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Collection Procedures

The following is an overview of the services we provide in the collection of an account. Each step of the process is tracked on the firm's networked computer system and archived in real time.

Computer Entry

Each account received (whether by hard copy, diskette, or modem) is reviewed by an attorney, entered onto our computer system and then linked to other accounts for the same debtor at our office. Prior information regarding the debtor is utilized to collect present accounts.

Client Acknowledgment

Once the account is entered, an acknowledgment is sent to the client.

Telephone Contact

Telephone contact (either manually or by predictive dialer) is made with the debtor by trained law office representatives. The telephone representatives update debtor demographics and asset information and help the debtor resolve the account on a voluntary basis.

Our phone collectors are trained to be courteous, helpful and firm in dealing with debtors. Additionally, weekly meetings are held to reinforce, to each collector, the importance of compliance with all provisions of the Fair Debt Collections Practices Act.

Our office uses a predictive dialer, which automatically calls debtors, and forwards only live contacts to our collectors. In the event the dialer reaches an answering machine: an automated message instructs the debtor to call the office. This dialer has streamlined our collection room, allowing our collectors to make many more effective calls within the day.

The message-leaving feature of the dialer may be deleted for a particular client upon their request.

Skip Tracing

In the event that the debtor has moved, skip tracing begins by combining traditional telephone skip-trace techniques and the utilization of various computer databases listed below:

- Experian (TRW) Business and Personal Credit Reports Online
 - Equifax Finder
 - Equifax Acrofile Report (Credit Reports)
 - Pro-CD National CD-ROM Telephone directory
 - Department of Motor Vehicles (on-line link)
 - Auto Track Plus Asset And Locator Service
 - TRW Redi-property Data Services
 - Lexis/Nexis Research Services
 - United States Postal Service Electronic Change of Address Service
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Litigation

In the event that voluntary payment is not effectuated and the debtor is found to possess attachable asset or employment, then legal action is recommended. Litigation papers are prepared and sent to the client for written approval. Once approved, litigation is commenced on behalf of the client.

Judgment Enforcement

Judgments obtained as the results of litigation are enforced through the courts of the State of New York. Our office routinely uses enforcement devices such as wage attachment, bank restraints, and executions.

Effect of a Judgment

- Judgments last for twenty (20) years.
 - Debtor's credit is adversely affected.
 - The judgment creates an automatic lien on the debtor's real property.
 - The debtor cannot sell or transfer clear title to their property without paying the entire balance due to including interest and costs.
 - A judgment allows the firm to examine the debtor under oath to determine what assets are available to satisfy the judgment.
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Account Forwarding

An account will be forwarded to local counsel if a determination is made that litigation is required for a debtor who has moved or lives outside the state of New York. Our firm will participate with the following forwarding services and can therefore effectively forward an account anywhere in the United States.

- The National Association of Retail Collection Attorneys
- The Attorney's Forwarding Network
- The National Law League
- The American Collectors Association.

Once forwarded, our firm will continue to monitor the status of the account and the progress of the forwarding attorney.

Bankruptcy

If a debtor files for bankruptcy protection, our office continues to represent the interest of our clients by monitoring the bankruptcy proceedings. We have attorneys on our staff admitted to practice before the Federal Bankruptcy Courts within New York State.

Insurance Follow-up

All accounts billed to insurance are mentioned and followed-up with the carrier.