



RecoverHoaDues.com

A Simple Solution for Delinquent HOA Dues

**The ‘Simple Solution’ for HOAs and POAs
Credit Reporting Motivates Property Owners!**

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 recovering delinquent dues.

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 and notes, 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, and collects delinquent dues without using liens or foreclosure, or burying families in legal fees. We work best after your internal efforts stop working and before you pursue legal avenues. And property owners are *always instructed* to pay your Association (or its agent or 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 to communicate to homeowners the importance of making arrangements with you, so they can avoid being credit reported as a collection account to Experian, Equifax, and TransUnion. Credit reporting is at the discretion of your Association's Board, and is done in compliance with all Federal Fair Debt Collection Practices Act (FDCPA), Federal Fair Credit Reporting Act (FCRA), and Consumer Financial Protection Bureau (CFPB) regulations. All this is performed for a flat fee of only \$25 per delinquent account, with no hidden fees. And each step instructs members to pay you or your agent directly:

- Skip Tracing – this process determines the whereabouts and most accurate contact information for delinquent homeowners or property owners, assuring the highest degree of communication with them.
- Three Letter Campaign – each letter is different, including use of the CFPB's "Model Validation Notice".
- Phone Call Campaign – two to three phone calls on days, nights, and Saturdays.
- Credit Reporting – if you wish, we credit report all unpaid balances (as collection accounts) to TransUnion, Experian, and Equifax at no additional charge. Collection accounts show on even the *simplest* of credit reports.
- Thank You Letter – And we send a "*Thank You*" letter on your behalf to homeowners who get current.

Our system is very simple. We work with you like 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 never 'assigned or pledged' to us. Instead we operate as a 'dunning service'. 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, and unused prepaid claims do not expire (we've been in business since 1984, incorporating in 2006).

When you're ready to work with us, simply let us know. If you and your Board have any questions, just email 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.

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

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. However, like a co-op we handle hundreds of thousands of accounts per month. So you get the economies of scale associated with the 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 40 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, it’s not mandatory. *We do not file liens and we never foreclose on homeowners.* We do have a phase two of collections, *but it isn’t always relevant for HOAs* as it is a judgment-based service, and does not file liens or foreclose on properties.

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

Yes. The Federal Fair Debt Collection Practices Act clearly allows for consumer debts to be credit reported. Association dues are classified as ‘residence related’.

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

No. Credit reporting isn’t mandatory. And credit reporting is at no additional fee.

“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 we send repositories.

“What do you say in your phone calls?”

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

“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 our 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 payments. At that time, homeowners can be informed if any new dues or late fees have accrued.

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

Typically all that’s necessary is a print-out showing their payment history, and occasionally 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, and our employees are salaried, and not paid on contingency (commission) basis. Our goal is simply to *locate and motivate members to pay you directly.*

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

We used to charge the SMF if there were unused claims in your system and you didn't use any of your claims in a given year. Associations simply order and use the number of claims they need, and usually use at least one claim per year, so the SMF is waived and does not apply to Community Associations.

“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.

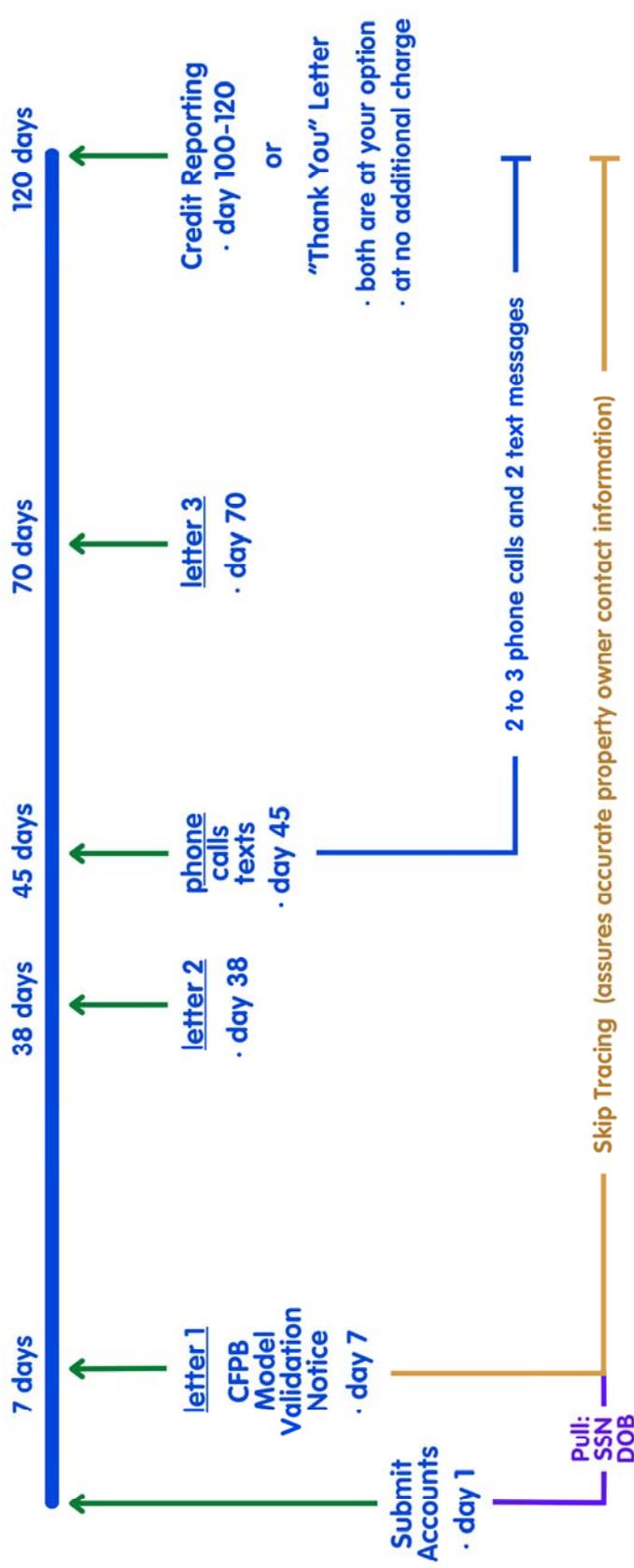
Service@RecoverHoaDues.com



Credit Reporting Motivates Homeowners to Pay Delinquent Dues

Homeowners Pay Your Board or Its Agent Directly

All Communications And Collection Activities Are Compliant With All State And Federal Laws And FDCPA / CFPB Regulations



Recover HoaDues.com

Harmonious HOA & POA Collections



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)