



Bentley Group LLC.
5635 Main St.
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www.bentleygroup.org

EXPERIENCE, BACKGROUND, QUALIFICATIONS –

1. Our staff all have worked for the Top 3 Firms, with over 20+yrs exp. each (Newton & Assoc., Alexander & Hamilton, US Investigations) Our Top Fortune /Inc. 500 Companies were as follow:

GE Capital, Dell Computer, Wall-Street Journal, Caterpillar, Acme Mfg. CEMEX, GCC of America, Cedigium, Northwest Pipe and Masco just to name a few. Our staff is very familiar with all industries and there processes.

Collection Rate(s):

Collection of delinquent daily, weekly, and monthly Commercial Customer account balances whether presented in Open-Item Invoice format or in Balance Forward format.

A, 15% of the amount owed on accounts less than 120 days

B 25%of the amount collected on accounts under 1 year of age.

C. 30%of the amount collected on accounts over 1 year in age. (2nd Placements Also Judgments)

2. Cancellation charge would be 2.5% of the invoice amount.

3. Any merchandise returned to you by Debtor would be at 5% of the actual invoiced amount.

4. Any error placed by you for collection to Bentley Group will be charge at 2.5% rate.



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5. Payments from the debtor/s may be remitted to you directly and you will within 3 days of receipt will notify Bentley Group of the said Receipt and within 21 days will send the commission payment to Bentley. Also Bentley will be willing submit payment(s) Twice Monthly!!!!

3. The performance standards we utilize to measure the effectiveness and quality of our services.

A general guideline as to recovery projection is that 25% of recovered funds will be recovered in the first 90 days. If an agency has collected 5% of initial placement after 90 days the forecast for overall recovery would be 20%.

1. Our motto is "Communication leads to resolution. In a modern business world where the state of a receivables department can dictate a company's future, it is imperative that every credit manager/department has a definitive plan of action to handle delinquency at every level.
2. Whether it's a customer experiencing financial problems, a potential bankruptcy candidate or even possibly a career debtor, BG has the expertise and assessable tools to narrow the lines and help you make a more intelligent decision on placing while the collecting is good. The utilization of an effective third party agency can be the greatest asset an organization can have.

At the Bentley Group, we take pride in our approach to resolving any and all problems that can arise with delinquent clients. We realize that each and every scenario is unique and requires intelligent and thorough steps to not only recover funds but to potentially repair relationships between client and debtor companies.

Our investigators are trained in "intelligent communication" and exercising "expedient effective action", not just the art of sending dunning letters and waiting for a response.

Our account executives are experts in maintaining client relationships. We believe that it is vital that precise communication exist between client and investigator, as well as with account representative.



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Dignity and pride in our methodologies dictate our approach in recovering delinquent funds. We tailor our approaches to set the exact needs of our clients, as every company has their own unique procedures which must be respected and followed. Our collectors are focused on getting the account paid as quickly as possible. So don't expect the same type of interaction from both.

4. Skip tracing processes and tools.

We do things differently. We spend time reviewing the account placed with us and ask questions to determine which method would best accomplish the desired result. Sometimes it takes creative, imaginative and innovative thinking to produce solutions. We utilize services like Gotcha/ Master Files' Probe360 that will locate your account and the experience necessary to negotiate and collect outstanding balances while communicating with you throughout the process.

5. How we assigned accounts to collectors?

We are a small, but highly effective firm, we have (4) Four Collectors who are assigned file(s) pending on the volume. Small bal. under \$1500, Mid-Sized \$1500 - 10k, Large Ball 10k and up, everyone here works on a commission fee basis, No results No check.

6. The average number of accounts handled monthly by each collector?

It may vary on average 25-50 files pending on the volume.

7. Our account capacity given current staffing and technological capabilities.

We can handle up to 350 files per month per collector x (6) Six, we also have personnel on call, if we need additional help.

{Bentley Group collection process.}

Our NO RECOVERY NO FEE service consists of 3 phases



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Phase One

Within 24 hours of placing an account, the following will happen: the first of four letters are sent to the debtor via US Mail. Your case will be placed into the workload of one of our staff collectors.

Our collector(s) will attempt to contact the debtor(s) and produce a resolution to the matter.

Expect our collector(s) to place daily phone calls the first 5 to 10 days in an attempt to contact the debtor(s).

If all attempts to reach a conclusion to the account fail; we will go to Phase Two, where we immediately forward the Case to one of our affiliated Private Investigator, located within the debtor's jurisdiction.

Phase Two

Upon our office sending your case to a local P.I. within our network, you can expect the

Following. The receiving P.I. will immediately contact the debtor, set up a face to face meeting demanding payment of the debt owed to you. If all attempts to reach a conclusion to the account continue to fail, we will send you an e-mail explaining the issues, Surrounding the case and what we recommend for the next and final step.

