

Solutions for Managing and Transforming Credit and Lending Services

The borrowing needs of consumers and small businesses have changed in recent years, accelerating rapidly during 2020. With rising unemployment rates and business shutdowns, two fundamental shifts have surfaced:

- 1) Borrowers have learned how digital tools can simplify account management.**
- 2) The proliferation of digital devices and the expansion of data have prompted rapid technological adoption and behavioral changes.**

The result: customers expect streamlined processes that are fast, flexible, and intuitive. Simplified, digital and virtual options are now in high demand.

While there has been a significant decline in consumer and business borrowing outside of government-sponsored programs, some of the aid is now dissipating. Banks must, therefore, accelerate digital transformation to see who can resume payments, who needs refinancing or modifications, and who needs payment reconciliation. New approaches must also be considered, not only for underwriting and monitoring but also for customer assistance and loss mitigation.

Clearly, the requirement for analytics and digital processing has never been more critical than today.

The Need of the Hour

To address the needs of existing borrowers who have deferred payments on current loans and future borrowers who will require funds to survive, banks must transform how they do business:

Digitalization:

Reduce time and effort for the consumer while increasing loan volume and reducing “loans in process.”

Simplified Processes:

Streamline the steps and requirements to make it less cumbersome and time-consuming for both the consumer and financial institution.

Seamless Experiences:

Provide an intelligent, connected, and flexible lending process, from application to close.



Why Banks Bank on Teleperformance

We re-engineer credit & lending processes through innovation and automation, transforming how business is done.



Our End-to-End Solution

- End-to-end loans servicing (Auto, Mortgage, SMB/Personal, Commercial)
- Remediation servicing
- Collections services
- Credit decisioning
- Fraud detection and processing



Our Service Capabilities

- Omnichannel support across Voice, Non-Voice, SMS, Chat, and Email
- Customized interactions
- Business transformation, automation, and speed of service
- Analytics that capture customer data for KYC targeting, personalizing service, improving decisioning and the customer experience



A Truly Global Presence

- Over 45,000 banking professionals
- Operations in 80 countries
- Already working with 50% of the Forbes Top 100 brands

Workout Remediation Servicing by the Numbers

Our Workout Specialists provide payment plan alternatives to resolve delinquency issues and provide peace-of-mind, increasing customer satisfaction and loyalty.

+50%

Improved customer journey with up to 50% reduction in collections referrals

+30%

Up to 30% reduction in time-to-decision and process payments

82+

NPS achieved

22%

reduction in Servicing a Loan Customer complaints

98%

reduction in delinquency

20+

years of payment solution experience

42%

reduction in delayed payments

Weather the financial disruption without jeopardizing your lending arrangements. [Click here](#) to learn more about Teleperformance's Banking and Financial Services or [connect with us](#) to leverage our credit and lending expertise.

"Simpler. Faster. Safer."