



COLLECTIONS PROGRAM SURVEY

Email completed form to:
DOA.SSOA.Collections@alaska.gov
Questions? Call (907) 465-5055

*Indicates required field

Date:*

Agency or Political Subdivision Name:*

1. Who will be the point of contact for collections?*

2. h *

3. Are there Alaska statutes that address the debt(s) or the collection of the debt(s)?* No Yes

If yes, please list relevant statute(s):

4. Are there any obligations that need to be met for the debt(s), such as 100% return on principal, minimum recovery rate, etc.?* No Yes

If yes, please describe the obligation(s):

5. What is the total outstanding dollar amount of the portfolio?*

6. How many debts are in the portfolio?*

7. What is the average debt amount in the portfolio?

8. Please tell us the number of accounts and total amount of debt for the debt ages below:

<u>Age</u>	<u># of Accounts</u>	<u>Amount of Debt</u>
<i>Less than 6 months</i>		
<i>6 months – 1 year</i>		
<i>1 year – 3 years</i>		
<i>Over 3 years</i>		

9. Is there interest accrual on the debt(s)?* No Yes

10. Can fees or penalties be added to the original principal?* No Yes

1. Is the debt reported to the credit bureau(s)?* No Yes

12. Are collections efforts handled in house and/or a contract with a third party?*

IN-HOUSE 3RD PARTY *Please provide a copy of the contract.*

If IN-HOUSE:

How many positions currently handle collections?

What is the primary position title that handles collections?

If 3RD PARTY:

What is the name of the contractor(s):

When does the contract(s) expire?

What is the current collection fee rate being charged?

Is the collection fee being charged to the debtor? No Yes

13. What was the total amount recovered last fiscal year?*

Please provide supporting documentation.

14. What was the recovery rate percentage last fiscal year?*

Please provide supporting documentation.

15. What recovery efforts could be improved or work well?

16. Are liens recorded or accounts being referred for litigation?* No Yes

If yes, please describe:

17. Are there any reporting obligations?* No Yes

If yes, please describe and attach a sample report:

18. Can debtors make payments online?* No Yes

If yes, what tool is utilized to support online payments?

9 How are recovered funds returned to your agency if using a 3rd party vendor?

20. What technology platforms(s) is/are utilized to support the collection of debt (internal & external)?*

21. Please advise what account details (e.g. debtor DOB, SSN, driver's license number, employment, address, letter, address or payment history, action notes, 3rd party contacts, etc.) are available with the debt?*

Please provide an example of new account(s) placement documentation or file.

22. Are there any active law suits (i.e. internal/external)?* No Yes

If yes, please describe each occurrence:

23. When are letters provided to the debtors as notification of past due debt?*

Provide examples and timing of each. Please provide copies of letter(s).

24. Is there a process workflow or scope of services that can be attached for the debt(s) collected?*

No Yes *If yes, please provide a copy.*

25. If there is additional information you feel should be shared, please provide it below:

Thank you, for providing the information requested and for having interest in Shared Services of Alaska Collections Program. Please email the Collections Program Survey to DOA.SSOA.Collections@alaska.gov. A representative will be contacting you shortly. If there are any questions or concerns, please contact the SSoA Collections Program at 907-465-5055.