



CELEBRATING
55 YEARS

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Lamont, Hanley & Associates, Inc. - Insurance Debt Collections in 2012

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Lamont, Hanley & Associates, Inc. collection firm enjoys working in many industries and since 1991 has been one of the countries top performers in insurance collections. In the world of debt collection during the recession, with our insurance clients, it is a whole new story. Many think that professional debt collection firms like Lamont, Hanley & Associates, Inc. are busting at the seams with business, that's true, but the rules have changed and we have taken economic challenges and turned them into opportunity. Our firm collects on many insurance debts including deductibles, audits, overpayments, subrogation, and much more. Since we know how hard it is for a carrier to get there customers, we collect in a customer service fashion that gives our clients an opportunity to get the customer back if they wish or at the very least keep relations as good as possible with the insured's throughout the collection process. The insured's are treated in a very positive manner and are motivated to take care of the outstanding balance in a LHA process that recovers far more money than collection efforts that leverage fear and intimidation.

Our contribution in combating the recession when we partner with insurance companies uses many types of payment options and customized arrangements that yield very high recoveries. We bring back bottom line dollars that stimulate healthy financials for our clients and in turn assisting the insurance industry as the soft market works on a comeback. One other aspect of our commitment to raise the level of collection with our clients is through professional workshops and webinars. Collection trainings are available at no cost to anyone who is interested, just contact us.

We think of all our collection communications as a way to increase our clients' cash flow but also an opportunity to use the collection process as a positive customer service interaction. For a while collections agencies became a necessarily evil and an over abundant commodity. The agencies that chose to break out of the stereotypes like Lamont, Hanley & Associates, Inc. are better for clients with current and future business.

Some of the best ways to make sure you are dealing with a champion agency is references and credentials (such as SSAE 16 Certification, ACA, IACC), licensed and bonded in every state and city your business is located in. You should also make sure you get top notch online features as your strategic collection partners is an extension of your office.

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