

Your Safest and Most Trusted Collection Partner

As a leader in third party commercial debt recovery, **CMI Credit Mediators Inc.** values the trust that our clients have demonstrated by placing their accounts with us to be collected. Founded in 1976, our singular goal for four decades has been to provide superior **customer service, results** and **integrity**.

CMI Credit Mediators Inc. is certified by the **Commercial Collection Agencies of America** and is registered, bonded and/or licensed in the states that require a commercial collection license. We know how important every account is to your business, so every step we make is designed to maintain your relationship with each one. It doesn't take a hard line to get paid. In fact, we know that scare tactics and threats may actually prolong payments, create resentment, and permanently lose business.

CMI Credit Mediators Inc. is always your safest, most trusted source for professional collections.

Protect yourself and your clients by choosing an agency that is properly certified and licensed.



A New Age for Collections

CMI Credit Mediators Inc.'s collection procedures are designed to produce the maximum flow of dollars to you at every phase of the collection process. **We listen.** Every debtor is personally contacted by a professional collector to discuss his obligation and arrange prompt remittance.

CMI Credit System forces our collectors to work the accounts according to pre-programmed proprietary strategy. As a result, you can count on us to work your files four times more frequently than other agencies or attorneys who may also be trying to collect from your debtor.

CMI Credit Mediators Inc. is one of the few agencies that is a participating member of **Experian Credit Bureau**. Unless otherwise specified, all debtors who have not resolved their bill within 30 days of placement are reported to this business credit bureau. This report will remain on their credit file for up to 7 years and may impact the future credit worthiness of the debtor company.



Using CMI's exclusive **Bill Resolution Site** at www.paycmi.com, your debtors can confidently resolve their delinquent accounts quickly and efficiently. This secure online office is open 24/7 for their convenience. Debtors can pay their bill using an ACH debit or major credit card. They can also schedule a future payment, make an arrangement to repay, check their balance or record a promise to pay. Contact information can be updated, paperwork requested, or messages sent to CMI.

Finally for those accounts that require the attention of an attorney, CMI Credit Mediators Inc. has developed a network of lawyers that specialize in the commercial practice. Once our collector's effort has been expanded, and our in-house attorney has reviewed the case, with your permission we will forward your debtor to an attorney located in the debtor's geographical area for litigation.



Your Bottom Line is Our Primary Concern

CMI Credit Mediators Inc. assigns a **Credit and Collection Analyst** to work directly with you and your company. Besides keeping you informed of the progress we are making with your debtors and advising you of the recovery options that are available, their job is to make your job easier. They can do this by creating reports that benefit your overall objectives as well as help you with systems to maximize your cash flow.

Interactive Online Access: CMI Credit Mediators Inc. was one of the first collection agencies to offer a web-based, real-time, client interaction system at no additional cost.

Through our system you can.....

- Access every debtor you have placed within the last 4 years.
- See all work recorded on an account by our staff and place information or instructions on the file.
- View payments that have been made.
- All of this and more in an easy to navigate environment.

CMI has moved towards a paperless reporting system which enables clients “Real-Time” information at their finger tips. Essential reports can be received via email or viewed directly online on your individual client section of our website.

Below is a list of some of the reports that we offer:

- **Status Report:** Provides a detailed listing of accounts placed for collection. These reports are sent via email on an excel spread sheet.
- **Payment Report:** These can be obtained daily or monthly showing all of payments posted for that period.
- **Customized Reports:** We pride ourselves in the ability to provide you with whatever you need. CMI has the capability to export almost any information that pertains to your debtor accounts in numerous file formats.

We never forget that our business is your business.

Number One in Customer Satisfaction

At CMI Credit Mediators Inc. our growth and success as a business enterprise depends on how well we satisfy our customers. That's why our mission is to be Number One in customer satisfaction.

We interact with our customers to understand their requirements and provide superior value by meeting or exceeding their expectations. We also value the contribution of all our employees and always strive to be a responsible corporate citizen.



Number One in Customer Satisfaction

Please contact us if we can answer any of your questions or can help you or your company in anyway. Here is what a few of our customers had to say:

"I want to thank you for the terrific service CMI continues to provide to us. We have a great relationship, and the results you get for us are very good. It makes life easier to have a trusted business partner."
-Greg

"You are a rock star! Normally I have to do the calling and letters and break down...so you are freeing my time up tremendously...plus CMI is the most ON POINT company we have every used----from you customer service to collection services provided."
-Theresa

"I would highly recommend using Credit Mediators Inc., for assistance In collecting past due accounts and old debt. I definitely intend to use them in the future should the unfortunate need arise"
-Paula

When you have a collection problem, please consider calling the professionals at CMI.



CMI Collection System Guarantees

- More Frequent Calls
- Reporting to the Credit Bureau
- Convenient Web-Based Payment Methods
- Legal Forwarding Service

