

## Things to Consider When Choosing a Collection or Legal Services Firm

As a credit professional, at some point in your career, someone somewhere will not pay you on time. For some, this may be a regular occurrence. In either case, when things turn ugly and a debtor gets past due, you will have to turn up your collection efforts, and if your attempts fail to compel the debtor to remit, you often have to enlist the help of a collection agency or a legal services firm.

Yet, there are thousands of these firms of varying types and sizes all across the country, and deciding on which one to use for your company's past due debts can be a daunting task. Here are some items to consider when choosing the right collection agency or legal services firm for you:

**Specialization:** Not all debts and claims are created equal. Ergo, certain types of firms are built to handle certain types of claims and debts. Hiring a collection agency or other firm with a noted expertise in your particular industry, or particular type of delinquent debtor, can make a huge difference in how quick that debt turns into cash.

**Convenience:** On the other hand, having one source for all your company's range of collection or legal needs does simplify the process. Often this will come down to the size of the collection or legal services firm in question, as well as the size of your company and the magnitude of your collections needs.

**Cost:** It may seem like a no-brainer, but it's important not to assume that the most expensive firm is the most effective, nor to assume that this is an area of a company's business where stinginess is rewarded. How much an agency charges needs to be cross-referenced with their effectiveness, as well as the size and nature of your company's claims.

**Quality:** Another no-brainer, but a high-quality collection or legal services firm isn't merely one that has a high rate of recovery. Customer service, ethical practices and regular communication all figure into what makes a firm the right choice for your company's needs.

**Affiliation:** Many NACM affiliates offer collection services that are firm, but fair, and always conducted with the ethical sense and commitment to customer service that you've come to expect from NACM. [Click here](#) to learn more about making an NACM affiliate your partner in collections.

**NOTE: Insert appropriate URL to the above link and any other specialized message.**