

Introduction



We enhance cash flow for the global business community through the creative and effective utilization of accounts receivable management systems and innovative solutions.

- Established in 1930, Caine & Weiner is an American company with over 9 decades of experience providing tenure, expertise, accountability, consistency, commitment, and knowledge to maximize your recoveries and increase your cash flow and decision-making process.
- Full-service Receivables-to-Cash solutions company providing both commercial and consumer 3rd party collections, both nationally and internationally in 90+ countries.
- Professional, ethical, and certified, giving you the comfort of knowing your best interests are being well-served and protected.
- Focused and committed leadership and staff within a results-driven culture striving to deliver excellence.
- Senior management team has more than 400 years of combined industry experience.
- Utilization of subject matter experts and the industry's top account resolution specialists (collectors).
- Long-term partnerships built with our stakeholders, including strategic business alliances.
- Use the latest technology in every stage of recovery, client services, and management.
- State-of-the-art account collection processes to maximize recoveries.
- Large mid-sized agency with small unit focus.
- Headquartered in Los Angeles with 6 call center locations coast-to-coast and 3 distinct brands (Caine & Weiner, Barr Credit Services, and Caine & Weiner Medical), with 450+ employees.
- Services provided Monday-Saturday (Sundays when appropriate) from 8 AM to 9 PM, in all time zones.
- Licensed, bonded, certified, and insured; maintaining current SOC 1 Type 2 Audit and the ISO 27001 Certified.
- Flexible and seamless extension of your internal staff.
- Dedicated legal resources available through our affiliated law firm, The Law Offices of Pucin & Friedland, P.C.

Safeguard your revenue. Elevate your receivables. Start with Caine & Weiner.

Receivables-to-cash solutions

Customized collection account workout

- Third-party commercial and consumer collections.
- Call recording FDCPA Compliant PCI compliant payment processing.
- Ease of debtor payment via all 4 major credit cards, check-by-phone, and website capabilities.
- Field negotiators
- Skip tracing resources featuring LexisNexis.
- Credit reporting
- Free, secure, user-friendly 24/7 online auditing access with robust reporting capabilities via CW Connect.
- Individual employee monthly score carding for consistent training and development.
- Internal variety of contests and motivators
- Subject matter experts and certified collectors
- Tenured client relations team member serves as your daily contact point.
- International collection capabilities in over 90 countries
- Comprehensive legal services
- Complaint resolution methods under the guidance of our compliance team.

- PIF2 proprietary resolution model that maximizes recoveries.
- Impeccable customer service that is flexible, creative, and focused on your satisfaction.
- Complete and thorough accountability with highly effective processes to deliver excellence and maximize opportunities.
- Semi-monthly closes bring consistent cash flow throughout the month.
- Weekly ACH remittances exceed industry standards.

Quality control

- Daily monitoring by management: agent shadowing, call tracking, call recording, scorecarding, and results tracking for ongoing agent development.
- Thorough evaluation process applied to all accounts ensures inventory control, timely call cycles, maximized contact opportunities, and capacity to handle large volumes.
- Management performs ongoing quality control activities to ensure quality control benchmarks are achieved.
- Uphold the highest professional and ethical standards.

Our Value Proposition



Caine & Weiner
Excellence in Global Receivable Solutions



Dedicated Partnership

- Building successful, committed, and long-term strategic partnerships with our clients.
- Dedicated managers, team leaders, agents, and support personnel
- Your Client Relations Manager is your one point of contact for all your account needs.
- Experienced, highly skilled, and certified subject matter expert collectors/negotiators.
- Right-size teams determined by placement volume to exceed client expectations.
- Inventory management based on balance size and client standards.
- Optimum supervisor-to-agent ratio
- Higher balances handled by senior agents
- An external and continuing extension of your business processes and philosophy.
- Sensitive to your brand, committed to best practices to ensure optimal experience and results.
- Affiliated law firm *The Law Offices of Pucin & Friedland, P.C.*
- Serving our clients since 1930

Certifications and Memberships

- SOC1Type 2Audited ☐
- ISO 27001 Certified
- Certified by the Commercial Law League of America (CLLA)
- Endorsed by the International Association of Commercial Collectors (IACC)
- ACA International - The Association of Credit and Collection Professionals
- California Association of Collectors
- Illinois Collection Association
- Los Angeles Area Chamber of Commerce
- BBB Accredited Business

Quality Assurance

- Benchmarking
- Scrubbing to ensure compliance and right party contacts
- Scoring to ensure maximized recoveries
- Standardization to ensure consistent contact attempts
- Enhancing to maximize right party contacts and increase recoveries
- Internal champion challenges
- Account workout governed by ongoing management review and intervention throughout the entire account cycle.
- Call recording utilized for compliance, collection maximization, training, and development.
- Employee scorecarding to maximize performance levels
- The management oversight process is embedded in the procedure.
- Prior to closing an account, it must undergo a management review process.
- Dedicated on-site Compliance Team headed by a certified Credit and Collections
- Compliance Officer (CCCO) and a Certified Receivables Management Compliance
- Professional (CRCP)
- IACC and FDCPA Certified Collection Agents
- Fully licensed or registered in all required states
- Imaging/paperless environment, efficient and effective utilization of resources.
- Licensed, bonded, and insured. Provides coverage and assurance that you, as our business partner, are protected

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