

Collections & Recovery

With Zoot's Collections & Recovery solution, you can reduce delinquencies, improve efficiency and streamline your collections and recovery process.



Improve customer experience and account decisioning



Automate your collections strategies with portfolio segmentation, recovery prioritization and more



Enhance and inform the collections process with access to bureau data, account historical data and alternative/third party data



Standardize external communications and functionality through one intuitive interface

INPUTS



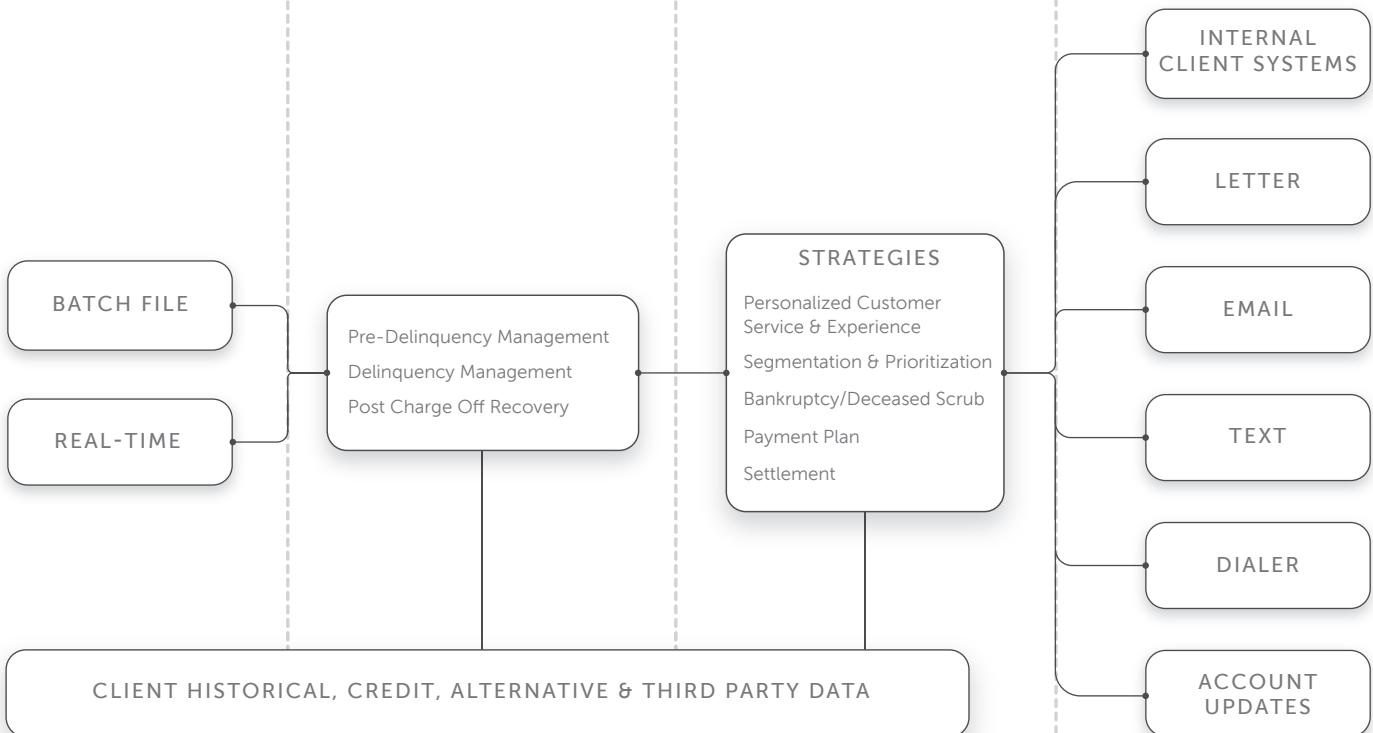
COLLECTIONS & RECOVERY SOLUTION



ACCOUNT HANDLING STRATEGIES



OUTPUTS



Increase Account Visibility

Foster long-term customer loyalty and increase recovery rates by improving your individual account visibility. Strategically position your collections and recovery efforts and stay informed with the right data from the right sources.

Enjoy One Solution for All Your Needs

Leverage a single connected platform for account details, related accounts and other vital individual information.

Expand your understanding of each account holder and their relationship with your organization through actionable access to data.

Display important account summary information with a person-centric view of each consumer in a single screen.

Decrease costs by gathering information on delinquent consumers in one nimble solution.

Reduce delinquencies, increase recoveries and enhance multi-channel customer interactions - all while operating in compliance with changing federal, state and local regulations.

Improve Collection & Recovery Efficiency

Evaluate accounts by scrubbing and flagging for bankruptcy, deceased and military status.

