



RecoverHoaDues.com

A Simple Solution for Delinquent HOA Dues

The '*Simple Solution*' HOAs and POAs
Have Been Looking For
"Credit Reporting Works"
RecoverHoaDues.com

64.7 % Success Rate

Exclusively endorsed by the **National Homeowners Advocate Group** as, "*The most equitable way to recover delinquencies and prevent foreclosures, while preserving your relationship with homeowners.*"

Some of the Benefits our HOAs are Receiving:

- "I've got residents paying their late dues and we haven't had a single complaint. This is reconnecting me with my neighbors, and we're recovering the funds we need so we don't have to foreclose." - Shelton Lee, Versage HOA, NC
- "I thought credit reporting would never work with POA dues. *Boy was I ever wrong!*"
- Comptroller, Michigan POA
- "We have a Homeowner that owed close to \$2,400.00 for two associations. The association received payment in full yesterday. Without a company like yours, we probably would never have been able to collect this as easily as we did. To anyone having issues regarding HOA collections, I strongly urge you to use this program. *It really works!*"
- Hema Patel, Paragon Property Management
- "RecoverHoaDues.com has helped our law firm increase collections, and keep costs down for our HOA clients. They have provided an excellent and easy to use service that frees up our time and allows us to focus on other parts of our business." - Atlanta Law Firm



Thank you for your interest in this unique process which is changing the landscape of the HOA industry by reducing foreclosures and recovering assessments across the nation. Our system provides you and your Board with the level of clarity and transparency long sought-after in delinquent dues recovery.

You'll now have instant access to your own web-based portal, bringing everything in our process into clear view. You'll see exactly what everyone is doing – from your homeowner's actions, to our internal efforts, to your management firm's compliance. We help you and your Board get back in control of the recovery process, and provide you with access to oversee the activities of all parties involved.

Credit reporting works so well, because it affects the property owner personally — not the property. We recover dues in a manner which restores communication with your neighbors who are behind, and collects their delinquent dues without using liens or foreclosure, or burying families in unnecessary legal fees. Property owners are always instructed to pay your Association (or its management firm) directly — *we never touch your money.*

The [Recover Hoa Dues.com](http://RecoverHoaDues.com) process uses skip tracing, a phone and letter campaign, and an attorney written demand to communicate to homeowners the importance of making arrangements with you, so they can avoid being credit reported to Experian, Equifax, and TransUnion. Credit reporting is at the discretion of your HOA's Board, and is done in compliance with all Federal Fair Debt Collection Practices Act and Federal Fair Credit Reporting Act regulations. All this is performed for a flat fee of only \$25 per delinquent account, with no hidden fees. Each step instructs members to pay you or your agent directly:

- Skip Tracing – this process determines the whereabouts and/or most accurate contact information for delinquent homeowners, assuring the highest probability of communication with them.
- Four Letter Campaign – each letter is different; for example, one comes like a Telegram (as a Mailgram).
- Phone Call Campaign – three to six phone calls on days, nights, and Saturdays.
- Attorney Written Demand – on letter head, advising delinquent members of imminent credit reporting.
- Credit Reporting – if you wish, we credit report unpaid accounts to TransUnion, Experian, and Equifax at no additional charge.
- Thank You Letter – And we send a “*Thank You*” letter on your behalf to homeowners who get current.

Our system is a very simple one. We work with you much like you would with other contractors you might hire – we do a given service, at a set price, for a specific duration. In addition, your Association retains all ownership and rights to your accounts, because your accounts are not ‘assigned or pledged’ to us. Our service works like purchasing prepaid vouchers to run delinquent accounts through our process. These vouchers (claims) are available in increments of 100, 250, 500 or more (unused prepaid claims do not expire, and we've been in business since 1984, incorporating in 2006).

Enclosed you will find a sample Service Agreement for your reference. If you and your Board have any questions, simply send them to us at [Service@Recover Hoa Dues.com](mailto:Service@RecoverHoaDues.com) or call us at (800) 441-6005 x4.

Thank you for the opportunity to help resolve your Community's delinquent dues.

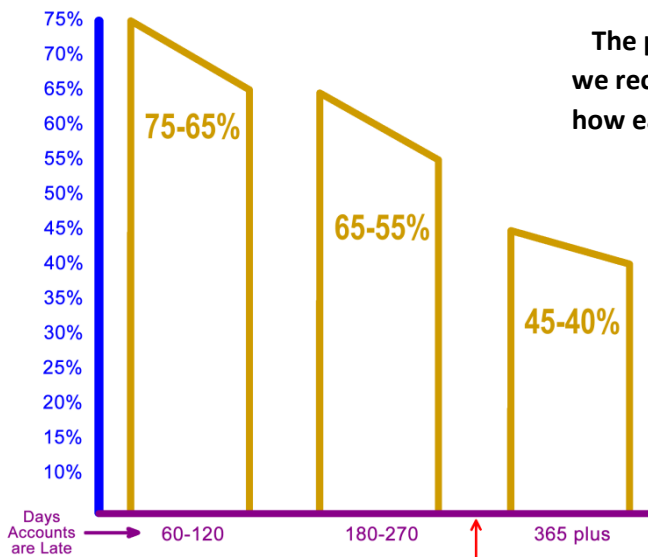
RecoverHoaDues.com

We Want To Assure You Have Realistic Expectations

"Our Simple Solution is Very Effective"

