

defi BPO

COLLECTIONS

Minimize Losses with White-Labeled
defi COLLECTIONS



defiSOLUTIONS.com | info@defiSOLUTIONS.com | 1-800-926-6750

Minimize Losses with White-Labeled defi COLLECTIONS

Managing your collections in-house without the proper technology, staff, experience, or compliance resources is risky. You could be leaving yourself open to regulatory repercussions (such as stressful audits, costly fines) and you're most likely not recovering as much as you could be from your delinquent accounts.

Instead of spending the time, effort, and money to get your internal operations up to speed, why not leverage the resources of an experienced defi COLLECTIONS call center with all the technology, staff, and compliance controls already in place?

defi has been helping financial institutions like yours collect more and minimize losses for over 30 years. Our proven processes have been tested and refined in partnership with leading industry servicers.

Expertise Across All Portfolio Types

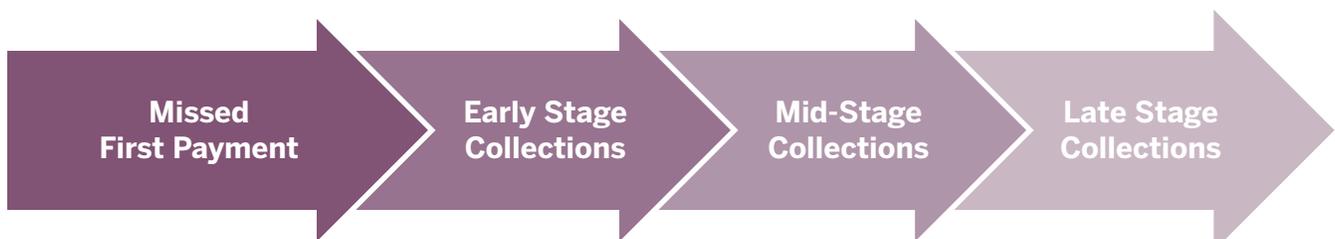
Whether you're servicing prime, near-prime, or sub-prime loans, leases, or balloon notes, defi has the collection expertise to manage your auto or consumer lending portfolio. Experienced recovery specialists can handle even your most complex cases with proven results.

Proven Methods

defi's proven methods revolve around a multi-tiered process and recovery specialist training that helps you collect more money from accounts.

Multi-Tiered Collections Process

Using a multi-tiered process based on the stage of delinquency, defi applies unique collection treatment plans at the account level. These plans maximize your return and protect your brand. Predictive outbound collection campaigns reduce losses before an account even defaults, while bankruptcy, legal, and repossession management service late-stage accounts.





1. MISSED FIRST PAYMENT

The first tier of the process is made up of fraud detection, borrower education, and contact data verification.

defi's fraud investigation and notification services help you and your borrowers navigate challenging situations, bringing them to a successful close.

Borrowers can fall behind on payments for many reasons and may need coaching to get back on track. defi collections agents provide borrowers with needed education about their options to help them pay and stay current on their account balances.

In this stage, contact information and data verification is key to future collection management success.

2. EARLY STAGE COLLECTIONS

The second tier, Early Stage Collections, includes portfolio saturation efforts using dialer technology, account-level treatment planning, a review of returned mail, and light skip tracing.

Dialer strategies are key to any early stage collection process in order to mitigate future losses. defi's account-level treatment planning utilizes specific data points in internal performance models to tell us where to focus our efforts. Borrowers respond differently to communication channels (e.g. voice, e-mail, text, chat, etc.), so finding the right one for a subset of your portfolio is essential to any collections strategy.

Additional back-line skip processes are just as important as dialer strategies. If you're getting returned mail from delinquent accounts, you could have incorrect addresses on file for your borrowers, which drives losses. Light skip tracing helps locate these borrowers and facilitate payment.

3. MID-STAGE COLLECTIONS

Mid-Stage Collections involves portfolio saturation using key account attributes, behavioral scoring, and alternative data obtained through in-depth skip tracing efforts.

Dialer workflows are made more efficient by segmenting delinquent accounts according to their key attributes and by using alternative data that may not have been initially considered. More in-depth skip tracing is performed to ensure that current addresses and other important contact details are on file for borrowers.

