

## **Collection Mediation Services (CMS)**

The Collection Mediation Service (CMS) is offered by the Toledo Municipal Court to promote successful resolution of delinquent accounts through mediation. Here is how the service works:

- CMS will accept referrals from collection agencies, businesses and individual professionals.
- The business or individual professional must reside in the City of Toledo, Washington Township, or the Village of Ottawa Hills.
- The complainant completes an application form and pays a processing fee of \$15.00 per case. *Per case* is defined as one account per individual who owes the complainant monies. The fee is retained by CMS regardless of mediation outcome.
- The service will send a letter to the respondent advising the party to pay the complainant in full. Payment to the complainant will include the \$15.00 application fee. The letter will also advise the respondent of the date of a scheduled mediation meeting. The respondent will be advised to attend the mediation at the appointed time and date if payment has not been made to the complainant prior to the mediation date,
- If an agreement is reached at the mediation session, the respondent may pay the monies owed plus the CMS application fee directly to the complainant, or the parties may set forth the terms of repayment in writing.
- The Collection Mediation Program will not collect any monies for disbursement to the complainant.
- If the mediation is unsuccessful through failed negotiations, failed payment or non-attendance, the complainant will be referred to the Civil Branch of the Court for further assistance.