Our process is designed to be used early, and to *prevent* delinquent accounts from becoming liens and foreclosures. However *we're still very effective on older accounts when the property owner still owns the property* (and are ignoring their obligation). This form will help you assess how much you'll benefit from our service.

You must fill out this form, *which is a requirement on your first Order*, so that you clearly understand where our process will help you - and where it won't.



The percentage of HOA accounts we recover is in direct proportion to how early you submit your accounts

* Estimates reflect our experience, based on how old accounts are when they're submitted to us, and that the Association is pursuing homeowners who are still living in (or own) the home.

Our process should *not* be used for homeowners your Association has already foreclosed upon.

Here is where collectability of accounts begins to fade
 • POAs have good success even with older accounts

How many accounts* are
 (*accounts - not balances)

2 to 4 mos. old:	_____	x	70%	=
6 to 9 mos. old:	_____	x	60%	=
12+/- mos. old:	_____	x	40%	=
			total	=

Number of accounts we should recover in our 120 day process*

*more accounts may recover over time

Signature

Date

(Signor must be the same as on the Service Agreement)

RecoverHoaDues.com – FAQ

“How can you do HOA and POA collections for such a small cost of only \$25?”

We're not a Co-op, but we operate like a co-op in that we handle hundreds of thousands of accounts per month. So you get the discount associated with that volume of our services, but only pay for that small portion which you use.

“How do we pay for your services, since there are no commissions involved?”

Ours is a prepaid service. It's like buying vouchers (we call them 'claims') to run delinquent accounts through our process. Unused prepaid services do not expire.

“Do we assign or pledge our accounts (or our rights regarding accounts) to you?”

No. Our HOA collection agency service only entails our Phase I dunning-based process wherein your HOA/POA retains all rights to and ownership of its accounts.

“How long have you been in business?”

Over 30 years. NCSPlus is owned and operated by the same individuals who started the firm back in 1984 (however the Principles did incorporate in 2006).

“Do you file liens, or foreclose?” (And is your Phase II Service mandatory?)

No. *We do not file liens and we never foreclose on homeowners.* We do have a phase two of collections, *but it is not relevant for HOAs* as it does not file liens or foreclose on properties. Phase II is not mandatory, and is *not intended for HOAs*.

“Is credit reporting HOA dues and POA dues lawful?”

Yes. The Federal Fair Debt Collection Practices Act clearly allows for consumer debts (which is what it classifies HOA and POA dues as) to be credit reported.

“Is credit reporting mandatory? And do we have to pay for credit reporting?”

No. Credit reporting is not mandatory. And we cover all credit reporting costs.

“Do we need the homeowner's Social Security Number to credit report them?”

No. We pull up (skip trace) all social security numbers and/or dates of birth for all members you submit for collection. So our process is in complete compliance with the new NCAP requirements set forth by TransUnion, Equifax, and Experian.

“What if there's a mistake in credit reporting?”

The Federal laws governing credit reporting have established a clear and prompt path to resolve occasional errors in reporting: including the eOscar system, and procedures for permanent removal from the magnetic tapes repositories use.

“What do you say in your phone calls?”

All our phone calls and letters direct homeowners back to you (or your agent) to make their payment or arrangements directly with you – or face credit reporting.

“What does your Attorney Written Demand letter say?”

Our Attorney Written Demand does not compel your HOA or POA to any specific course of action. It’s merely to add veracity to the fact that (at that point) credit reporting is imminent. We’ve found that this is our *most effective letter*.

“How often do we get Progress Reports?”

You can log into your online web portal 24 hours a day, 365 days a year to review individual account details, or to print a detailed full Progress Report on demand.

“Do we get skip tracing results (to update homeowners’ contact information)?”

Yes. You get full access to all skip tracing results, as well as all our internal notes (including all notes from phone conversations with your Members, which letters we’ve sent and when, and when your agent enters payments into your system).

“Can we change the balance owed, to cover monthly late fees or new dues?”

No, however our communications instruct all your members to call you (or your agent), to confirm their current balance before making their payment.

“What do we need to validate the debt if a homeowner disputes their account?”

Typically all that is necessary is a print-out showing their payment history, and a copy of the Declarations page of the CC&R’s, which they signed at their closing.

“What if we're concerned with sending our neighbors to a collection agency?”