4. LATE STAGE COLLECTIONS

The final tier of the process is when an account enters Late Stage Collections. In this tier, accounts with high balances are flagged and legal, repossession, and settlement initiatives are started.

When borrowers fail to pay and their balances grow to reach a pre-determined tipping point, initiatives are started so that you can recover your outstanding assets and the value associated with them. Through a vast network of forwarders, defi can streamline repossession processing with regular updates from repossession agents so you know when your assets are secured.

Over 20,000 Repossessions Managed in One Year

Repossessions require a skill and a delicacy that not every company possesses. defi has over 30 years of experience in recovering value for lenders.

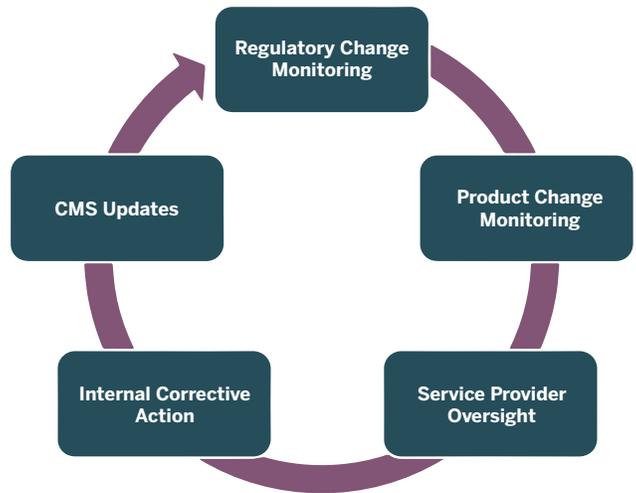
Recovery Specialist Training

To provide you a layer of protection you can count on for compliance with regulations, defi's recovery specialists undergo a mandatory, comprehensive regulatory training program that includes:

- **Reg Z (Truth In Lending Act)**
- **Reg V (Fair Credit Reporting Act)**
- **Servicemembers Civil Relief Act**
- **Military Lending Act**
- **Reg F (Fair Debt Collections Practices Act)**
- **Reg B (Equal Credit Opportunity Act)**
- **Unfair Deceptive and Abusive Acts and Practices**
- **Reg P (Gramm Leach Bliley Act)**
- **Reg E (Electronic Funds Transfer Act)**
- **Telephone Consumer Protection Act**
- **Reg M (Consumer Leasing Act)**
- **State Debt Collection, UCC, UCCC**
- **CDIA's Credit Reporting Resource Guide**

Risk Mitigation

In addition to the extensive training that recovery specialists receive, your compliance risk is further mitigated through an approved Compliance Management System (CMS) that addresses Consumer Financial Protection Bureau (CFPB) expectations.



defi's CMS comes with three lines of defense in place to help prevent possible violations of CFPB, FFIEC, and state regulations. defi's senior management influences the development of defi products and services to ensure compliance. defi's legal and compliance team monitors risks, controls, and industry updates. defi's board of directors and independent audit committee provide assurance as to the competency of the operations performed by defi senior management, legal, and compliance. defi helps protect you from every angle.

defi COLLECTIONS: White-Labeled End-to-End Collections Management

defi operates under your brand using your values and a complete comprehension of your products and programs for a seamless borrower experience. Save and recover more money by choosing a company with proven experience in end-to-end collections management.

Leveraging Innovative, Market-Tested Technology

When you choose defi COLLECTIONS, you're also choosing to leverage defi's loan management and servicing platform, defi SERVICING.

With defi SERVICING, delinquent accounts are tracked and managed using specific rules within defined workflows. This enables defi representatives to provide you with key insights that you can use to improve your overall servicing operations and allows automation to make easy work of the routine steps involved in the collections process for increased efficiency and mitigated compliance risk.

You can also get automated, electronic notifications through an integration and receive accounts filing for bankruptcy, along with updates on all relevant bankruptcy activities. This active approach removes the risk of bankruptcy stay violations that often result from missed notifications or inaccurate data.

defi SERVICING even facilitates the speedy liquidation of repossessed vehicles and other assets. Don't get stuck spending thousands of dollars in overhead fees.

Licensed in All Required States

defi maintains collection licenses in all states that require one, making your compliance more manageable no matter where your borrowers live.