

FOR IMMEDIATE RELEASE:

Collection Training Institute, LLC powered by CSS Impact

Collection Training Institute, LLC Announces the Opening of two call centers in India

Collection Training Institute, LLC has set the bar in the collection industry once again by being the first group based in the U.S. to bring the only certified outsourcing total call center solution for third party collections to India call centers. CTI has opened two additional call centers in July 2009 to add to its already existing international network. The first center is located in Mumbai, India on the western coast of India and the other is in Delhi, India the national capital region of India. CTI's now operating as Collection Training Institute LLC in the U.S. and has also been listed in India as an official India corporation under Collections Training Institute Pvt. Ltd. and has opened an office in Noida, India since April 2008.

Palm Coast, Florida, Woodland Hills California and India, July 7, 2009 –

What does Palm Coast, Florida, Woodland Hills, California and India all have in common? Give up, well its Collection Solutions Software, Inc. known in the industry as CSS Impact. Impact is the backbone of our overseas operations says Managing Partner, Michael Kolodin. I don't think I could have accomplished what we have overseas without Impact's Carl Brigante and Mark Beach. Carl and Mark have given CTI amazing customer and technical support as we developed CTI's overseas infrastructure. I mean amazing as in 3 am Eastern Standard Time calls to Impact due to CTI's own IT issues and got support and resolution within minutes.

Collection industry veteran of 30 years, Michael Kolodin and his partner Marty Halpern bring the only third party collection turn key solution to India for the first time. CTI's program includes over a dozen of the best practices, best in class collection industry strategic vendor partnerships. CTI has partnered with CSS Impact, Collection Solution Software, Inc. located in Woodland Hills, California as their collection software vendor of choice and Billing Tree Inc. located in Phoenix, Arizona as their electronic payment provider of choice. Joining CSS Impact and Billing Tree is Dial Connection located in Berlin, NJ as their predictive dialer company of choice. CTI also has PSC Info Group of Valley Forge Pennsylvania as its letter vendor of choice and Global Connect is the IVR message blast company of choice along with e Bureau of St Cloud Minnesota for scoring and skip tracing. Trak America rounds out the only Collections Strategic Vendor Partner Team and handles CTI's legal placements nationally. Steve Ruderman, President of Credit and Collection News and Executive Level Sales Outsourcing Service, Inc. based in La Costa, California has been a big supporter of CTI and it's bar setting achievements overseas and is looking to partner with CTI on several projects. All of our vendor partners are committing to training CTI's students of the institute or call center agents worldwide.

CTI is being trained by the ACA International to bring the American Collectors Association professionalism and ethical standards to the India call center community.

CTI also produces a newsletter, which will be emailed to the both the United States and India which started in November of 2008. Each strategic vendor partner specializes in a specific part of the collection industry and no two companies do the same thing. In the up coming first ever **INDIA THIRD PARTY COLLECTION CONFERENCE** in June 2010, an event that will be organized by CTI and Credit and Collections News, the vendors that will display will be limited to the pre-selected strategic vendor partners in the first year and then opened up to all other collection industry vendors in the following years. Each vendor partner will have an editorial column in each of the monthly newsletters. This editorial content only coming from the top companies and top executives in the industry will have quickly set itself apart from most collection industry newsletters, which contain primarily industry news related articles. CTI call centers work 16 hour days and are very competitive with U.S. based agencies. CTI expects to open an additional three centers by the end of August 2009.

CTI partner Sandeep Bhatnagar, CTI's Director of Overseas Operations is delighted with the opening of new centers in India and pending centers in the Philippines and several other countries.

For additional information on Collection Training Institute d/b/a CTI Training Institute Pvt Ltd please contact Michael Kolodin at 386-446-9077 or email to Michael.k@creditandcollections.org or please visit our website at www.creditandcollections.org.

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