## **About Elite Portfolio Management**

### **A Reputation Built on Integrity. A Future Powered by Innovation.**

### **Who We Are**

**Elite Portfolio Management** is a nationally recognized third-party collections and receivables management firm built on a foundation of ethics, performance, and compliance. With decades of experience serving clients across regulated industries, we combine expert human insight with powerful digital tools to deliver superior financial results — while protecting the brands we represent.

We are proudly woman-owned and operate with the belief that **compliance and transparency are non-negotiable** in today’s complex regulatory environment.

### **What We Stand For**

We treat your brand as an extension of our own. Every touchpoint reflects our dedication to preserving your reputation, communicating with empathy, and aligning our operations with your values. Whether we’re recovering past-due balances or handling sensitive account situations, we work as silent stewards of your public image.

### **How We Operate**

Respect, empathy, and compliance guide everything we do. Every consumer interaction is conducted with professionalism and clarity. Our agents are trained not only in regulation — but in tone, timing, and approach. We uphold a “resolution mindset” in all conversations, helping consumers resolve obligations with dignity.

### **Our People**

Our team is our power. We hire experienced professionals who thrive in a culture of integrity, collaboration, and continuous improvement. Every team member undergoes rigorous training and performance auditing — not just to maintain standards, but to raise them. At Elite, excellence is a shared expectation.

### **How We Deliver**

We succeed by listening. Every client has unique KPIs, operational nuances, and brand sensitivities. We tailor each engagement to align with those needs while delivering clear, measurable recovery results. Whether early-stage outreach or complex portfolio management, our mission is to **maximize returns while minimizing risk.**

### **Where We Work**

Elite Portfolio Management is licensed, bonded, and fully operational in all 50 U.S. states and Puerto Rico. We maintain Certificates of Authority, statutory bonds, trust accounts, and resident office requirements in every jurisdiction where applicable law demands it. Your nationwide presence is supported by ours.