

DATE: April 19, 2016

TO: Agency Addressed (No. 31, 2015-2016)

FROM: Christina Smith, Director
Division of Accounting and Auditing
Department of Financial Services

SUBJECT: DEBT COLLECTION AGENCY WORKSHOP

The Bureau of Financial Reporting will host a Debt Collection Agency Workshop on May 3, 2016 from 9AM – 5PM at the Florida Department of Revenue, Building 2, Room 1250.

The workshop will cover a variety of topics, including:

- Debt Collection program overview
- Debt Collection process outline
- New Debt Collection contract: Deliverables, Agency Responsibilities, Reporting, Training
- Write-offs & Exemptions

Note: The Department of Revenue requires a list of authorized visitors for entry into their building and access to their conference/training room. Attendees **MUST** register for the workshop (**BFR 104 – Debt Collection Agency Workshop**) using the [DFS Learning Management System](#). Please register by noon on **Monday, May 2, 2016**. Agencies are required to select no more than three (3) representatives to attend the Workshop on their behalf. Registrations will not be accepted via email.

Please contact [FLAIR Education](#) if you need assistance with the registration processor if you have any additional questions.

To facilitate a smooth transition to the new contract, agency personnel should continue to complete a monthly review and reconciliation of their account inventory (for accounts sent to collections) and verify that the account inventory reports agree with agency records of placed accounts. Additionally, Agency personnel should review the account inventory for accounts that exceed applicable statutes of limitations and request approval for write-off of applicable accounts in accordance with criteria provided in Rule (69I-21.002 F.A.C.).

For questions or additional information, contact us at ClaimsForCollections@myfloridacfo.com