



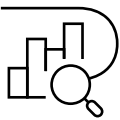
# Increased liquidation rates drive \$151K revenue boost in collections

## Client profile

The client is a leading U.S.-based financial institution specializing in consumer credit and loan services. The company is committed to helping customers manage and resolve debt efficiently through personalized and supportive strategies.

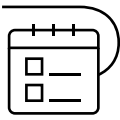
## Business challenges

The client faced declining recovery rates and inconsistent performance during late-stage collections (overdue by over 500 days), driven by a lack of insight into customer behavior and limited visibility into training and Quality Assurance (QA) gaps. Without a data-driven approach, the business struggled to deliver personalized support that could drive repayment.



### INCREASING OVERDUE ACCOUNTS

Accounts remained stuck in late stages of recovery, making progress difficult



### INEFFICIENT ACCOUNT PRIORITIZATION

Manual interventions limited the ability to focus on high-potential accounts



### LIMITED QA AND TRAINING PROCESSES

Unreliable quality assurance and inconsistent training reduced overall operational efficiency

## Solutions implemented

TP deployed an AI-powered predictive analytics solution that analyzed late-stage collection contacts to uncover performance patterns. These insights were used to enhance expert training and streamline the QA process, delivering tailored support to maximize outcomes.



### PREDICTIVE ANALYTICS

Deployed an AI-powered solution that identified and prioritized high-value accounts



### OPTIMIZED CONTACT STRATEGIES

Introduced an enhanced dialer strategy to streamline outreach and maximize TP expert efficiency



### STRENGTHENED QA AND TRAINING

Overhauled quality assurance and training programs to improve team consistency and performance



### PERSONALIZED COMMUNICATION

Integrated original brand names into scripts to build trust and improve payment outcomes

## Real results

Through TP's AI analytics solution and deep domain expertise, the client improved trust and payment rates by making every interaction feel more familiar and reliable. This success in collections quickly proved its value. What began in a single line of business expanded into three more, demonstrating how strong results can scale across the client's operations.

**\$151K** ADDITIONAL REVENUE GENERATED THROUGH INCREASED LIQUIDATION RATES

**9%** HIGHER COLLECTION RATES, DRIVING STRONGER PERFORMANCE

Period analyzed: 3 months