



Trans Canada
Collections & Recovery
"The Company that Collects for you."

FREQUENTLY ASKED QUESTIONS

1) HOW DO I LIST MY ACCOUNTS?

YOUR ACCOUNTS CAN BE SUBMITTED TO US IN WRITING ON OUR LISTING SHEETS, WHICH ARE SUPPLIED FREE OF CHARGE TO YOU. YOUR ACCOUNTS CAN BE SUBMITTED ON AN EXCEL SPREADSHEET WHICH CAN BE EMAILED TO THE OFFICE FOR SUBMISSION.

2) WHAT IS THE COST FOR SUBMITTING?

THERE IS A LIFE TIME MEMBERSHIP FEE OF \$75.00+ GST (TOTAL \$80.25) THIS ENABLES YOU(CLIENT) TO LIST AS MANY ACCOUNTS AS YOU WISH AND NOT HAVE ANY FEES BILLED TO YOU FOR OUR EXPENSE IN COLLECTING THE ACCOUNT. THIS INCLUDES RETAIL AND COMMERCIAL LISTINGS.

3) WHAT INFORMATION DOES CLIENT NEED TO SUBMIT WITH COLLECTION?

PLEASE SUPPLY AS MUCH IDENTIFYING INFORMATION THAT YOU HAVE (NAME, ADDRESS, EMPLOYMENT, DATE OF BIRTH, SOCIAL INSURANCE NUMBER, TELEPHONE, SERVICE ADDRESS, DATE OF SERVICE.)THE MORE INFORMATION YOU SUPPLY TO US THE QUICKER WE CAN COLLECT YOUR RECEIVABLES. ALL INVOICES OR STATEMENTS YOU HAVE PERTAINING TO THIS DEBT. ANY NSF CHEQUES ON FILE, THIS INFORMATION IS FOR BOTH COMMERCIAL AND RETAIL ACCOUNTS.

4) HOW LONG SHOULD I HOLD UNTO MY ACCOUNTS?

THE EARLIER YOU LIST YOUR ACCOUNTS WITH TRANS CANADA COLLECTIONS WILL GIVE YOU THE BEST RESULTS. IT IS BEST TO LIST WITHIN 90 DAYS OF ARREARS.

5) WHAT DOES TRANS CANADA COLLECTION DO WHEN THEY RECEIVE MY ACCOUNT?

EVERY ACCOUNT IS WORKED ON THE NATURE OF THAT DEBT. SOME ACCOUNTS REQUIRE SPECIAL HANDLING. STANDARD COLLECTION PROCEDURES ARE: CONTACT THE DEBTOR BOTH IN WRITING AND VERBALLY TO SET UP REPAYMENT ARRANGEMENTS. WE CAN DISTINGUISH BETWEEN DEBTORS WHO NEED LEGAL ACTION TAKEN (NO COMMISION IS CHARGED ON DISBURSED COURT COSTS) AND DEBTORS WHO WILL BENEFIT MORE FROM SOME BUDGETING HELP AND CREDIT COUNSELLING. CREDIT COUNSELLING IS HANDLED IN HOUSE BY OUR WELL TRAINED STAFF. WE HAVE ALL THE SKILLS AND TOOLS AT OUR FINGERTIPS TO RECOVER YOUR ACCOUNTS.

6) HOW DO WE DETERMINE IF LEGAL ACTION IS NECESSARY?

TRANS CANADA COLLECTIONS DOES NOT TAKE LEGAL ACTION LIGHTLY! WE TRY TO AVOID IF POSSIBLE. UNFORTUNATELY, IT IS OFTEN NECESSARY TO RECOVER YOUR BAD DEBTS. WE WILL MAKE A REQUEST IN WRITING ON OUR "PERMISSION TO SUE" FORM, THIS MUST BE SIGNED BEFORE WE PROCEED FURTHER. WE DETERMINE BY THIS CRITERIA: 1- THE DEBT IS OF A SIGNIFICANT AMOUNT. (OVER \$500.00)

2- THE DEBTOR HAS MADE IT CLEAR TO US THAT HE/SHE DISPUTES THE BILL AND WILL NOT MAKE VOLUNTARY PAYMENT ARRANGEMENTS.

3- TRANS CANADA IS CONFIDENT UPON RECEIPT OF JUDGEMENT, WE WILL BE ABLE TO ENFORCE THE COURT ORDER AND RECEIVE PAYMENT THROUGH GARNISHMENT.

7) HOW DO YOU REPORT A PAYMENT IF DEBTOR MAKES A PAYMENT TO YOU AFTER LISTING DATE?

PLEASE ADVISE US IMMEDIATELY! EITHER BY PHONE, EMAIL, OR FAX. IT IS VERY IMPORTANT THAT WE PROCESS ALL TRANSACTIONS RIGHT AWAY. THERE MAY BE OUTSTANDING CHARGES THAT YOU ARE NOT AWARE OF. DO NOT ISSUE A RECEIPT OF "PAYMENT IN FULL" UNLESS A REPRESENTATIVE FROM TRANS CANADA HAS ADVISED YOU TO DO SO. RECEIPTS SHOULD ONLY STATE "ON ACCOUNT". COMMISSION WILL BE OWING TO TRANS CANADA ON ALL PAYMENTS MADE ON THE ACCOUNT WHETHER THEY ARE PAID DIRECTLY TO YOUR OFFICE OR OURS. WE REQUEST, NO PAYMENT ARRANGEMENTS BE MADE TO DEBTORS AFTER THE ACCOUNT HAS BEEN PLACED IN OUR OFFICE. WE ARE THE COLLECTION PROFESSIONALS!

8) HOW CAN I MONITOR THE PROGRESS OF MY ACCOUNTS?

WE ARE LOCAL AND A QUICK PHONE CALL AWAY. ALSO OUR EMAILS ARE ANSWERED ON A DAILY BASIS AND WE ALSO ACCEPT FAX REQUESTS. YOU CAN ALSO DROP INTO THE OFFICE WHENEVER YOU LIKE. IF YOU ARE REQUESTING A PRINT OUT OF INVENTORY 2 COPIES WILL BE PROVIDED A YEAR IF YOU REQUIRE MORE, THERE IS A SMALL FEE ATTACHED OF \$25.00+ GST.

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