



Unlocking new possibilities in *debt recovery*



Rising inflation and default rates are highly impacting the collections industry, as a result of changing consumer spending behavior and increasing debt. To stay ahead, lenders must leverage technology and adopt a customer-centric approach for streamlined, cost-effective, and empathetic debt recovery.

A snapshot of industry challenges



Stricter lending rules due to higher interest rates



Declining loan/credit approval rate may impact debt collection demand



Regulatory scrutiny



Technological impact: the need to adapt to technology has become paramount

As a trusted partner, we have helped clients manage risks, comply with regulations, reduce expenses, and improve processes in a changing financial landscape:

Improved cost efficiencies by **20% to 40%**

after utilizing AI-powered technologies such as advanced analytics and automation.

99% forecasting accuracy

as a result of precise forecasting in collections customer service operations, leading to enhanced financial performance.

Leader in compliance & risk mitigation

leveraging our Compliance Management System and adhering to the CFPB regulations and policies.

Case Study: Boosting contact rates with predictive modeling



A large bank wanted to overcome its business challenges of high idle times and low contact rates.



Solutions deployed

Developed a blended system where experts can make outbound and inbound calls logged in one campaign to significantly decrease idle time.

Implemented a contact rate forecast to ensure the most efficient allocation of hours.



Results

6%[↑] increase

in unique client database penetration

Nearly

10%

increase in balance saved in 2023

Teleperformance: Pioneering change in debt recovery

Teleperformance focuses on delivering concrete results through a holistic, people-centric, and compliance-driven strategy. Our approach to collections empowers clients from different sectors to turn debt into opportunities.

100+

clients in the collections industry

20+

delivery countries

25

years of experience

Centers of

Excellence

across all continents

Better collections strategies
Count on us.

Contact Teleperformance today to learn more about our collections services.
teleperformance.com/collections-services

