management or stand-alone letter services are also available via our Fitness Financial Services Division.

MEMBERSHIPS

We maintain involved memberships with these organizations:

- ACA International
- Florida Collectors Association
- American Association of Healthcare Administrative Management (AAHAM)
- Healthcare Financial Management Association



A SUBSIDIARY OF MERCHANTS ASSOCIATION OF FLORIDA

Merchants Association of Florida, a *not-for-profit corporation*, has for more than twenty years, reinvested significant funds back into the communities it serves.

"Serving the needs of businesses throughout the United States since 1916, thousands of Professionals have come to rely on us as their valued partner".



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A Professional Debt Collection Agency Since 1958.