


MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL
 2018 ANNUAL CONFERENCE



Locating Clients & Basic Collection Strategies

MFSRC Conference 2018
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BASIC COLLECTION STRATEGIES

These proven collection strategies are from years of private industry collecting. I have tried and perfected some of the same methods in the public sector with much success, however always check with your county when implementing anything new!


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Locating clients

- Current Pricing:
- 1 user unlimited searches \$130.00 , 2-5 users \$90.00 each




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FEATURES

- Unlimited Access to Content/Products
- 24-hour Customer and Technical Support
- Free training with LexisNexis consultants
- Easily accessible on-line tutorials & guides

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SIGN IN & AUTHENTICATION

Sign In

To protect the security of your account, we have implemented a two-step sign-in process. First, you will be asked to enter your user name and verification characters. Next, you will be asked to enter your password and select "Sign In."

STEP 1 of 2:
Enter your User Name and Verification Characters below and select "Next."

User Name: [View User Name History](#)

Verification Characters: [View my verification characters](#)

Enter Verification Characters: [View my verification characters](#)

[Submit a question to support](#)

[Forgot your password?](#)

Signing Request?
Contact us at 1-800-328-2278

Education & Training
Contact us at 1-800-328-2278
Or visit [lexisnexis.com](#)

STEP 2 of 2:
Enter your Password below and select "Sign In."

Password:

[Sign In](#)


[Submit a question to support](#)

[Forgot your password?](#)

For 24/7 sign-in assistance, search assistance, technical assistance or security questions, **Email Customer Support at 1-800-328-2278**

[Contact Support Live Chat](#)

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Permitted Use Certification

The service may contain information generated by the Illinois court clerk, and is provided in accordance with the Illinois Public Access Model for the purpose for which you intended to obtain the information. The purpose you intend will govern the terms of use. If the purpose for which you are requesting access changes, you will need to visit the system, or sign and email another purpose.

- Link to Customer Transaction Acknowledgment by Consumer**
To ensure a verified, authoritative and reliable transaction requested or authorized by the consumer.
- Link to Customer Transaction Acknowledgment by Consumer (Digital Signature Verification Only)**
To ensure a verified, authoritative and reliable transaction requested or authorized by the consumer by verifying the identification information requested or authorized by the consumer.
- Link to Customer Law Enforcement Request**
To the extent permitted by law, to request or receive information regarding the identification information requested or authorized by the consumer.
- Link to Customer Use by Person Acting as a Third-Party on Behalf of the Consumer**
For an individual acting on behalf of the consumer, as requested or authorized by the consumer.
- Link to Customer Fraud Prevention or Detection**
For use to prevent, detect or investigate fraud, unauthorized transactions, claims, or other liability.
- Link to Customer Request Information and Support**
For use to request information and support for the service, as requested or authorized by the consumer.
- Link to Customer Legal Compliance**
For use to comply with federal, state, or local laws, rules, and other applicable legal requirements.
- Access the Permissible Purpose**

The service is provided to you for the purposes set forth above and you agree that you will not use the service for any other purpose. You agree to use the service for the purposes set forth above and you agree that you will not use the service for any other purpose. You agree to use the service for the purposes set forth above and you agree that you will not use the service for any other purpose.

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DPFA Compliance

The following information pertains to the Department of Public Safety's (DPS) compliance with the DPFA. It is the policy of the DPS to ensure the highest level of protection for all individuals. The purpose of this document is to provide information regarding the DPFA and to ensure that all individuals are aware of the DPFA and its requirements.

- DPFA to Customer (Last, Last Initial, or Government Agency)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Middle Initial, Last, or First)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Date of Birth)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Social Security Number)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Current Address)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Current Employer)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Current Phone Number)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Current Email Address)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Current Mailing Address)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Current Mailing Phone Number)**
This is used to identify individuals who are not active in the DPS system.
- DPFA to Customer (Current Mailing Email Address)**
This is used to identify individuals who are not active in the DPS system.

The DPFA is a law that requires all individuals to provide accurate and up-to-date information to the DPS. This information is used to ensure that the DPS has the most current and accurate information on all individuals. The DPFA is a law that is enforced by the DPS and is a requirement for all individuals who are active in the DPS system.

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ADVANCED PERSON SEARCH

Advanced Person Search

Last Name First Name Middle Name

Include number-sounding names Strict Search Include name variations

Include Full Address History

DOB SSN LexID

Street Address City State

ZIP Code Radius (miles) Date First Seen Date Last Seen

Reference:

Important:
The Public Records and Information Act (PRIMA) is a law that requires all individuals to provide accurate and up-to-date information to the DPS. This information is used to ensure that the DPS has the most current and accurate information on all individuals. The PRIMA is a law that is enforced by the DPS and is a requirement for all individuals who are active in the DPS system.

