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PRIVATE COLLECTION AGENCIES

Collection Philosophy

- ◎ We give customers the opportunity to self-cure
 - The customer never has to contact us!
- ◎ Our collection process is designed to make it easy for the customer to make payment(s).

Risk Scoring

- ① Used to determine the likelihood the customer will pay within 120 days.
- Each account receives a score and there are different treatment streams for the risk scores.

Risk Scoring

- ◎ Low risk accounts:
 - Most likely to pay
 - Assigned to State Agents
 - Receive a system generated letter

Risk Scoring

- ◎ High Risk accounts:
 - Most likely not going to pay
 - Assigned to State Agents
 - Straight to forced collections

Private Collection Agency

- ◎ Medium risk accounts:
 - Contact the customers where they can make the most difference
 - PCA has 120 days to resolve the account
 - Allowed to keep a promise for 2 years

Private Collection Agency

- Collect on all tax types except 2
- PCA gets paid based on what they collect
- Partner and collect for other agencies as well

Why use a PCA?

- ⦿ Difficult job, people burn out, high turnover rate.
 - Is this the best use of the Department's resources?
 - The PCA can take on the responsibility of hiring and training employees.

Benefits

- Gives us full control of how and what is collected by virtue that our collection system defines their work queue.
- Leverages our existing infrastructure to be cost effective.
- PCA doesn't have to pay all the costs - we are able to drive down the price we pay them.

- ◎ State Agents

- 24

- ◎ 2018 YTD

- \$60,449,324

- ◎ 2017

- \$62,996,333

- ◎ PCA Agents

- 17

- ◎ 2018 YTD

- \$36,499,431

- ◎ 2017

- \$35,941,308

For questions or additional
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