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Due to a collection problem stemming from the acquisition of a subsidiary, we called on the services of The Murkin Group. This was our first venture into using an outside collections group as our in house team has always done a stellar job. The accounts that were referred to the group were significantly past due and had failed to respond to letter and phone inquiries from the in-house personnel. We classified the referred accounts as having collectability chances of less than 50%. The group was very up front in discussing the procedures they would use to apply pressure to extract payment from these past due entities.

We were very pleased that after only one week on the job, The Murkin Group was able to collect almost 60% of the accounts that were referred to them. These accounts ranged from a hundred to several thousand dollars.

We decided to try The Murkin Group for several reasons, the most important being that they are the chosen collection group for the NRMCA and they had been successful working for some of our peer companies. Being actively involved with the NRMCA provides a vast working knowledge of ready mix concrete industry to the group that other collection agencies do not have.

As far as dealing with the Murkin team, the experience was tremendous. My dealings were solely with Curtis, who walked my team and me through the process and put us all at ease in using the group. My in-house team worked closely with Curtis' team and the communication as to what was happening was clear, precise and extremely timely. The results speak for themselves.

We would recommend The Murkin Group to anyone looking for great customer service and a tremendous collection group. We will definitely continue to use them.

Sincerely,
Manatt's, Inc.

A handwritten signature in black ink, appearing to read 'Timothy J Douglas', written over a white background.

Timothy J Douglas, CPA
Chief Financial Officer

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