

DAVID M. JERUD, D.M.D.  
LORRAINE R. JERUD, D.M.D.  
PRACTICE LIMITED TO PERIODONTICS, P.A.

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432 GANTTOWN RD., STE 202, SEWELL, NJ 08080, 856-589-5363  
142 EMERSON ST., WOODBURY, NJ 08096, 856-845-1823  
279 SOUTH BROADWAY, PENNSVILLE, NJ 08070, 856-678-3838

September 25, 2002

I have been a practicing periodontist for over 19 years with dental practices that I share with my husband in Turnersville, Woodbury and Pennsville.

During the course of that time, I have used several different modalities to help with the collection of delinquent accounts. I used two different "traditional" collection agencies for many years. Both offered very little personal attention and treated my patients as just another account to be settled as quickly as possible, for better or for worse.

Many patients, under this type of system, were quickly regarded as bad debts by the collection agency and we were asked to write off their balances. Other patients that did pay off their bills were not made to feel comfortable about the resolution of their debt. This was information that we would get from friends of theirs that did continue at our office. This always made us feel very uncomfortable.

I then switched to an attorney in Haddonfield, New Jersey, to do our collections. I found that his approach was more personal, but that the returns were poor and the fees were very high. Payments dragged on for too long and often patients were not tracked properly and complete resolution of the debt was not made.

About nine years ago, I was approached by Aileen Cusanelli of A.C. Collections to work on my delinquent accounts. She explained her methods and the level of success that she had been having with a number of local dental associates that I knew. Her easy manner and conscientiousness on following up with our initial interview, led me to give her a try.

Nine years later, I can say without any hesitation (and I do to many of my dental associates and friends to whom I refer A.C. Collections) that the quality of service that is delivered and the monetary returns that we receive has far exceeded any expectations that I would have ever had.

Even now, after having learned to expect this, I find myself in wonderment at how effective and professional A.C. Collections is at every level of their relationship with my office and our patients.