

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





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

99%

forecasting accuracy

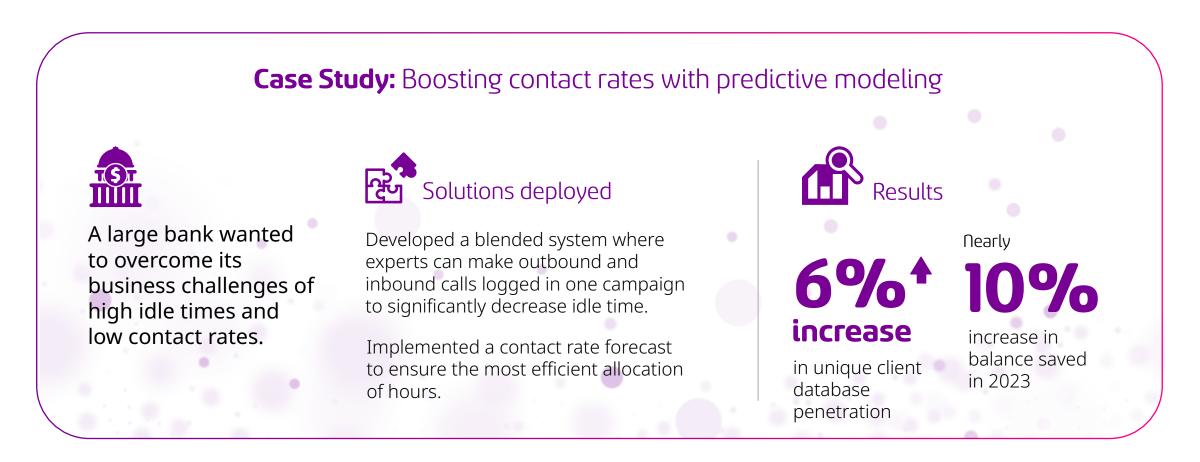
as a result of precise forecasting in collections customer

Leader in compliance & risk mitigation

leveraging our Compliance Management System

advanced analytics and automation.

service operations, leading to enhanced financial performance. and adhering to the CFPB regulations and policies.



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 + 2

delivery

countries

years of experience Centers of

cellence

across all continents





Contact Teleperformance today to learn more about our collections services.

teleperformance.com/collections-services

