

Innovative collections & recovery solutions

End to end collections life cycle management



End to End Collections Life Cycle Management from Days 5+ through 360+

<p>Information management</p> <ul style="list-style-type: none"> • Skip trace services • Analytics • Segmentation • Exception processing • Database management • Process design & programming
<p>Early stage</p>
<ul style="list-style-type: none"> • Collection of accounts from day 1 of delinquency up until charge off • Pre charge off first party • Pre charge off third party • Minimum due and save based strategies • Call quality and compliance driven • Digital solutions • Robotic process automation • Voice of client – customer experience
<p>Late stage</p>
<ul style="list-style-type: none"> • Recovery of charged off accounts • Liquidation based strategies • Account work flow management • Compliance to call quality and customer driven • Inventory management • Call restrictions and controls • Letter strategy • Negotiation & coaching • Quality feedback • Digital solutions
<p>Compliance</p>
<ul style="list-style-type: none"> • Compliance management <ul style="list-style-type: none"> - Audit & change control - Complaints management - Quality management - Training - Client compliance • Regulatory oversight & updates • Correspondence management • File exchange and reconciliation • Vendor management • Payment processing • Account status management

Overview

Firstsource provides collections and recovery solutions to global organizations that deliver measurable business value.

Our customer centric approach, supported by our deep understanding of different industry sectors, enables us to deliver exceptional results, whilst building the brands of the clients who we work with.

We have experience partnering with global organizations, all of who rely on our commitment to service excellence and compliance. Our mission is to maximize financial recovery as well as delivering great service for our clients' customers.

Our scalable, flexible delivery model offers clients a customized combination of on-shore and off-shore staffing models – which can be adapted to each clients' individual requirements. Our services include but are not limited to credit cards, bank cards, private label retail cards, auto loans, student loans, overdraft accounts, and mortgage collections.

Maximizing financial recovery results for clients

With more than 1,000 collection professionals throughout the USA, we work with eight of the top ten leading US credit card issuers, top automobile finance companies and global bank & financial institutions.

We also have a proven record of delivering collections, default management, prevention services, and recovery solutions to clients in the higher education industry.

Our goal is to deliver value-added services in all phases of the collection space, and build long-term partnerships with our clients and their end-customers. We leverage well-tuned processes and innovative products to simplify complex business processes.

Maximizing revenue generation

Firstsource provides clients with a comprehensive suite of collection solutions. As an industry leader in delivering operational excellence and innovative solutions required for success, our operational strategies maximize revenue generation while also ensuring a positive customer experience.

Through our technology platforms and analytics tools, we are able to create customized treatment strategies. We enter into every client relationship with the goal of creating a long-term partnership. We manage each project in a way that is designed to meet the following objectives:



Approach the project with the operational excellence required to ensure successful outcomes



Create value for our clients through best practices, innovative technology solutions and value-add services - at no additional cost to the client



Ensure excellent customer service is delivered for not only our clients but also our clients' own customers



Respond to client needs and concerns in a timely manner

Compliance & quality assurance

Firstsource has a dedicated compliance & quality assurance department, responsible for daily monitoring of all state and federal regulations and legislation impacting collections. We openly communicate with our clients on both recently passed as well as proposed changes that could impact our work in the collections industry.

We are one of the founding members of the 'Customer Relations Consortium' – a group that works closely with the CFPB and other regulatory bodies at the state and federal level to share best practices for the collection industry and communicate proposed and needed changes.

Firstsource management team regularly meet with key officials, regulatory agencies and other representatives concerning the implementation of requirements and privacy of information for consumers. Our objective is not only to understand the requirements and ensure compliance, but to help ensure that our clients do too.

Firstsource is committed to compliance, including privacy, security and electronic transaction standards and we are constantly working to implement and update policies, processes and procedures to ensure compliance with these standards. From new hire training to annual certification, our agents and management team receive constant updates and training to ensure compliance and understanding of all state and federal laws including FDCPA, TPCA and other regulations impacting our operations as a collections organization. Systems, policies and procedures are regularly evaluated for further enhancement and are managed through Firstsource's change control management system before being rolled out to our teams.

Call monitoring

- 100% call recording
- Voice and speech analytics
- Monitor 10 - 15 RPCs per agent per month
- Monitor for regulatory adherence
- Monitor for right party contacts, Firstsource message and for third party contacts
- Call calibration sessions with internal and external clients

Regulatory compliance

- FDCPA
- TCPA
- GLBA
- UDAAP
- FCRA
- EFTA
- SCRA
- Fair Lending
- Red Flag Rules
- ACA Code of Ethics
- Information Security

Internal audit program

- Formalized internal performance management system
- Problem solving methodology to control process variation and identify opportunities for improvement
- Ensure adherence to client, regulatory and Firstsource work standards
- Drive customer experience and insight strategies

Financial services collections

Firstsource is a leading global collections service provider and has been delivering results in the collections arena since 1995. Over these years we have continually evolved to the challenging demands of a very turbulent macro-economic climate. Our innovative and successful debt collection services are founded on the ethos of continuous improvement in talent, training, quality, compliance and best in class recovery results. In addition, we have built a cutting edge business intelligence platform to enable our leaders to make data driven business decisions. We generate value across the life cycle of delinquent debt from first party pre charge-off collections to later stage post charge-off recoveries.

Our operating model is data driven and customized for each of the segments we service. Compliance and treating customers fairly have been the hallmarks of our business. This is supported by rigorous training, quality assurance and self-audit mechanisms.

Ensured growth & stability

We manage over \$4 billion annually in accounts charged-off debt for our customers. We undertake this responsibility with a unique operations delivery model that builds upon our culture of treating customers fairly and finding solutions that meet the highest industry standard. We do not follow a one size fits all strategy in our operations and instead focus on understanding customer situations through an information gathering process and thereafter building joint solutions. We have a deeply talented, experienced and professional operations management staff with deep roots to Firstsource and the industry.

Our delivery model leverages onshore, offshore or blended staffing models to adapt to client requirements. This scalable, flexible global delivery platform offers a wide array of choices for our clients.

To speak to our experts, [click here](#)



Helping customers **stay ahead** of the curve through transformational technologies and capabilities

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com