

Maximising collections and recoveries

Driving collections performance

Whilst many organisations are hugely sophisticated in marketing, acquisition and customer relationship management, there are significant variations in which they approach collections. It is often seen as an operational rather than a strategic function and doesn't see much investment until there is a down turn in the economic cycle.

However, poor collections strategies and processes can no longer be camouflaged by increases in new business. Debt collection activity is moving from a cost centre to a front-line profit driver. In recognition of this, Experian has built a strong set of end

to end services that deliver key collector needs such as segmentation, skip-tracing, account monitoring, decisioning and case management, through the integration of data, analytics and software.

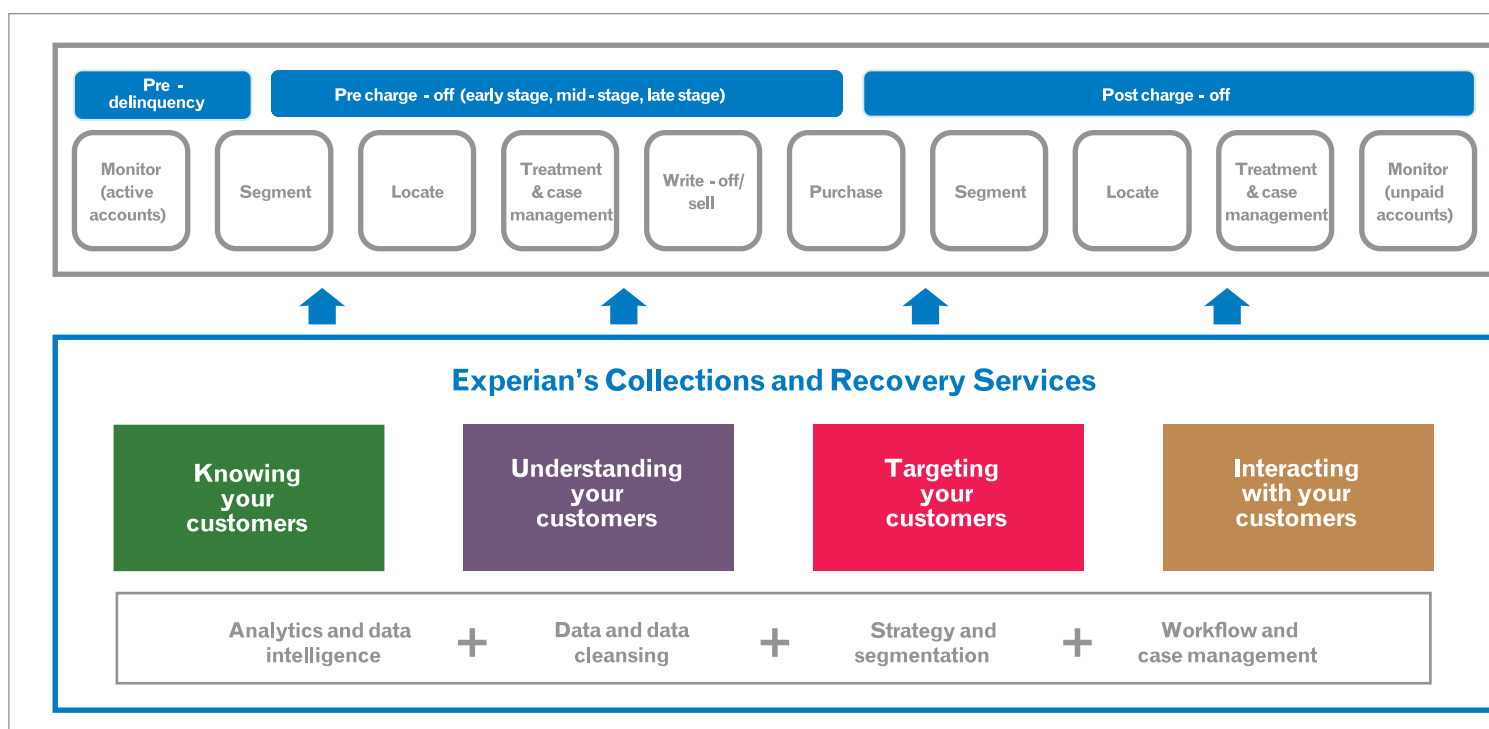
Collections and Recovery Services

Experian's Collections and Recovery Services provide integrated and sophisticated tools to improve liquidity, reduce bad debt whilst at the same time helping organisations manage the cost of collections.

Pressure is growing on organisations to ensure that they "Treat Customers Fairly", and this is perhaps even more sensitive

in the debt management arena than in other areas of your business. It is only by understanding your customers that you can achieve the balance between effective and timely action and fair treatment.

Through a combination of data, analytics, segmentation and workflow, Experian's Collections and Recoveries Services help maximise returns from pre-delinquency through to post charge-off. (See diagram below)



Know your customers through data, insight and tracing

- Create value through use of internal and external data
- Take a truly customer centric approach
- Understand the wider picture of the debtors' circumstances
- Trace the location of individuals who have changed and not advised of their current location
- Confirm contact details and find gone aways

Understand your customers through analytics and data intelligence

- Understand likely impact through data intelligence and champion challenger solutions
- Calculate exposure:
 - » How much will be lost?
 - » Understand willingness to pay vs. ability to pay
- What's the expected loss? Probability of default & loss given default
- Allow the prioritisation of cases to drive increased returns

Target your customers through segmentation and scoring

- Drive value through segmentation strategies and experimental design
- Insight to segment portfolio to provide both efficiency in contacting debtors and effectiveness of each interaction
- Deployment of sophisticated scorecards facilitates the ability to deliver customer level treatment strategies

Interact with your customers using automated workflow and case management

- Allow self cures whilst focusing in on the high risk customers
- Automate payment services
- Automatically track promises to pay
- Track the performance of your collectors and agencies
- Optimise operator time
- Create the ability to handle 70 per cent more cases than you could in a manual environment
- Automatically select the best treatment strategy

A proven business case

Experian's services have been proven to improve success, reduces costs, and facilitate customer service improvements by taking the entire customer situation into consideration and creating individualised contact plans for each distinct segment. Expert consultation, unique data assets, statistical modelling, and comprehensive workflow capabilities will allow you to:

- Reduce manual processing and increase overall efficiency
- Improve cash flow through more effective collection activities and payment options
- Maintain positive relationships with customers that still represent profit potential

As a global information services company with over 25 years experience in helping organisations make better decisions, we look forward to talking with you soon.