Newsletter

CFPB Proposed Rule Changes

As many of you have been following, the CFPB has released a list of rule changes for the collection industry. We are following this list closely and have attended classes and webinars regarding these proposed rules with the intent to predict how they may impact the programming of Debt$Net. As these rule changes are still in the comment period, we do not expect the final version to be released for months. We are, however, already thinking of approaches and making plans with hopes that when the final rules are announced and confirmed we can begin right away addressing any portions we may need. You will see this forward thinking in our article on Result Codes in this newsletter.

Prestige S and Power S Upgrade Discount to Expire

Keeping your system up to date on the latest version of Debt$Net is key to success. Versions Prestige S and Power S were released two years ago at the end of summer 2017. We offered a discounted upgrade price of $1,200 to upgrade from Prestige 2013 or Power 2012. It is now time for the discounted price to expire. Starting October 1, 2019 the cost to upgrade from Prestige 2013 to Prestige S will be $3,000 (not including cost to upgrade custom programming) and the cost to upgrade from Power 2012 to Power S will be $2,400 (not including cost to upgrade custom programming). We strongly urge those of you not on Prestige S or Power S to reach out to us at 1-800-552-8397 so we can get you on a path to upgrading before the discount expires.

Important Announcement!

Starting October 1, 2019 The Computer Manager, Inc. will no longer issue invoices for technical support for versions 6.9 and 7.0. Custom programming services also will not be available for versions 6.9 and 7.0. Customers will receive support on all invoices previous to that date. This will give customers significant time to contact us and to get on an upgrade path. Version 6.9 is now nearly 15 years old! Version 7.0 is not much younger at 11 years old! It is imperative for the success of your business to move to the most current version of Debt$Net. The collection industry has

changed drastically over the past decade and a half. Technical and industry requirements have also evolved. Please contact us at 1-800-552-8397 to discuss an upgrade path for your business.

Result Codes and Result Code Processing – Potential Player with the Proposed Rule Changes

Many of you are aware that there have been some proposed changes by the CFPB that will be affecting collection agencies and how you collect on accounts. One of the proposed changes has to do with the number of contacts allowed in a 7 day period. Although nothing has been finalized yet, we have a feeling that using result codes are almost going to become required in order for the proper tracking for all the attempted contacts. For many versions, Debt$Net® has had the ability to enable Result Codes, which require users to result each working of a debtor. They also provide additional tracking of attempts that are being made.

Here is a crash course on Result Codes. Users establish the list of result codes that an employee can choose from to result their prior attempted working of a consumer. When defining a result code they will fall into one of three categories: Direct = Talked Directly to the consumer, Indirect = I have left some sort of message with a machine or a third party for them to call me back, None = No message was left or no attempt was made. A result is the overall summary of the working of the debtor it is not

intended to replace the need to produce notes on account. We typically see somewhere between 10 and 20 results that collectors will choose from prior to moving on to working the next account. If you need help on what your results should be, ask your collectors. Hand them a piece of paper and ask for the 10 most common outcomes for their working accounts. Even if you have a lot of collectors this should really identify what the common outcomes are. We find when agencies offer too many results as an option collectors will just pick and choose the same one over an over rather than look for the result that best summarizes their attempt. Again keep in mind you will have notes to document what they talked about.   Getting the collectors involved in the creation process helps them "buy in" more when you enable result codes and they are now forced to use them. Using Result Codes also will provide you with a more thorough report of the activity your collectors have done each day. The Collector Contact Result list will produce totals for all three categories of results. How many consumers did you collector talk to today? Look at the sum of their Direct Contact results. How much time are my collectors spending on inventory that they are not able to talk with? Look at the sum of their None result type contacts.

A later and powerful addition to result codes is result code processing, where administratively you can define tasks or things that happen to accounts when certain result codes are used. This can be very powerful to help ensure that

all your collectors are working the account the same way and can also save them time. Once in place collectors don't have to know or remember that they need to go update the account, notate the call, and result prior to finishing out their call list entry. Debt$Net can automatically update the account with the result code processing, thus less work for the collectors and it happens every time, no more "I forgot to do it" or "I was not told about that". You can design different actions that occur to the accounts based on two things: 1- The result used by the collector and 2 - the Status code on the account.

Although no rule changes have yet been finalized, we have a standard tool already available that will likely play a big role. If you are not using Result Codes currently this would be a good time to take a look at them.