

# Financial Solutions

Life-proof your bottom line



## The economy is the ultimate rollercoaster ride

COVID-19 has changed the economic landscape—but not our commitment to delivering outstanding financial solutions.

As we recover from the global pandemic:

- The inflation rate edged up to a 13-year high of 5.4%.<sup>1</sup>
- Consumer debt has increased to more than \$14T.<sup>2</sup>
- Delinquency rates and losses have grown from 2020.<sup>3</sup>

Now, more than ever, having financial solutions at your fingertips is essential for your business. As people begin paying down delinquencies, having a proven, full-service partner helps you balance account resolution with customer satisfaction without compromise.

*When you partner with Alorica, you're always the first in line to reduce loss.*

## Delivering outcomes

No matter what's going on in the world, you can always rely on Alorica to deliver the goods with proven, customizable solutions.



### Growth

Effectively increase your cash flow by resolving outstanding payments while minimizing future delinquencies



### Continuity

Reduce your financial and customer loss risk with efficient account resolution and optimized CX



### Efficiency and Optimization

Proactively target customers for early intervention using predictive modeling, operations research, and advanced analytics

## MARKET DYNAMICS

Delinquency rates have grown; highest rates are **30+ and 90+ days**, at 4.9% and 3.5%<sup>4</sup>

The chances of **recovering delinquencies declines almost by half** from 90% (30+ days) to 50% (90+ days)<sup>5</sup>

Contacting customers in late delinquency (30+ days) through preferred digital channel **improves effectiveness by 23 pts.**<sup>6</sup>

**73% of customers** in late delinquency **made payment** when contacted through digital channels<sup>7</sup>

## OUR RESULTS



Grew revenue by **\$34M** through effective account resolutions for a large utility client



**78%** cost savings for a leading investment management firm vs. in-house back office



Over **30%** reduction in call handle times by automating account resolution processes

## Comprehensive capabilities

- **Full-service** credit risk and revenue recovery business
- **A blended cure/care approach** to revenue retrieval, with high-quality customer care
- Our team of **CXCP, CCXP, and Six Sigma-certified consultants** identify and resolve customer journey breakage points
- One of the most scalable, **largest account resolutions** servicers for the U.S. market, including WAH solutions and a global footprint spanning over 13 countries
- Investment in top talent, expanded global delivery systems and integrated **advanced data analytics and CX intelligence** capabilities

## Protect your customers, your data and your reputation

Alorica has extensive experience in financially-focused regulatory environments, built on a foundation of compliance and security.



Our **Chief Compliance Officer**—along with a seasoned team of security and compliance experts— works to safeguard your customers and your assets



Alorica's Compliance department is **one of the largest in the industry**, and manages all compliance-related issues for Alorica and its contact centers



We are **compliant with requirements** such as: PCI DSS 2.0, SSAE 16 Type II, SOX, FDCPA, CMS, URAC, HIPAA-HITECH, GLBA, FCRA, FACTA, TCPA—and more!



## Ready to move forward?

Talk to us—and let's solutionize for your lasting success!



## SOLUTIONS THAT SERVE

Our complete offering has you covered.

**Early Intervention** proactively prevents delinquency

**Fraud Prevention & Credit Services** protects your customers and your company

**Account Resolutions** enables you to resolve outstanding balances on accounts in every stage

**Alorica Pay** omnichannel, payment processing platform delivers convenient pay solutions

**Loan Servicing** allows you to take loan administration off your plate, supporting your agents and your customers

**Agent Assist** provides real-time next best actions in-app for exceptional CX

**Knowledge Management** builds the integrated library that provides answers to complex, personalized questions

<sup>1</sup> <https://tradingeconomics.com/united-states/inflation-cpi>

<sup>2</sup> <https://www.debt.org/faqs/americans-in-debt/>

<sup>3, 4, 5</sup> <https://www2.everestgrp.com/reportaction/EGR-2021-27-V-4522/Marketing?SearchTerms=Collections%20of%20the%20Future>

<sup>6, 7</sup> <https://www.mckinsey.com/business-functions/risk-and-resilience/our-insights/the-customer-mandate-to-digitize-collections-strategies>