



Quality Accounts Receivables Management Where Quality is a Practice - Not Just a Promise

July 2006

## New Website Launched

HFS has recently launched a new website at [www.hfsllc.com](http://www.hfsllc.com). The new site includes information on our services, frequently asked questions for both clients and consumers, and secure forms for consumers to update their information as well as request information from HFS. There is a link to the ITS Pay My Bill service, where consumers can log in and make payment to their account securely via check or credit card, 24 hours a day. We have also added a Client Satisfaction Survey for our clients to let us know how we are doing. To fill out the Survey, go to [www.hfsllc.com](http://www.hfsllc.com), point to the Contact Us section, and choose Client Satisfaction Survey. We want to know what you think of our services and how we can improve!

## Important Numbers and Upcoming Events

At HFS, we strive to provide excellent customer service to our clients and consumers. Please make note of these departmental phone numbers so that we may help you quickly.

Client Services: 601-420-1205  
Sales: 601-933-2529 (Scott Tucker)  
601-420-1241 (Stephanie Long)  
Systems: 601-420-1200  
Compliance: 601-420-1282  
Legal: 601-933-1049

Also, be on the lookout for information about our upcoming Client Appreciation Seminar!

## President's Notes

Welcome to the first HFS, LLC newsletter. We are excited to add this feature to our services so we can share information about our clients and staff, along with industry data on collections and regulations. We will welcome client input on items that they would like to see and share with others.

These are very busy times at HFS. We are very happy to report that June was our best collection month ever!! Besides the excellent collections, we are finishing up on the last touches on adding another T-1 line and making dialer improvements to make more calls for our clients. We have also had the opportunity to improve our on-line skip tracing capacities in order to better locate and contact debtors. Lastly, we have completed testing on recovery score reporting from the Trans Union credit bureau. This recovery score reporting will help us identify and focus on specific account groups for quick collection recovery. By doing this, we will be able to improve our results for our clients quickly, then focus on the longer and slower recoveries on the lower-scored accounts.

Rest assured that HFS appreciates our clients and takes the TRUST you have placed in our relationship very seriously. We will continue to meet and exceed your expectations.

R. M. Williams  
President