

We enhance cash flow for the global business community through the creative and effective utilization of accounts receivable management systems and innovative solutions.

- Established 1930, Caine & Weiner is an American company with over 9 decades of experience providing tenure, expertise, accountability, consistency, commitment and knowledge to maximize on your recoveries and increase your cash flow and decision-making process
- Full-service Receivables-to-Cash solutions company providing both commercial and consumer 3rd party collections both nationally and internationally in 90+ countries
- Professional, ethical and certified, giving you the comfort of knowing your best interests are being well-served and protected
- Focused and committed leadership and staff within a results-driven culture striving to deliver excellence
- Senior management team has more than 400 years of combined industry experience
- Utilization of subject matter experts and the industry's top account resolution specialists (collectors)
- Long-term partnerships built with our stakeholders including strategic business alliances
- Use latest technology in every stage of recovery, client services and management
- State-of-the-art account collection processes to maximize recoveries
- Large mid-sized agency with small unit focus
- Headquartered in Los Angeles with 5 call center locations coast-to-coast with 300+ employees
- Services provided Monday-Saturday (Sundays when appropriate) from 8am-9pm in all time zones
- Licensed, bonded, certified and insured; maintaining current SOC 1 Type 2 Audit and the ISO 27001:2013 Certification
- Flexible and seamless extension of your internal staff
- Dedicated legal resources available through our affiliated law firm, The Law Offices of Pucin & Friedland, P.C.



Est. 1930

Excellence in Global Receivable Solutions



Receivables-to-cash solutions

- Third-party commercial and consumer collections
- Call recording
- FDCPA Compliant
- PCI compliant payment processing
- Ease of debtor payment via all 4 major credit cards, check-by-phone and website capabilities
- Field negotiators
- Skip tracing resources (featuring LexisNexis)
- Credit reporting
- Free, secure, user-friendly 24/7 online auditing access with robust reporting capabilities via CW Connect
- Individual employee monthly score carding for consistent training and development
- Internal variety of contests and motivators
- Subject matter experts and certified collectors
- Tenured client relations team member serves as daily contact point
- International collection capabilities in over 90 countries
- Comprehensive legal services
- Complaint resolution methods under the guidance of our compliance team

Customized collection account workout

- PIF2 proprietary resolution model that maximizes on recoveries
- Impeccable customer service that is flexible, creative and focused on your satisfaction
- Complete and thorough accountability with highly effective processes to deliver excellence and maximize opportunities
- Semi-monthly closes bring consistent cash flow throughout the month
- Weekly ACH remittances exceed industry standards

Quality control

- Daily monitoring by management: agent shadowing, call tracking, call recording, score carding and results tracking for ongoing agent development
- Thorough evaluation process applied to all accounts ensures inventory control, timely call cycles, maximized contact opportunities, capacity to handle large volumes
- Management performs ongoing quality control activities to ensure quality control benchmarks are achieved
- Uphold highest professional and ethical standards

Our Value Proposition



Caine & Weiner

Excellence in Global Receivable Solutions



Dedicated partnership

- Building successful, committed, long-term strategic partnerships with our clients
- Dedicated managers, team leaders, agents and support personnel
- Your Client Relations Manager is your one point of contact for all your account needs
- Experienced, highly skilled and certified subject matter expert collectors/negotiators
- Right size teams determined by placement volume to exceed client expectations
- Inventory management based on balance size and client standards
- Optimum supervisor-to-agent ratio
- Higher balances handled by senior agents
- An external and continuing extension of your business processes and philosophy
- Sensitive to your brand
- Committed to best practices to ensure optimal experience and results
- Affiliated law firm *The Law Offices of Pucin & Friedland, P.C.*
- Serving our clients since 1930

Quality Assurance

- Benchmarking
- Scrubbing to ensure compliance and right party contacts
- Scoring to ensure maximized recoveries
- Standardization to ensure consistent contact attempts
- Enhancing to maximize right party contacts and increase recoveries
- Internal champion challenges
- Account workout governed by ongoing management review and intervention throughout the entire account cycle
- Call recording utilized for compliance, collection maximization, training and development
- Employee score carding to maximize performance levels
- Management oversight process is embedded in the procedure
- Prior to closing an account, it must undergo a management review process
- Dedicated onsite Compliance Team headed by a certified Credit and Collections Compliance Officer (CCCO) and a Certified Receivables Management Compliance Professional (CRCP)
- IACC and FDCPA Certified Collection Agents
- Fully licensed or registered in all required states
- Imaging/paperless environment – efficient and effective utilization of resources
- Licensed, bonded and insured – provides coverage and assurance that you as our business partner are protected

Certifications and Memberships

- SOC 1 Type 2 Audited
- ISO 27001:2013 Certified
- Certified by the Commercial Law League of America (CLLA)
Endorsed by the International Association of Commercial Collectors (IACC)
- ACA International - The Association of Credit and Collection Professionals
- California Association of Collectors, Inc.
- Illinois Collection Association
- Los Angeles Area Chamber of Commerce
- BBB Accredited Business

Client-Focused

- Customer service first—*always*
- Client satisfaction backed with dependability, integrity and competence
- Receivables-to-Cash philosophy strategically driven to provide right solution for you
- Customer Satisfaction Oriented
 - Maximized recoveries
 - Impeccable customer service
 - Complete and thorough accountability
 - Compliant
- Weekly ACH remittances exceed industry standards
- Results-driven, performance-centric culture
- Ethical, professional practices at all times
- Use latest technology in every stage of recovery, client services and management
- Flexible payment options for your customers to resolve their debt in a secure and compliant environment
- Our flexibility and transparency allows us the capacity to customize our service to meet your needs
- Commercial and Consumer expertise
- Complimentary onsite accounts receivable management education and training
- Best-in-industry customer service
- Vast experience working with Fortune 100/500 companies
- Flexibility/seamless interfacing and 24/7 accessibility
- Complete and thorough enterprise accountability
- Professional contact with customer service demeanor