



# The Recovery Reporter

Quarterly Newsletter

Recovery done the right way !

"Service to the Community for 15 Years!"

## Inside this issue:

- Launch of our New Website **1**
- Client Login Site **1**
- Common FAQ's **2**
- New Newsletter **2**

## AMS Launches our New and Improved Website

American Municipal Services (AMS), a national leader in recovery and collection services for various sectors of the marketplace, announces the launch of our new and improved website.

The new and improved website is full of new content and information to allow clients and prospects to find out more on why AMS should be their first choice in recovery services. We have redesigned our look and navigation to flow better with our new branding and identity to the market. In addition, our new website is more dynamic with the content, offering you up to date information on our services and various business sectors, latest news and more about AMS. With priority being paced on accuracy. For all clients and potential clients we work to become your Number 1 Recovery provider.

"We are moving towards our goal of expansion and the delivery of a cohesive brand to the marketplace as we expand to more and more sectors and states", said David Patrick, VP of Sales and Marketing. "Our number one goal is to offer the new website to the masses as a tool that may be utilized to make good business decisions. We encourage you to travel through our site and bookmark us to keep up to date on the new happenings and events with AMS". For more information about the services provided by AMS, please contact us at [info@amsltd.us](mailto:info@amsltd.us).

## Client Login Site

We have successfully implemented our new online client access. The online system takes clients another step closer to having control of their recovery needs. The AMS client access system provides users an online portal where customers can monitor all of their delinquent accounts receivables.

The client access provides customers with complete control over their delinquent information. Making it easy to organize work more efficiently and effectively. Through the use of different menu selections clients are provided a wide range of search options to view the collection detail. Daily updates provide clients with the most pertinent information available. This will include; addresses, phone numbers, last letter sent, payments and payment plans. This information collected will be provided to clients through this online system in an effort to further open communication between AMS and clients.

This online system will track the collection activity from start to finish giving clients a work map detailing the efforts put forth to recoup monies owed. Up-to-date reports are easily accessed through this system. If you are not already connected to our Client Login Site, contact us today so that we can set you up.

You can access the online access at [www.amsltd.us](http://www.amsltd.us)



*"During the time we have been in contract with your company the service and courtesy that your collectors have provided to us as well as the defendant / offender is unconditional. Your company carries the same values as we do in handling our defendant / offender with honesty and respect." - Client for 7 years*

**For Customer Support**  
Please call us at  
**(800) 555-5160**  
M-F 7am to 7pm CDT  
Sat 8am-12pm CDT



## Common FAQ's

### Do you have the ability to report to the Credit Bureau?

Yes, we have the ability to report debt accounts to the three major credit bureaus upon the request from our clients.

### How do I submit accounts to AMS?

- ☆ Electronic FTP transfer
- ☆ Excel worksheet
- ☆ FAX
- ☆ Mail
- ☆ Floppy diskette

### Should any of this debt be written off?

Absolutely Not! We will collect even your oldest receivables. It costs you money to purge any debt owed so why let that old debt go unpaid? (Note: Utilities or other services may have a statute of limitations, check with a sales rep to find out more)

### Do you have bi-lingual recovery specialists?

Our recovery specialists speak both English and Spanish to meet the needs of the market place.

### What are the hours of your Recovery Specialists?

Monday-Friday 7:00 AM-7:00 PM, and Saturday 8:00 AM-12:00 PM (Central Standard Time).

### What methods do you use for skip tracing?

- ☆ NCOA - National Change of Address Database
- ☆ Accumail
- ☆ Lexis Nexis
- ☆ Accurint
- ☆ Department of Public Safety
- ☆ Internet
- ☆ U.S. Postal Service Change of Address
- ☆ Donnelly System Database
- ☆ Zebec
- ☆ Equifax
- ☆ Experian
- ☆ TransUnion

### What payment options are available to debtors?

- ☆ All Major Credit cards including, Visa, Master Card, Discover Card, or American Express
- ☆ Money gram
- ☆ Mail
- ☆ Internet Payments
- ☆ Electronic draft payments

### Why is AMS better at providing Recovery services?

- ☆ Dedication to the highest in quality public relations
- ☆ Commitment to maintain and build upon your positive image
- ☆ Long-term relationships of trust and confidence
- ☆ Ability to meet your changing needs
- ☆ Quality controls and highly trained staff

---

*“Our collection rates have tripled over the last year thanks to your collection efforts. Those numbers are reinforcement that I made the right decision to go with AMS.” - Client for 3 years*

---

### Don't Forget AMS also offers:

- ☆ Utility
- ☆ EMS
- ☆ And other collection services

Contact us today to learn more!

Comments, please contact us at [info@amsltd.us](mailto:info@amsltd.us)

## AMS Launches our New Newsletter

AMS announces the launch of our rebranded and redesigned quarterly newsletter. Our NEW Newsletter will be available online each quarter at <http://www.amsltd.us>.

Within our quarterly newsletter you will find useful information about the happenings at AMS and links to other great sites where you can gain even more information on the collection marketplace.

Bookmark our site to keep up to date on AMS today!

*Coming Next Quarter.....A new way to collect those debts even faster!*