Prioritize by scoring to determine the highest probability of repayment and return.

Obtain the best contact information for accounts identified as the most collectible.

Review and monitor accounts by implementing automated collection triggers such as changes to credit profile and contact information.

Support single tract and shared information throughout the entirety of the credit lifecycle with filters and triggers into your database.

Send to other departments either not to pursue or send for special handling.

OTHER BENEFITS



Automate and improve efficiency with an easy-to-use, drag-and-drop interface



Set specific thresholds and business logic for your unique needs



Focus on customer experience to drive retention

Automate and Standardize Your Collections Process

Consolidate, standardize and manage the numerous processes associated with collections and recovery using a single, intuitive platform. Drive hefty ROI by using the same platform to support multiple lines of business.

Implement a Nimble, Configurable Solution

Leverage your existing customer account information and integrate with best-of-breed providers to access vital data, including:

- Client historical data, account information and consumer identification information.
- Alternative information like demographics, employer information, fraud and risk scores.
- Tradeline information like recently opened accounts, account status, type of account and public records.

Create powerful processes for real estate owned, bankruptcy, foreclosure, repossession, fraud, troubled debt restructuring, legal and more.

Construct custom attributes, using structured or unstructured data, and capture key information to use in your strategies.

Configure attributes and rules based on account type, and use these rules to automate decisions.

Access Complex Outputs from a Simple Interface

Find new segments and differences in your portfolio profile and identify behaviors for testing new challenger strategies.

Examine historical worked debts and identify variables that demonstrate significant differences in behavior and returns.

Use configurable reporting capabilities to review existing treatment strategies and indicators that may drive the creation of unique treatment groups.

Evaluate person-level fields and compare and collate data across the enterprise.

Present aggregates or ratios using any combination of account and account holder data, like number of accounts delinquent or total available balances.

OTHER BENEFITS



Apply logic and rules across the enterprise from a single platform



Manage updates and compliance needs from one simple interface



Automate common tasks and free up resources to focus on complex issues

Improve Your Account Handling Strategies

Debtors are not created equal. Create an environment that supports the way you work, and deliver the right information to the right person at the right time.

Design and Define Your Unique Solution

Drive consistent actions and ensure uniform collections processes using one platform for the enterprise.

Control access based on user groups for security.

Track activity and gain visibility throughout the collections and recovery process.

Access customer, account, strategy action and decision details through searchable screens.

Focus, Adapt and Iterate

Identify and test new collections strategies.

Segment groups of accounts by various customer and loan characteristics.

Adopt a 'triage' approach based on the probability of repayment to maximize the amount of debt collected and minimize your effort, time and cost.

Develop specialized scorecards for accounts deemed particularly high-risk, which include recommendations on the best recovery strategy.

Utilize scorecards and other analytical tools to determine whether (and how) to collect on a debt directly, employ a specific type of third-party collector or sell a debt at its maximum value.

OTHER BENEFITS



Grant access based on user roles and group permissions



Test and implement new collections and recovery strategies in real time



Conduct deep analysis to identify areas for collections and recovery improvement

Standardize External Communications

Complex regulations restrict the methods and frequency of your collections and recovery outreach. Many legacy solutions are simply too rigid to easily adapt to changing compliance and regulatory constraints. Zoot's Collection & Recovery solution is nimble, flexible and easy to update, so you can remain compliant while conducting your collections and recovery.

Create Consistent, Repeatable Outreach

Prioritize timing, frequency and channel of contact.

Tailor communications to delinquent borrowers based on when and how they are contacted while managing the distribution letters and emails sent per household.

Utilize configurable connections to dialer, email and text message service providers.

Review & Report on Collections/Recovery Activity

Automate, schedule and deliver reports across the enterprise.

Create configurable exports to populate and support external systems such as data warehouses, collections agencies and law firms.

Export data to your internal systems with collections status, settlement and payment plan updates.

Integrate with internal and third party systems to validate and reconcile your data.

OTHER BENEFITS



Ensure compliance with automation to drive consistency



Gain new actionable insights with deep reporting capabilities




Integrate with fulfillment systems, including document providers and phone systems

The Last Collections & Recovery Solution You Will Need

With Zoot's Collections & Recovery solution, you get a flexible, nimble platform that gives you an unprecedented level of control and flexibility for pre-delinquency, delinquency and post charge-off process management. You can deliver exceptional customer experiences, execute complex logic, easily and quickly integrate data from virtually any source and streamline/automate your collections – all from the same robust, flexible platform.

Ready to learn more about Zoot's collections & recovery solution?

Contact us today.

 (406) 556-7555

 ZootSolutions.com/contact



From Data to Decision®