

Through our affiliation with the National Credit Audit Corporation (NCAC), which specializes in rental contract dispute and debt recovery, we offer fully integrated screening and collections services to help improve your overall debt recovery efforts and, ultimately, your bottom line.

Maximize Settlements:

To achieve maximum settlements in the fastest time, we use an automated collections prioritization process that scores individual debtors based on their capacity to pay.

This process helps identify accounts with the greatest likelihood of recovery and gather targeted information we need to make better, faster decisions on your behalf.

We'll continuously run previously uncollected files through the collections prioritization process and proactively pursue debtors for the life of the debt (seven years), which can provide you with consistent income and help deter future bad debt.

Easy to Use:

Step 1: An account is received and placed into the collection system.

Step 2: A letter is mailed to notify the individual that the debt has been placed with a collector and to make a payment demand.

Step 3: The account is processed through our collections prioritization process to determine ability to pay.

Step 4: The account is assigned to a collector. The collector works the account through debt resolution activities including calls, letters and skip tracing. In the absence of payment or dispute, the file is reported to the three major credit bureaus. We attempt recovery through the life of the debt (seven years from the date the debt was incurred).

Access Current Information:

The expert collectors at NCAC proactively pursue debtors for the life of the debt, and First Advantage goes a step further, offering:

- **Debt reporting:** The NCAC reports customers' debts to Experian®, TransUnion® and Equifax®.
- **FDCPA-compliant:** The NCAC is licensed and operates under the Fair Debt Collection Practices Act (FDCPA) guidelines. All collectors receive regular training on federal and state statutes that regulate the conduct of collection agencies and their employees, which helps limit your exposure to lawsuits for FDCPA violations.
- **Instant online access:** Online access to the status of your placements at the management and community levels is available.
- **Reporting:** Access management reports 24/7 in both property and management company formats, and receive quarterly and monthly reports to meet your individual needs. Plus, we'll routinely call your properties that aren't submitting files in a timely manner.

We can help. For more information, contact First Advantage today:

Call: 844.717.0510

Email: resident.solutions@fadv.com

Visit: fadv.com/resident

What makes NCAC different?

- NCAC is a specialist in pursuing and successfully collecting debt and is licensed to operate in all 50 states.
- NCAC collection professionals have a complete understanding of state and federal debt collection laws as well as the FDCPA and the FCRA.
- Using NCAC results in more money recovered and is more cost-effective than litigation fees from corporate attorneys. If we don't recover debt for you, you don't pay a single dime.
- First Advantage is one of the world's largest information providers, offering NCAC the industry standard for skip tracing tools.

What is NCAC's approach?

- Most agencies terminate their pursuit of a debt after 6 months, hoping their notation to the debtor's credit report may result in payment sometime in the distant future. However, this can have very limited success. Our unique knowledge of the industry and comprehensive debt collection practices allow us to pursue accounts for the life of the debt (7 years).
- The NCAC approach is to continuously and systematically contact debtors in search of those individuals who have rebounded or are in the process of doing so. What we have found is that recoveries actually peak from 18-36 months after placement and remain strong for another year or two. This proactive approach provides our clients with the best possible results in less time.

What kind of results can I expect?

The industry standard for debt collection is 3-5% on a "C" property, 8-10% on a "B" property and 12-15% on an "A" property. NCAC consistently produces recoveries much greater than the industry standard, exceeding upwards of 30% in many cases.

How can I access my debt info?

NCAC offers real-time, 24/7 access to all your collection files via the First Advantage Residential Advantage website. This allows you to:

- Verify that we have received your files and entered them properly.
- Review the latest information on any file.
- Look to see how much money we have recovered for each debt file.

How will I receive my debt recovery?

Once the payment is received from the debtor to NCAC, the status of the collection file will be updated accordingly in the Residential Advantage dashboard. Payments are mailed to the payee noted in your contract twice a month.

How much does it cost?

NCAC only makes money when you make money. All files submitted within the first 30 days of starting service are subject to an 80/20 split, with 80% of the total amount collected going straight to the client. After the first 30 days, the split will go to 60/40, with NCAC sending 60% of the total amount collected to the client.

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