



Q&A

Questions to consider as you choose your Check Recovery vendor!

Q. Is the Check Recovery program you are considering actually free?

A. The IBG/FARS Full Service Check Recovery Program is a free program not only to the bank but also to the business merchant. IBG/FARS also covers the cost associated with the initial marketing of the program as it is associated with mailings, printing, etc. Many of our competitors charge the bank a "start-up" fee and also expect the bank to absorb the marketing cost.

Q. How does the program help increase participation?

A. IBG/FARS starts with an initial mailing, allowing the customer to Opt Out of the program in a 30 day period (IBG pays for the cost of the mailing). After 30 days, IBG/FARS contacts each merchant immediately following receipt of their first returned item to allow them to confirm they want the service. We contact with a phone call from our service center to the customer. Phone calls are recorded to verify if a customer wants to Opt In or Out of the program. This we believe is the most efficient form of promoting the program. We want your customers to understand the program, and our experience service representatives are there to do that.

Q. What is the success rate of the Check Recovery program and what allows their success rate to be so high?

A. IBG/FARS success rate through the complete program is 85%. IBG/FARS is able to have such a high success rate because we verify funds daily. Many others are verifying funds on "Special Days" or "Strategic Presentment." What does this mean? Days go by in which there is no verification on funds availability, thus delaying the payment of the item to the business checking customer. IBG verifies funds daily, this allows us to try and recover funds quicker, when they are available.

Q. How long does the Check Recovery program/vendor offer the "free" service to the business merchant on a returned item?

A. IBG/FARS Full Service Check Recovery Program offers the free service to a business merchant on a returned item for a period of 60 days. This includes all dishonored items.

Why is this Important? – Make sure that a check that cannot be recovered electronically, does not go into a collection process that charges a percentage of the check immediately to your business checking customer. If IBG does not recover the check in the first 60 days, then we offer a traditional collection method in which a percentage of the check will be collected.

Q. How does the Check Recovery program/vendor handle the manual collection items?

A. IBG/FARS handles the manual collection of all the returned items in house. We do not send out any items to any 3rd parties for collection.

Why is this important? If checks were being sent to another 3rd party, what collection methods are they using? What are they doing with the information on the Business Checking Customer. IBG has put forth the resources to have a call center that truly handles all aspects of check collection.

Q. Does the Check Recovery program/vendor compensate the bank on all recovered and collected items?

A. IBG/FARS compensates the bank on all items recovered at any point in the recovery process.

Why is this important? Verify if a Check Recovery Company is only compensating for checks collected electronically. Are fees being paid on manually collected checks.

Q. How often does the Check Recovery program/vendor pay the merchant on the collected items?

A. IBG/FARS pays the merchant on their collected items daily upon legal authorization through the Federal Reserve to release the funds.

Why is this Important? Find out how a Check Recovery Company is refunding collected checks to the Business Checking Customer. In some instances, funds are only being deposited on certain dates, thus delaying the process. If a check is being collected by a 3rd party of the Check Recovery Company, how long is the process to get funds back to the business checking customer.

Q. Does the Check Recovery program/vendor offer customer service and infrastructure support?

A. IBG/FARS is proud of its own processing/call center that handles all customer service and communication issues as it pertains to the Full Service Check Recovery Program. Our processing center handles all check collection items from start to finish.