Phase Three



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Our recommendation will be one of two things. If after a thorough investigation of the facts surrounding the case and of the debtor's assets, we determine the possibility of recovery is not likely, we will recommend closure of the case.

You will owe nothing to our firm or our affiliated P.I for these results.

9. Describe Respondent's process for remitting collected funds from debtor.

We normally remit what's recovered in that month to our client(s) at the end of the following month. We will also be willing to remit payment(s) to Lehigh Hanson twice monthly at no additional charge.

10. Describe Respondent's process for determining when collection efforts should be abandoned.

After Phase 3

Phase Three Our recommendation will be one of two things. If after a thorough investigation of the facts surrounding the case and of the debtor's assets, we will notify you to determine if it's worth in filing suit. If we determine the possibility of recovery is not likely, we will recommend closure of the case.

11. List and describe technology utilized for enhancing efficiency of the collection process.

We use Simplicity Software and are upgrading to SunGard's Avant-garde GETPAID. Our primary objective is to collect your claim as quickly as possible, with the least cost to you. Thus, wherever your debtor is located, we will generally attempt to collect through our own in-house efforts. If in-house collections are unsuccessful, the account will be sent to our CLLA network of



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attorneys in the U.S. network. The attorney will first attempt to collect amicably (without law suit). If legal action is warranted, you will be advised of the costs required to file a suit. No suit will be filed without your express prior approval.

12. Our on-line technology, Respondent has availability for direct client access?

We are in the process of offering a new upgrade feature, our Simplicity Software has the capabilities, but we will be offering a new, integrated, more sophisticated system.

13. We send out monthly status reports via-email

14. Our hiring practices.

1. **Value of gradual growth.** While the temptation is to hire quickly, we believe in the value of growing our company gradually

2. **Knowing how to do the job yourself.** Our employees have to be professionals

3. **Cultural fit is just as important as skills.**

4. **We notify all staff members to let them know we are seeking, talented, qualified, diverse candidates to apply for the position or if they may have any referrals.**

We are a small staff, which we have all work together for over the past 15 yrs. With our 40 years combined experience, The Bentley Group LLC is committed to providing you with top notch support. Leigh Hanson is guaranteed effective representation. Our expertise and ingenuity have earned us a reputation as one of nation's premier collection firms. The Bentley Group's consistent track record and uncompromising ethics instills confidence and trust.



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15. Bentley Group ongoing training for employees. Include the frequency of each.

Every 60-90 days we offer sessions where we review each other(s) files to second voice or send out an investigator to meet face to face or determine whether to file suit or closed the file.

We offer sessions every 120 days to review performance, discuss which areas need improvement.

Relentless Improvement

Our culture promotes and encourages self-education and team growth. We provide team members with opportunities to pursue higher learning, while exploring areas of interest that will benefit their careers. Bentley Group LLC is dedicated to sharing its knowledge and experience to enrich professional growth.

Session Objectives:

1. **Our Role and Its Importance to Your Company:** How the collector impacts various aspects of accounts receivable such as sales and cash flow are explained. Essential skills of collectors such as attitude, listening skills and telephone voice are described.
2. **Collection Skills:** This session delves deeper into two vital skills of collectors — negotiating and listening skills. Several role playing scenarios are also presented to demonstrate good and bad techniques in employing these skills.
3. **Collection Calls:** How to effectively make the two basic types of collection calls are presented — reminder and delinquency calls. Role playing scenarios are presented to portray both good and bad techniques to help illustrate the concepts discussed.
4. **Collection Tools:** Several tools collectors can use to enhance payments on overdue accounts are explained. These include final demand calls; collection letters; post-dated checks;



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promissory notes and overnight delivery services. Two role playing scenarios on how to conduct a final demand call are presented.

5. Placing Your Delinquent Accounts with our firm earlier: What variables must be considered is explained so that the right collector handles your company's delinquent accounts properly.

6. Successful Negotiation — Letting the Other Person Have Your Way: Pat Broussard Head of our client servicing, is a specialist in negotiations. In this session she shares the tips and techniques she's learned over the years that enhance our ability to conduct successful negotiations with an opposing party

Accounts receivable portfolio management is the process in which we assist your company's receivables from day one forward. This is an outsourcing service for larger companies that have and need to maintain ongoing relationships with customers and want to be paid as agreed according to your terms. According to information provided by the U.S. Department of Commerce companies lose 10% of their gross receivables in the first ninety days of delinquency. The Bentley Group can assist your companies in reducing your losses by managing the A/R from day one.