



Consumer-Centric Performance-Driven™

INDUSTRIES

- Consumer
- Healthcare
- Government
- Education

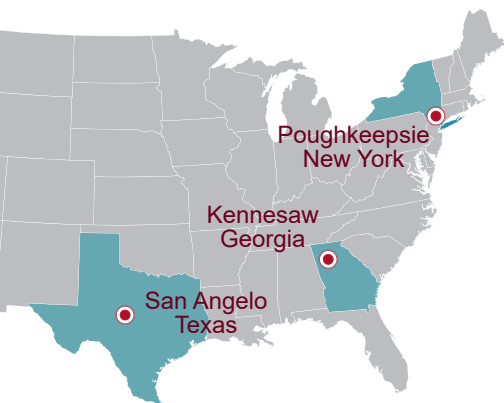
COMPANY DATA

- FEIN: 13-3587371
- CAGE: 4UBM2
- DUNS: 79-227-4128
- NAICS: 561440, 561422

AFFILIATIONS



LOCATIONS



DATA SECURITY



OVERVIEW

Established in 1990, ICR is a national firm with over 30 years of experience providing a variety of account management, debt collection, and call center services to support the entire account life cycle. We help our client partners achieve their revenue goals using analytics and segmentation to reduce delinquencies and further defaults.



KEY DIFFERENTIATORS

Our mission is to deliver five-star services for our clients and their customers with a focus on professionalism, compliance, and results. Whether you need a custom-made solution or are looking to quickly implement a plug-and-play service, ICR guarantees a perfect fit and outstanding results. You can count on ICR for:



- **COVID-Compassionate Services**
- **Consumer-Centric, Performance-Driven**
- **Agile and Scalable Custom-Fit Solutions**
- **White Glove Client Service**
- **Call Center Environment, Work from Home, and Hybrid Staffing Models**
- **Licensed Nationwide**

CORE SERVICE OFFERINGS

ACCOUNT MANAGEMENT SERVICES

ICR's leading-edge technology and abundant resources help solve business process frustrations and create efficiencies at any point in the account life cycle. From origination, billing and payment processing, to first-party customer care, and delinquency notifications, we support the entire account management process.

FIRST- AND THIRD-PARTY COLLECTIONS

Using consumer-centric methods, we balance the need to quickly turn inventory and generate industry-competitive results, while preserving your organization's public reputation through professional and ethical collection practices. ICR's early-out and defaulted collection practices comply absolutely with the FDCPA, TCPA, UDAP, CFPB and all other local, state, and federal laws.

CUSTOMER OUTREACH / CALL CENTER SERVICES

Whether inbound calls during peak periods overwhelm your resources or mass outbound communications are beyond your system capabilities, ICR's affordable call center service options can alleviate your call messaging, call overflow, and outreach campaigns woes and meet a variety of short-term and ongoing needs.

To learn more, visit us at:
www.icrsolutions.net

Lynn Reynolds • ICR, Inc.
Senior VP Sales & Marketing
Mobile: (716) 480-3391
Lynn.Reynolds@icrsolutions.net