



## What do YOUR customers think of your collections partner?

Is your collections partner representing you well? Are they treating your customers with respect and professionalism?

### **MOST IMPORTANTLY, HOW CAN YOU BE SURE?**

If you want to know if you're treating customers well, there's one way to be sure: Ask them.

That's why IC System is one of the first and only accounts receivables management firms to offer Customer Satisfaction (CSAT) Surveys after every call.



# How do CSAT surveys work?

During each call, we ask your customers if they'd be willing to participate in a brief survey following the call. Those who agree are transferred to an automated system, and give responses using their telephone touchpads.

## Survey Questions Include

- Were you satisfied with the outcome of your call?
- Did our representative treat you professionally?
- Were you able to resolve your account during the call?

We receive 10,000 responses each month, which we use to:

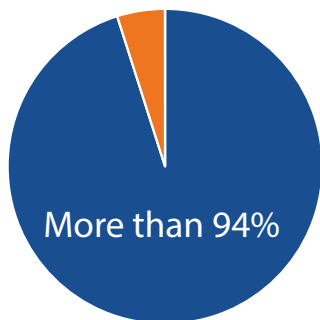
- Ensure the right tone and manner on the phone by reviewing any calls that have low customer scores. **That means happier customers.**
- Improve collection performance by learning from calls that result in positive customer experiences. **That means more revenue for you.**
- Mitigate legal liability by identifying upset customers earlier, allowing a supervisor – or even our consumer affairs team – to intervene. **That means less regulatory risk.**



## Our results speak for themselves

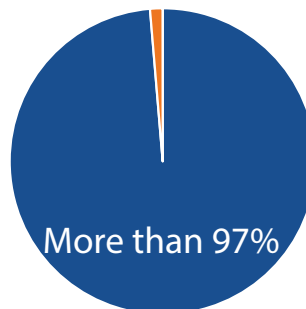
### QUESTION ONE

Were you satisfied with the outcome of your call?



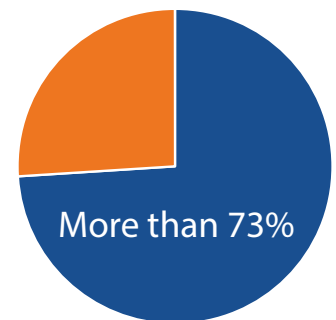
### QUESTION TWO

Did our representative treat you professionally?



### QUESTION THREE

Were you able to resolve the account during your call?



■ Yes ■ No

With IC System's focus on constant improvement and our CSAT program to guide us, you can stop worrying about how your collection partner's methods are reflecting on you. IC System will treat your customers with respect – and we have the survey results to prove it. Call us today to ask how we can leverage CSAT as part of your A/R solution!