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SEARCH TIPS

- Search by only social security number if available, no other information
- If social is not available or correct, search by last name, first name and date of birth.
- If date of birth and social unavailable, search by last name, first name and state or to limit results further for more common names, add in the city.
- Review results provided to confirm information provided.

LexisNexis Account for Government

SEARCH RESULTS

The following are potential household members of the subject searched:

NAME	DOB	SSN	ADDRESS	DL
DAVID MATTHEW BARNER DAVID M BARNER DAVID MATTHEW BARNER	05/11/1972	[REDACTED]	COUNTY ROAD 22 WACONIA, MN 55387-1500	MN Issue Date: May 2011 Exp Date: May 13
BOB [REDACTED] BOB [REDACTED] BOB [REDACTED]	[REDACTED]	[REDACTED]	1015 E 107 WACONIA, MN 55387-1500	DL Issue Date: [REDACTED] Exp Date: [REDACTED]
DAVID [REDACTED] DAVID [REDACTED] DAVID [REDACTED]	[REDACTED]	[REDACTED]	1015 E 107 WACONIA, MN 55387-1500	DL Issue Date: [REDACTED] Exp Date: [REDACTED]

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Deceased

Results 1 to 2 of 2

Last Name: WAGENER; First Name: ELMER; City: WACONIA; State: mn;

ALL	NAME	SSN	ADDRESS
1.	ELMER ALBERT WAGENER ELMER A WAGENER ELMER WAGENER DOB: 10/11/1928 Age at death: 77 Gender: Male *View Sources (+12)	SSN: 471-30 [REDACTED] SSN: 471-30 [REDACTED] * SSN belongs to a person reported as deceased. Levid: 702140259 DL: W25421551173	BRUSH ST WACONIA, MN 55387-1500, CARVER COOKLEY Apr 1991 - Aug 2018 *Map
		DL State: MN Issue Date: Oct 99 Exp Date: Oct 07	

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REPORTS

- Additional report options on right hand side of results
- Check with your administrator on your plan, there could be additional fees

Reports for this Record

Comprehensive Report	Custom Comprehensive Report
Finder Report	Address Report
Contact Card Report	Asset Report
Entitlements Report	Summary Report
Relatives	Neighbors
Associates	Relatives, Neighbors & Associates
Business Link Report	Relative Visual Link Analysis

See report type examples

Alerts for this Record

Setup Person Alert

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ADDITIONAL SEARCH OPTIONS

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BANKRUPTCY REPORTS

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Now that you have a basic knowledge of Locating.....

How often should you try to locate clients?

- December/January right before tax time
- June/July right before property/Rent refunds
- When you receive return mail (once a month)
- Anytime you feel this system will help you in the collections process of a client

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When do you give up Locating clients?

- When there are no more addresses to use
- When you have a professional debtor on your hand and returns all mail
- Anytime you believe the account is no longer collectable

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QUESTIONS FOR LOCATING?



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Basic Collection Strategies.....

- Treat every client INDIVIDUALLY!
- Most clients just want to be heard
- LISTEN to what your client really wants
- You have to feel your client out and if they react negatively (abort) and re-strategize
- Make a strategy by their situation. Make them feel like they are getting a good deal

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Basic Collection Strategies CONT.....

- Clients will often make it seem like they are worse than they really are.
- Clients ask what is the minimum I can pay? NEVER give someone an amount! Make them give you an amount first. (explain)

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APPEAL TO AGE GROUPS

- 18-30'S How it can impact them now and in their future
- 30's-60's How it can impact them and their family
- 60's + How to appeal to them

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AGE GROUP 18-30'S

- Credit
- Rent
- Car Ins.
- School Loans
- Purchase a home
- Etc.

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AGE GROUP 30'S - 60'S

- Co-Sign for Car
- Co-Sign for College
- Want to purchase a home
- Most emergencies happen in this age group that result in needing to get a 2nd mortgage or line of equity

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AGE GROUP 60 PLUS

- People in this age group want things resolved so their family will not have to worry upon their passing but in turn say they have no money
- Sense of Pride
- You will have a lot more payment agreements or PIF right away in this group

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Collection Strategies

- NEVER take a client off Rev Recap for making a payment arrangement (unless in writing)
- Even if an account is going to recoup I always ask for payment too (voluntary)
- If a client wants smaller payments try your hardest to get a larger amount down

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Collection Strategies Cont.



- Always request Auto-draft payments.
- Make sure they are the same day every month
- If a client says they can't pay the full amount agreed upon that month try to get a small payment over the phone and then start charging the agreed upon amount the following month (example)

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Questions on Collection Strategies?



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