



### BEST PRACTICES

ARCI has initiated and follows organizational best practices, such as: team-based workflow, extensive employee training, standardized processes, strategically planned initiatives, outcome based results, decision support and knowledge management.

ARCI is dedicated to providing measurable and comprehensive recovery services to our clients throughout the insurance and risk management industries. Our subrogation collections programs are designed to insure that our clients realize the highest possible returns on the claims that are referred for collection.

We provide concrete solutions and quality service, customized on an individual basis, to each of our clients. We believe our clients are unique from one another and need definitive yet flexible programs to assist them in attaining their financial objectives.

We believe this can be accomplished through:

- Professional collection methods
- Maintaining the integrity and good public image of our clients
- Aggressive pursuit and use of technology
- Progressive training of our Subrogation Specialists



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subrogationcollections



property damage  
bodily injury  
third party carriers  
worker's compensation audits  
arbitration  
litigation



# Working together for mutual success.

RESPONSIVENESS, ACCESSIBILITY, FLEXIBILITY AND ACCOUNTABILITY.

These are the cornerstones of ARCI's client services and collections philosophy. We serve all of our clients in this capacity, without compromise.

Accounts Receivable Collections's (ARCI) subrogation collection service is comprised of experienced professional subrogation specialists utilizing the most state-of-the-art collection support technology available. Our subrogation staff is well-versed and knowledgeable in industry matters from coverage and liability issues. Our full service concept encompasses arbitration and litigation needs as well.

## INDUSTRY AFFILIATIONS



## flexible solutions for your business needs

### CLAIMS PROCESSING

The necessary information required to process your claims include: police report, incident report, damage appraisal, first report of loss, adverse carrier denial letter, last correspondence with the adverse party and other documentation you have on file.

The more information you can provide, the more successful ARCI will be in recovering your loss.

### DRIVER'S LICENSE SUSPENSION

When and where applicable, ARCI's Subrogation Specialists will work in conjunction with the Department of Motor Vehicles (DMV) in the state of issuance of the adverse party, in order to suspend the driving privileges of the adverse party. Follow-up notification is also made to the corresponding DMV when the claim is settled or satisfied.

### INFORMATION TECHNOLOGY

ARCI has a dedicated full-time IT department that continues to keep pace with the continuously changing world of computer and Internet-based technologies. Our IT support group integrates computer systems, coordinates and provides training, and manages software, hardware and applications.



### CLIENT ACCESS WEB

CAW is an online portal allowing web-based access for our clients. Some of the features of CAW include the ability to attach source document images, account entry screen, report builder and account inquiries.



### FEES

ARCI's service fee for collections is offered on a contingency basis. There is no charge for our service unless money is collected on the accounts assigned.



ARCI OFFERS A WIDE RANGE OF REVENUE SOLUTIONS. HOW CAN WE HELP YOU?

Please contact John Vickery, Business Development Manager, at 803/951-4544 Ext 112 to discuss your needs.