

EXHIBIT A

A.1 The County will assign delinquent accounts to the Contractor for collection. The Contractor will acknowledge receipt of all forwarded accounts within forty-eight (48) hours of receipt of forwarded accounts and will use all legal means to effect collection of such accounts.

A.2. The County will forward to the Contractor the delinquent account information with any other information regarding the debtor, in report format, via mail or electronic batch file. The Contractor will forward information to the County using the same agreed upon transaction method.

A.3. The Contractor shall have the complete and exclusive right to collect or sue upon the assigned accounts. The County reserves the right and authority to withdraw or cancel accounts upon discovery of invoicing disputes, any legal restrictions to collect upon said accounts, or upon termination of this contract.

A.4 The Contractor shall comply with all provisions of Federal Public Law 95-109 title "Fair Debt Collection Practice Act" as amended, as well as the Rosenthal Fair Debt Collection Practices Act (Civil Code Section 1788 et seq.), and with all other federal, state or local laws, rules and regulations that may apply.

A.5 The Contractor will submit to the County its policy on the Contractor's debt collection procedures. This policy will include, but is not limited to, the acceptance of checks, the acceptance of checks which are returned from a bank as unpaid and insufficient funds, accounts closed, skip tracing and credit checks.

A.6 The Contractor shall submit detailed monthly reports for all services being rendered, to include at a minimum:

- (1) identification of the debtor making the payment,
- (2) the County's account number,
- (3) the total amount paid on the debtor's account,
- (4) the County's payment,
- (5) the Contractor's fee, and
- (6) the remaining principal balance.

A.7 Any payment received directly by the County upon an account assigned to the Contractor will be wholly forwarded to the Contractor as though the payment was made directly to the Contractor.

A.8 The Contractor shall maintain and keep all reports and records necessary to comply with any Federal, State, or Local law.