



Adler Wallach & Associates, Inc.

# AWA ACCOUNT TREATMENT STRATEGY



01



## ACCOUNT PLACED WITH AWA

Account enters AWA system via secure method, triggers automation

## OVERNIGHT ENRICHMENT

Skip Tracing, Data Scrubbing to identify Litigious, Deceased, Bankrupt, Military

02



03



## VALIDATION NOTICE SENT

Proper initial communication sent to responsible party(ies)

## CONTACT STRATEGIES COMMENSE

04



### Email

Every 3 Days maximum

### SMS

Every 6 Days maximum

### Voice

Every 2 Days maximum

## ACCOUNT RESOLUTION OFFERED

Self-Service via branded consumer portal  
Agent-assisted via phone or web

05



## LITIGATION REVIEW OPTION

Credit assessment, Eligibility review with Client, Case forwarded to legal

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