

COMMUNITY LIVING BRANT
POLICY AND PROCEDURE MANUAL

SUBJECT: Overdue Account Collections	POLICY NO.: 4.9 PAGE 1 of 1
FILE UNDER SECTION: 4	EFFECTIVE DATE: February 6, 1995 REVISION DATE: October 2004 APPROVAL DATE: February 6, 1995

PURPOSE

To ensure the safeguarding and efficient use of Agency monies.

POLICY

Community Living Brant shall forward overdue accounts to a collection agency for collection following completion of the collection procedure.

PROCEDURE

The Director of Administrative Support Services or designate will ensure that:

- 1.0 Customer statements, detailing outstanding balances, will be mailed to all customers on a timely basis.
- 1.1 Any statement overdue sixty days or more will be stamped with our Credit Bureau stamp.
- 2.0 Any customers with balances overdue past ninety days will be sent a reminder letter with their statement.
 - 2.1 The reminder letter shall indicate that consideration for payment may be an alternative through a special request to the Executive Director.
 - 2.2 The reminder letter shall indicate that overdue accounts may be forwarded to a collection agency for collection.
- 3.0 The Accounts Receivable Clerk will telephone the customer no later than thirty business days from the date of the letter regarding the overdue account and advise the customer that, by a specific date, their account will be turned over to a collection agency for collection.
- 4.0 Failing action or response within ten business days of the telephone conversation, the account will be turned over to a collection agency for collection.