



## A Different Approach to Collection Support

At **Collection Support Group (CSG)**, we believe collection support should strengthen your business relationships — not complicate them.

Unlike traditional collection models that may purchase receivables, assume control of accounts, redirect payments, or take ownership of customer relationships, CSG operates as a true support partner.

We do not purchase, own, or take over your receivables.

Instead, we work alongside your business to professionally support your Accounts Receivable and collection efforts while allowing you to remain fully in control of your customer relationships, receivables, and payment process.

Here is what makes our approach different:

### You Stay in Control

Your company continues to own and manage its receivables.

Payments remain directed to your business exactly as they normally would. Your customers continue paying your company directly, helping preserve continuity, transparency, and trust within your existing business relationships.

Our role is to professionally support communication, follow-up, organization, aging account management, and collection activity on overdue accounts — acting as an extension of your internal team rather than replacing it.

### Performance-Based Partnership

CSG succeeds when you succeed.

Because your company continues receiving payments directly, our compensation structure is designed to align with your success. Once payment is successfully collected and received by your business, CSG is compensated based on the agreed-upon percentage and terms established between our companies.

This creates a transparent, partnership-based model where incentives remain aligned and businesses only pay for successful outcomes.

### A Professional, Relationship-Focused Collection Model

We understand collections can feel uncomfortable and, if handled poorly, may damage valuable customer relationships.

That is why CSG focuses on a professional, communication-first approach designed to improve accountability, increase consistency, and support resolution while maintaining professionalism throughout the process.

Our support model offers businesses a streamlined, transparent way to strengthen collection efforts without surrendering account ownership, disrupting customer payment relationships, or creating unnecessary operational complexity.



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Simply put:

You maintain control. Your customers continue paying you directly. CSG supports the process and earns compensation only after successful recovery.

It is a partnership designed to help businesses improve cash flow, reduce internal workload, save time, and strengthen receivable performance while maintaining confidence and visibility every step of the way.