

RECEIVABLES & RECOVERIES

"Oh no, I've overdrawn my account!..."

How your business manages this situation directly impacts your brand and customer service reputation. Do you have the right system in place to manage delinquent transactions to achieve the best outcome for your customer and your business?

The Customer Value Proposition

SENSITIVE – Ensure delinquent account transactions are handled in a manner that allows your customer to retain their dignity and composure.

The Business Value Proposition

DEFEND – Defend your bottom line and ensure your collections management system is not a time intensive drain on your resourcing.

HELP – Efficiently and effectively manage the collection of unauthorized overdrawn savings, over limit overdrafts and loans in arrears.

ENGAGE – Detailed information in an accessible format allows staff to quickly perform a case by case incident assessment and deliver beneficial outcomes.

GROW – Effective collections management allows for increased recovery on delinquent transactions.

Features at a Glance

- ✓ User friendly graphical format – requires little training to use
- ✓ Detailed screen information; dropdowns or scrolling boxes for transaction filtering
- ✓ Ability to create branded letters via Word and use mail merge
- ✓ Interfaces with Outlook calendars and automation of the review system via reminders
- ✓ Delinquent accounts are allocated to operator queues based on pre-set tiers including balance, number of days delinquent or alphabetical order
- ✓ Outbound messaging available to tailor marketing, advisory and status updates based on pre-determined rules as defined by your business situation
- ✓ Operators are assigned a login and password to manage queue access and maintain action log

Effective Management Minimises Business Impact

Is your collections system meeting the needs of your business, staff and customers? Effective delinquency management can minimise incidents while providing great customer service.

Contact us today to find out more

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