

Automate Your Assessment Collection Practice and **Drive Productivity**



Attorneys who practice **community association law** are faced with similar challenges. Many attorneys and their staff are overwhelmed with current workloads, but see client expectations ever increasing. Many attorneys want to improve their productivity, but not if it means increasing their hours, adding overhead, or sacrificing the quality of their services.

Although attorneys are overloaded, there lies an untapped market that holds tremendous opportunity. Consider some interesting statistics compiled by the Community Associations Institute (CAI):

An estimated **50 million people** live in association-governed communities

There are an estimated **249,000 community associations** nationally with approximately **19.9 million housing units**

Approximately **6,000 to 8,000 new community associations** are formed each year

CAI's findings show that demands upon community association attorneys will only increase. And the attorneys who can meet these demands efficiently will benefit from this growing market.



The Collectronics™ Solution Developed by Leading Community Association Attorneys

Technology has changed the face of business. And now it's changing the way attorneys practice law. Riddle & Williams, P.C. (Riddle & Williams), one of the leading firms in the field of community association law, decided to use technology in order to meet the increasing demands and expectations of its clients.

To address its challenges, Riddle & Williams needed a user-friendly system that had the capabilities to:

- Manage its entire assessment collection practice, including the ability to track hundreds (now thousands) of delinquent accounts at every stage of the collection process, without sacrificing accuracy or adding overhead
- Provide instant and ongoing information to its clients and managers regarding the status of each delinquent account
- Process delinquent accounts proactively to expedite the ultimate goal of collecting its client's assessments

Riddle & Williams, through its extensive experience, knowledge and proven capabilities, developed the legal industry's only comprehensive online automated system for assessment collection called **CollectMinder™**. The attorneys at Riddle & Williams discovered that not only could they achieve and surpass their goals by using CollectMinder, but they could increase their profitability significantly.

CollectMinder automates your assessment collection practice to help you manage your most valuable asset—your time. It allows you to manage your existing workload more efficiently, and therefore, frees up your time to grow your practice.



System Capabilities

CAPABILITIES

CollectMinder provides your assessment collection practice with these unique features:

Centralized and Secure Repository – CollectMinder gives you and your clients a quick and easy reference to all of your delinquent accounts.

Audit Trail – CollectMinder provides a complete and auditable account history for each delinquent account. It even records and tracks client authorizations for every collection action. Each step of your assessment collection legal process is automated to maximize efficiency and minimize routine clerical errors.

Email Prompts – CollectMinder automatically generates an email message to notify you and your client when the applicable time period has passed under a collection notice and prompts you or the association manager for authorization to proceed with the next collection action. It also provides instant email notifications of completed collection actions.

24/7 Real-Time Access and Knowledge – At anytime you or your clients can know the status of a delinquent account. The only requirement is Internet access and a valid password. You will know the last action taken and next action scheduled in the process. Your clients will have access to attorney billing information so they can easily view fees that have occurred, dates when services were rendered, and descriptions of services for each account.

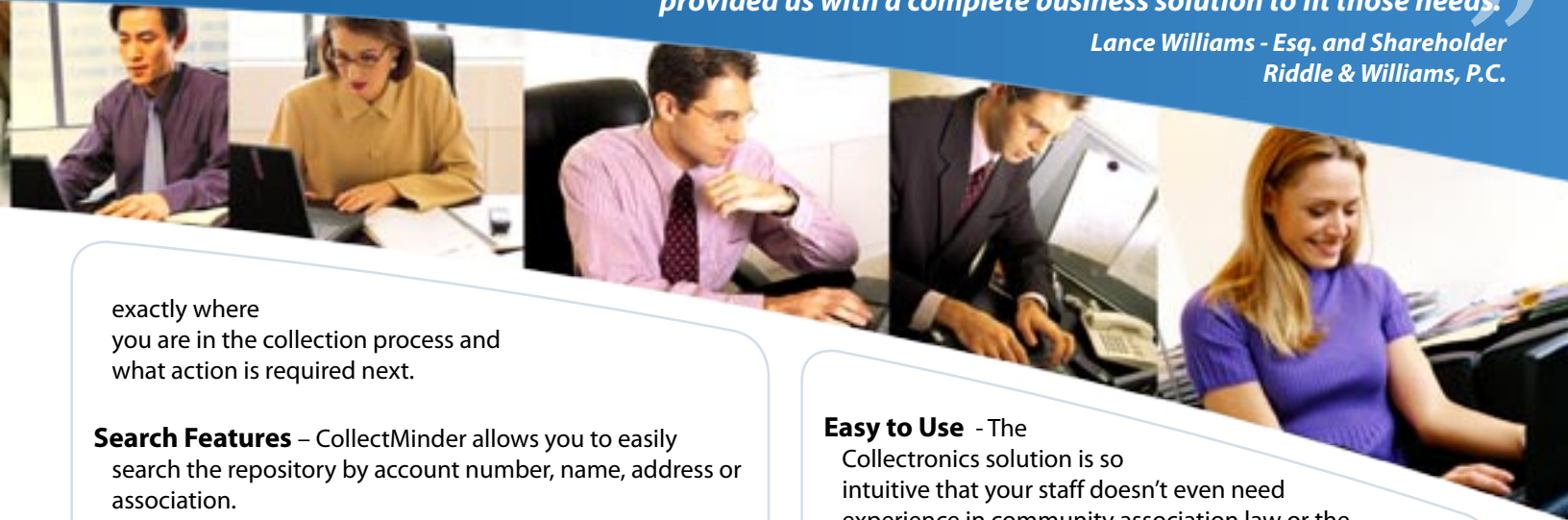
Data Entry Protection – CollectMinder protects you against errors that occur when entering account information repeatedly. You enter it one time and the system is populated automatically.

