

CONRAD  
ACCEPTANCE  
*Loan Servicing*

As an industry leader for 30 years, the Conrad Companies continue to provide the most flexible programs and personal attention to its clients.

*“Every client is unique and vitally important”*

# LOAN SERVICING

Conrad Acceptance Corporation provides comprehensive receivable management for all types of loans, including tuition contracts, membership contracts, mortgages, promissory notes and association dues. The service provides thorough billing, payment processing, accounting, customer service, and collection calls on past due payments.

The Conrad Companies strives to provide competitively priced solutions combined with proven technology, security, and complete services. The Conrad Companies works diligently to ensure the best safeguards are available to our clients. In an effort to provide the most secure environment, the Conrad Companies meets PCI Compliance, which is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures.

## Services include:

- Welcome letter to all new accounts
- Monthly statements
- Automatic debit of bank accounts or credit cards
- Timely, progressive late notices
- Custom reports available
- All customer service inquiries
- Quality collection calls, including skip-tracing
- Credit bureau reporting
- Online payments
- Electronic account placement
- Secure offsite data back up
- Thorough collection follow up and automatic transfer to Conrad Credit Corporation



# REPORTING

Conrad Acceptance Corporation has partnered with Client Access Web (CAW) to give clients an active role in the collection process. The portal was designed so that clients can have convenient and secure access to their accounts at any time. Conrad's Client Access Web provides clients with the tools to create custom reporting without costly fees that typically come from personalized reports. Clients can access Conrad's user-friendly Client Access portal through Conrad's website 24 hours a day, 7 days a week to access file information and other data.

## Conrad's Client Access Benefits:

- Verify balances, submit new placements and build custom reports, make comprehensive statistical comparisons and track the most up-to-date recovery results through a secure web portal
- View payment history and all activity on accounts
- Numerous search options include: the consumer's name, client reference number, Conrad Acceptance account number, date placed for collection, account balance and more.
- Update account information, report payments, place single or multiple spreadsheet accounts and notify collectors of new information that can assist in debt recovery.



# CONSUMER PORTAL

With Pay Conrad, consumers can create an account and login to Conrad's secure portal where they are presented account details and various options to take care of their obligations.



- PayConrad is a virtual “24/7 collector”
- Consumers can login to view their account details, set up a payment plan, pay in full, or PayConrad can negotiate with the consumer for the highest one-time payment
- Consumers can update contact information, view Conrad Acceptance contact information, and access credit help links

# WHAT IS NEXT?

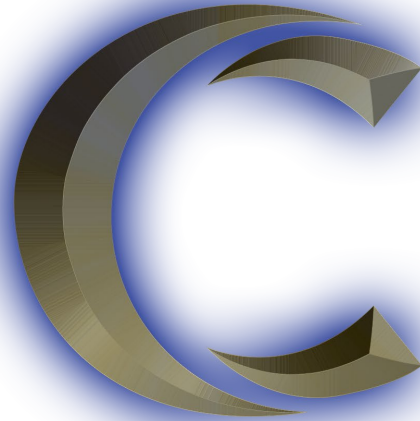
## INTERESTED IN BECOMING A CLIENT?

[Click Here to fill out  
the New Client  
Information](#)

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graph LR; A[Click Here to fill out the New Client Information] --> B[Click Here to fill out the Client Application]; B --> C[Once both forms are submitted, a Client Representative will contact you.];
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[Click Here to fill out  
the Client  
Application](#)

Once both forms are submitted, a Client Representative will contact you.



# CONRAD ACCEPTANCE

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