


defi BPO

CONTACT & SERVICING

Inbound and Outbound Contact Support with
defi CONTACT & SERVICING



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To help ensure a positive brand view by your customers, Representatives of defi SOLUTIONS are trained on the proprietary defi Customer Connection communication model. This model provides a framework for customer communication that prioritizes the personalized connection. Using defi Customer Connection our teams deliver meaningful, results-driven messaging and effective resolutions to the issues your customers are experiencing.

You can realize call center cost reduction without sacrificing quality customer service.

Superior customer service starts with superior talent. Sourcing such talent in-house requires constant engagement in the hiring and training process and countless hours you could spend on growing your business. As a white-labeled extension of your workforce, your dedicated defi contact support manager works closely with our internal teams to ensure the consistent representation of your company's brand identity and values and the satisfaction of your clients.

defi covers all of your contact and service center needs:

1. Customer care
2. Sales and lead generation
3. Collections and back-office processing
4. Help desk support (level I)
5. Data analytics and performance reporting

Calls Answered Onshore



Your customers will speak to representatives located in defi's Amherst, NY office whose experience in the financial industry includes banks and credit unions and who have been specially trained on your specific products and services.

1. CUSTOMER CARE

Inbound and Outbound
With Uncompromising Care

Your customers expect and deserve a live agent when they call. They want to be heard. They want a swift resolution to their concerns every time. defi offers multi-channel, inbound customer care with native language support through phone calls, e-mail, web chats, and more. The defi Customer Connection model drives not only how we handle the first contact, but also how we follow up on every contact after that. We collect satisfaction surveys to ensure that the expectations of your customers have been met and exceeded whenever possible and we conduct regular reviews and reports as a part of the customer care process. Our goal is to drive progress and your customer's support experience forward.

2. SALES & LEAD GENERATION

Make Every Call Count

Whether your business model is B2B or B2C, defi CONTACT & SERVICING can be integrated easily into your lead generation, cross-sales, and retention programs or campaigns. As a part of our industry-leading lease maturity management program, our experienced professionals have the negotiation skills necessary to bring in more business and close more sales whether your goal is a growth in the number of checking and savings accounts, credit card applications, or loans.

- Lead qualification campaigns (B2B & B2C)
- Cross sales / retention campaigns

Multi-Language Support

defi breaks down communication barriers with multi-language support. Reach customers speaking Spanish, Portuguese, Korean, French, and many other languages. defi will source the native, fluent speakers you need to ensure an unparalleled support experience for all of your customers.

Extended Hours

defi representatives, acting on your behalf and under your brand standards, are available when your customers are available, even nights and weekends with the possibility of 24/7 support.

3. COLLECTIONS & BACK-OFFICE PROCESSING

Making Collections More Efficient

defi maintains collection licenses in all 50 states, which makes compliance with your state's regulatory requirements more manageable than ever before. Proactive outbound campaigns reduce default loss by securing promises to pay, while bankruptcy and repossession management services save you the time and hassle of dealing with those who do inevitably default. defi's fraud investigation and notification services help you and your customers navigate challenging situations, bringing them to a successful close.

- Proactive outbound campaigns
- Skip tracing
- Fraud notification / investigation
- Bankruptcy management
- Repossession
- Recovery

Experienced Back-Office Processing

With defi CONTACT & SERVICING, cash management and payment processing are no problem. Representatives have years of experience processing lockbox, ACH and in-house payments, convenience checks, balance transfers, as well as performing cash reconciliation processes.





4. HELP DESK SUPPORT (LEVEL I)

The Frontline to “How Do I...”

Save your customers time and frustration with help desk support that can assist them with “how do I” requests that range from new user setups to password changes. Beyond level I, defi can help you successfully implement a triage and escalation process to level II and level III support so your valuable help desk team members aren’t dealing with small tasks that take away from more complicated IT issues.

- New user setup
- Password resets
- Triage & escalation to level II & level III
- Short-term conversion support for core system changes

About defi SOLUTIONS

defi SOLUTIONS partners with captives, banks, credit unions, and finance companies of all types and sizes to help lenders transform their operations. The company’s comprehensive suite of end-to-end originations, servicing, and analytics solutions, together with technology-enabled processing services, are flexible, configurable, and scalable to address the ever-evolving needs of lenders and borrowers.



Connect With Us

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5. DATA ANALYTICS & PERFORMANCE REPORTING

Improve Your Processes by Measuring Matters

The only way to improve your customer support processes is to measure what matters. defi can analyze your customer care processes, paying special attention to important metrics like call volume, handling time, quality control, service level attainment, and abandon rates. Using industry averages and trends as a benchmarks, defi can ascertain how you’re performing and make recommendations for improvement.

- Review industry trends and market benchmarks
- Monthly detail and summary reporting
- Identification of performance enhancements
- Realize cost savings and greater customer satisfaction
- Reduce risk with comprehensive regulatory compliance