



Protocol Fact Sheet for Ordering Debt Collection Services for Accounts Receivable

NCO Financial Systems

Optional-Use Contract NIGP Commodity Code: 94633 Collection Services

NCO Financial Systems, Inc. (NCO) offers full-service debt collection services. Under the Contract E194-1488, NCO shall furnish all labor, supervision, equipment, materials, and services to provide debt collection services for a variety of delinquent accounts receivables as assigned by the Commonwealth on an as-needed basis.

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NCO Financial Systems, Inc. eVA Vendor Number: E23947

NCO shall accept all types of unpaid accounts referred for collection including individual and commercial accounts which will be first placements but may also include second, third, or subsequent placements. Agencies may have made initial attempts to collect overdue accounts receivable from debtors prior to placing the accounts with NCO and shall have added any fees or interest to the account prior to assignment.

Debt types serviced by NCO include, but are not limited to:

- Bad checks
- Business loans
- Corporate taxes
- Court ordered debt
- Credit card delinquencies
- Health education loans and healthcare debts
- Individual income taxes
- Lottery claims
- Non-compliance fines and fees
- Permit and licensing fees
- Statutory fines and fees
- Withholding taxes
- Bridge, tunnel, and highway tolls
- Child support
- County and state school taxes
- Government overpayments
- Highway and government property damages
- Inspection Fees
- Moving traffic violations, including red light and bus lane violations
- Parking violations
- Sales and use taxes
- Student loans and tuition fees
- Unemployment insurance premiums
- Utility bills, including water, gas, electric

Education-Related Receivables - NCO has extensive experience collecting the following types of student loans and education receivables:

- Perkins loans
- Tuition and fee accounts
- Miscellaneous receivables
- FFEL, Stafford, PLUS
- Health Education Assistance Loans (HEAL)
- Health Profession Student Loans (HPSL)
- Prospective teacher loans
- Nursing Student Loans (NSL)
- Institution private loans to students
- Alternative loan programs



Services include, but are not limited to:

- Acknowledgment reports
- Initial demand letter
- Skip tracing
- Additional collection letters / notices as needed
- Outbound collection calls
- All collected funds deposited into separate trust account
- Credit bureau reporting available
- Litigation of accounts available when authorized by client, on case by case basis
- Return of accounts per contractual agreement
- HIPAA compliance
- Toll-free numbers for debtors and agencies to contact NCO
- Website for debtors to make payments via credit card
- Bilingual capabilities, including Spanish and othe languages
- FDCPA compliance
- Rigorous cash handling procedures and controls for timely, accurate processing of debtor payments
- Ability to provide accounts receivable seminars to agency and public body staff members
- Annual Student Financial Assistance compliance (attestation) audit