

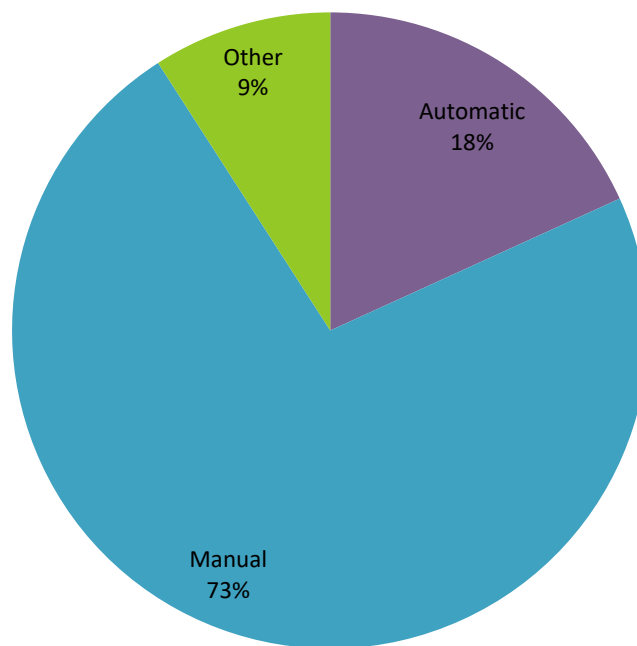


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How does your organization manage the placement/recovery process once a balance is referred to a Third-Party Collection Agency?



Value	Percent	Count
Automatic	18.2%	4
Manual	72.7%	16
Other	9.1%	2
	Totals	22