

# Case Study

## Collection and Recoveries Servicing

We supported a Tier two lender service 30,000 accounts. Standing up a collection and recoveries operation utilising the lenders own collection platform.



### The opportunity

- Our client sought a collection and recoveries operational team to service their customers using the banks own collection platform.
- Implementation period of three months. Driven by lender.
- The portfolio included a mix of unsecured products, personal loans, overdraft and credit cards.

### Customer centric solution

- Provision of process and procedure manuals aligned to lenders platform functionality.
- A dedicated collection and recoveries operational service, supported by a set of shared service functions. Including Compliance and IT.
- A data analytics service using lenders platform to drive collection performance.
- Telephony and intelligent IVR solution.
- Provision of a service in accordance with all regulations and review and manage the impact of future regulatory development/change.
- Fair treatment of all customers and delivery of a service focused on customer outcomes.
- Digital roadmap to improve productivity and customer experience.

### Delivering the best customer outcomes



Friction free hand offs.



100% quality and SLA's.



A dedicated team of 12 collection and recoveries agents. Branded Office space.



Cultural alignment with lenders in house team.



Circa 1500 customers serviced each month.