Our service approaches your neighbors as consultants; to help them avoid credit reporting. Our goal is simply to locate and motivate members to pay you directly.

“What is the \$60 annual ‘Service Maintenance Fee’ (SMF)?”

We only charge the SMF if there are unused claims in your system and you don't use any of your claims in a given year. Simply order and use the number of claims you need, or use one claim per year, and the SMF *will not apply*.

“Why do you need the Board President and Treasurer’s contact information?”

The HOA Board legally owns their accounts. As such, we require the names and contact information of the Board’s primary financial representatives of record.

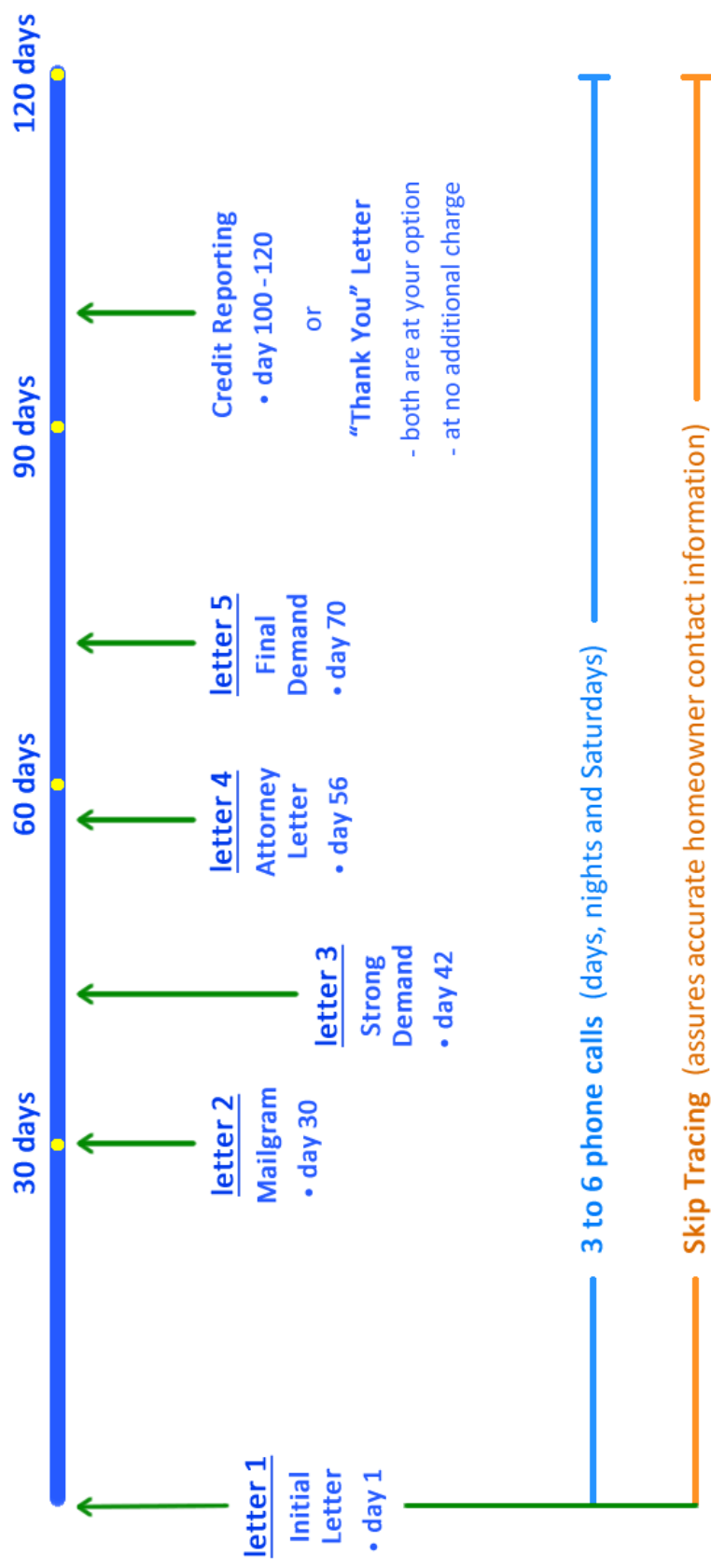
Please let us know if you have any further questions.

Service@RecoverHoaDues.com



We Use the Consequence of Credit Reporting to Motivate Homeowners to Pay Delinquent Dues Homeowners Pay Your Board or Its Agent Directly

The most effective options available are utilized in communicating with homeowners





When you're ready to move forward, simply let us know and we'll prepare a Service Agreement for your Board.

You can reach us at [\(800\) 441-6005 x4](tel:8004416005) or by email at Service@RecoverHoaDues.com

We look forward to solving your delinquent dues.

[Recover Hoa Dues.com](http://RecoverHoaDues.com)