Protected and Personalized Access – Proprietary information is protected because attorneys and clients are allowed access only to their delinquent accounts. And you determine who has system access privileges. Based on your client's requirements, you customize their level of access for viewing, updating, or changing account information, and authorizing collection actions.

Reporting – With CollectMinder anyone can print complete up-to-date status reports quickly and easily for internal use or to update board members. Status reports indicate

As a law firm doing collection work for homeowner associations, you MUST be able to communicate more effectively and work more timely, accurately and cost-effectively than your competitors. CollectMinder has provided us with a complete business solution to fit those needs.

*Lance Williams - Esq. and Shareholder
Riddle & Williams, P.C.*



exactly where you are in the collection process and what action is required next.

Search Features – CollectMinder allows you to easily search the repository by account number, name, address or association.

Seamless Integration – CollectMinder provides the same look and feel of your law firm.

Employee Performance Tracking – CollectMinder is an effective tool for evaluating employee performance. It allows you to easily see your employees' production, such as the number and amount of invoices generated. And it allows you to see how quickly they respond to requests from the client. All activity is tracked in the system, which gives you an accurate, up-to-date view of your employees' performance.

Now, Riddle & Williams easily processes more than 20 times the number of accounts that it processed before using CollectMinder, with each employee comfortably handling over 10 times as many accounts as before. Most importantly, Riddle & Williams now generates more revenues in one month than it previously generated in an entire year!

Benefits You Can Expect

Easy to Deploy - CollectMinder is Internet based. There is no software to install, or server to buy, or network to manage. Users can log on to the system from any location with Internet access. And we are always adding more features and capabilities from which you benefit instantly.

Increases Client Satisfaction - CollectMinder provides your clients with many value-added services not offered by internal manual tracking systems, which gives you a competitive advantage. You provide board members and association managers with instant and real-time information from which they can track and manage delinquent accounts at no cost to them. It makes their job—and your job—much easier.

Easy to Use

- The Collectronics solution is so intuitive that your staff doesn't even need experience in community association law or the assessment collection legal process to use it. The system navigates through the legal process automatically and does not allow your staff to avoid required legal steps.

Drives Productivity and Growth - CollectMinder improves your productivity because it saves you time in every aspect of the collection process. CollectMinder allows you to manage more accounts more easily, with fewer errors, and without the need to commit additional resources. Instant billing for legal services adds to the overall increase to your bottom line.

Improves Accuracy - CollectMinder gives you a way to manage the collection process in an automated and systematic way, which improves the accuracy of the legal documents you prepare.

Provides Industry Knowledge and Experience - CollectMinder was developed by attorneys with more than 30 years of experience in community association law. This experience has given them a unique perspective and understanding of the issues that face boards of directors in managing community associations.

Uses Security Management Practices - You can be confident that your information is safe and secure. CollectMinder uses only the best practices for security management of all servers, databases and applications, at the network, application and data security levels.

Professional Consulting Services

In addition to our assessment collection technology, Collectronics™ offers a robust set of consulting services to help you achieve your business goals. Whether it's maintaining your existing relationships, expanding into other markets, or improving the profitability of your current assessment collection practice, Collectronics has the knowledge and experience to help you achieve your goals.

About Collectronics™

Collectronics provides the community association law industry with proven assessment collection technology and business solutions. Through CollectMinder, our fully automated assessment collection system, attorneys can drive productivity and growth, improve accuracy, and increase client satisfaction. CollectMinder helps attorneys easily manage their assessment collection practice while providing their clients with real-time account information. Based on 30 years of experience and in-depth knowledge and understanding of the issues that face boards of directors in managing community associations, CollectMinder is the legal industry's only comprehensive online assessment collection system.

For more information, contact:
Lauren C. Williams - President
214.521.3319 or 877.315.2862 (toll-free)
lauren_williams@collectronics.com
Visit our website at www.collectronics.com

