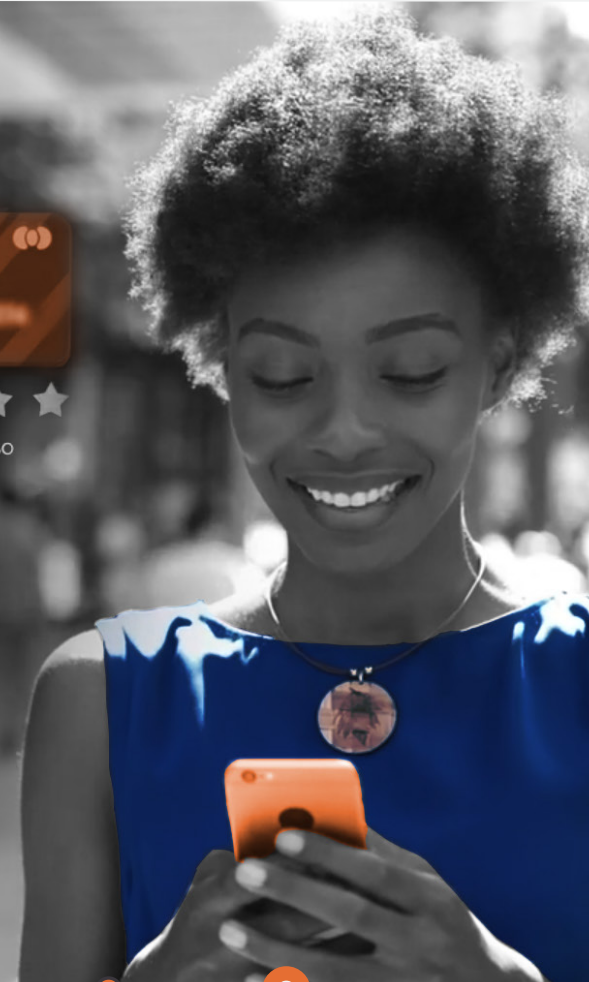


I can't believe it is so easy and flexible



Digital debt collections: The future

Firstsource's intuitive next-gen digital services are built upon three pillars: empathy, insight, and agility. It improves efficiency, reduces expenses, and increases recovery rates. Our platform gives the customer control 24/7 to establish a payment plan that best fits their situation. The quality of interaction can build relationships and lead to greater customer retention.

Drive exceptional collections outcomes

Digital debt recovery can increase revenue per account by **70%**

A corresponding decrease in collection costs up to **80%** is achievable

*Based on the experience of a major banking and financial services using the Firstsource Digital Debt Collections platform



How it works

The Firstsource Digital Debt Collections platform uses automation, data analytics and process rules to deliver a customer empathetic and fully compliant collections program.

A more intelligent approach to debt collection



Empathy

Our digital platform provides a personalized approach, reaching customers when they are most receptive and using their preferred channels.



Insights

We build predictive models that help you develop effective collection strategies while optimizing your operations.



Agility

Predictive models are regularly updated as customer behavior and market dynamics evolve. This enables you to deploy the most effective recovery strategy for current market conditions.



Firstsource is your collections partner

Our solution enables non-intrusive, intuitive self-service collections to enhance the customer experience.

Visit firstsource.com for more information