



FOR IMMEDIATE RELEASE:

**CMC Powers Innovative Solution for Leading Probate Recovery Specialist  
*Phillips & Cohen Associates leverages FlexCollect® in revolutionary Estate-Serve<sup>SM</sup> Service***

**Wilmington, DE., March 7, 2013** – Collections Marketing Center (CMC) announces the launch of Phillips & Cohen Associates' ground-breaking online estate-management application, bringing new levels of regulatory compliance and customer experience management to an industry segment that finds itself under increasing regulatory scrutiny. The solution, branded Estate-Serve<sup>SM</sup>, is powered by CMC FlexCollect<sup>®</sup> to provide a comprehensive web portal allowing estate Executors, Administrators or other authorized individuals to understand their options in a complete, interactive self-service environment.

"Estate-Serve delivers the right balance of sensitivity and convenience to encourage users to interact with us at their own pace and at their preferred time of day, all within the strict guidelines demanded of us by regulators and clients," said Adam S. Cohen, Esq., CEO of Phillips & Cohen. "We are delighted with the way CMC's platform gives us the ability to focus on our continued goal of service innovation in the compassionate probate recovery industry, while freeing us from the complexities and resource burden of an in-house deployment."

"With our ongoing commitment to protecting our client's brand and creating programs to enhance customer experience, this system allows us to offer an alternative channel which addresses those considerations" says Howard Enders, Esq., President at Phillips & Cohen Associates. "For the first time, Estate Managers now have the choice to interact with the system or to speak with an agent, all while ensuring built-in compliance and sensitivity.

CMC's platform allows clients to address growing regulatory concerns, by providing a secure online environment where customers and creditors alike can ensure compliance without having to sacrifice ease of use or flexibility. FlexCollect-powered applications offer robust decisioning capabilities, the convenience of anytime online access and built-in compliance protocols to ensure the customer receives only the right disclosures, offers and treatment -- at their convenience.

CMC CEO Vytas Kisielius commented, "We're very excited to see how Phillips & Cohen has leveraged our built-in workflow and offer engine, self-service interface and dynamic data capture capabilities in combination with their unique expertise to bring Estate-Serve quickly to market. We look forward to supporting their ongoing success in navigating the evolving regulatory environment while keeping focused on delivering a satisfying user experience."

Estate-Serve is available to Phillips & Cohen clients now in the US, with availability in the UK, Canada and Australia expected in the coming months.

**About Collections Marketing Center**

Collections Marketing Center, Inc. (CMC) offers a pioneering *adaptive collections service* that enables lenders to deploy completely synchronized collections offers, contacts, and treatments across credit card, real estate, student, and installment loan products. The company's



FlexCollect® managed services solution is helping a rapidly growing number of top lenders collect more and spend less by increasing the efficiency and effectiveness of their charged off, delinquent, and pre-delinquent portfolio operations. For more information, visit [www.cmcafile.com](http://www.cmcafile.com) or call (302) 830- 9262.

*CMC and FlexCollect are trademarks or registered trademarks of Collections Marketing Center Inc. in the United States and/or in other countries. Other products and company names herein may be trademarks of their respective owners.*