OUR COMMITMENT TO YOU:

1. **WE WILL OPERATE AS A TRUE PARTNER.** Every interaction between us, every decision we make that involves you, will be mutually beneficial. Our policies, operations and systems are open to you at all times. We will never take any action that advances our interests at your expense.

2. **WE WILL PROVIDE YOU RESOURCES TO REDUCE THE NEED FOR OUR SERVICES.** We will supply you with every bit of information and expertise we possess on managing your accounts receivable successfully. We will provide you with customized materials to support your in-house collecting. If we think you still have a reasonable chance of collecting an account, we will discourage you from turning it over to us, even at the expense of boosting our own collection rates.

3. **WE WILL WORK TIRELESSLY TO MAXIMIZE THE COLLECTING OF YOUR ACCOUNTS.** When you do turn an account over to us, we will use every resource available to us to collect your funds – while treating your customers with respect and adhering to the highest ethical and legal standards. Our collections team will continue working your account as long as we think we have any chance of collecting it, and will employ every legitimate collection strategy. We will treat each account, regardless of size, as being of critical importance to us and to you.

4. **WE WILL BE COMMITTED COMMUNICATORS.** We will keep you completely up to date on all accounts you assign to us. We will create customized communications for you, in your choice of medium, and design report forms that show exactly what you want to know, when you want to know it. Your C2C account manager will build a relationship with you based on trust and communication; he or she will always take or at least promptly return your phone calls.

5. **WE WILL NEVER FORGET THAT THIS IS YOUR MONEY.** We will turn collected funds over to you promptly, within one week or less of clearing the payment, using whichever payment method you prefer. We will charge you a fair rate for our collection services, and we will not charge you extra fees for legal forwarding.

If we ever fail to live up to these commitments, I want you to call me personally at our main office, 1-866-495-0050. There is nothing I do that is more important than making sure that you are completely satisfied with our company, our people, and our efforts on your behalf.

Todd Tinkler
President