

Oracle Banking Collections and Recovery

Oracle Banking Collections and Recovery is a unified solution that helps financial institutions improve collections and reduce delinquencies and write-offs with borrower centric strategies and optimized operations.



INTRODUCTION

Financial institutions have to deal with the repercussions of the rising cost of debt, i.e., a deterioration in credit quality and increased delinquencies.

In such an environment, efficient debt collections are critical to minimizing credit losses and write-offs. Financial institutions however face key challenges that result in a poor rate of collections.

- Outdated approaches that are not tailored to risk profiles and borrower needs. In addition, duplicate and repeated interactions and a lack of consolidated insights on a borrower hamper customer engagement and the effectiveness of collections.
- Operational inefficiencies such as disparate collections systems for different lending products, manual and duplicate processes, inconsistent adherence to processes and evolving regulations also pose significant challenges to effective collections.

To drive effective collections and minimize credit losses and write-offs, financial institutions must invest in modern collections capabilities that:

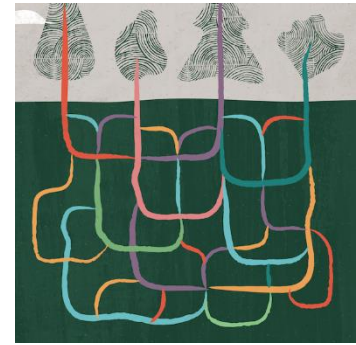
- Enable borrower centricity, allowing the tailoring of strategies and approaches to borrower needs and risk profiles including offering borrowers options for self-curing
- Drive optimized operations with a centralized enterprise-wide solution across lending products that powers process automation, removes redundancy, and streamlines compliance.

ORACLE BANKING COLLECTIONS AND RECOVERY

Oracle Banking Collections and Recovery is a unified solution that drives effective collections with optimized operations and borrower centric capabilities. The solution supports the complete collections lifecycle and optimizes the management of delinquencies across various stages with intelligent capabilities, configurable workflows, and automated processes.

Built on a cloud native micro-services architecture, the solution supports an integrated collections process across the enterprise.

- **Automated Segmentation:** The solution enables the automated segmentation of borrowers based on risk factors and past dues history. Resources can be optimized to focus on select accounts and collections agents can be automatically assigned these accounts.
- **Borrower Centric Strategies:** Detailed 360-degree views of borrowers across different stages of delinquency and across different types of loans and past due account receivables are available. The solution's highly configurable workflows and tasks enables the easy tailoring of strategies and approaches to borrowers. The solution offers enhanced views and insights for agents and helps comply with 'single point of contact' regulations.
- **Configurable Allocation and Management:** The allocation of collectors and agents at either a customer or account level is automated. Exception based provisioning in the case of special processing is also supported. Agents can also be grouped into user groups with defined supervisors for each group. The bulk reallocation of cases and accounts is also supported.
- **Streamlined Customer Interactions:** All customer interactions can be captured and tracked. The solution automates the setting of collections status based on outcomes and triggers relevant processes. Follow up dates can be manually or automatically updated allowing collectors to prioritize activities. Email alerts to borrowers can be easily configured.
- **Promise to Pay Tracking:** The solution supports the capture and tracking of multiple promises as well as the appropriation and tracking of payments received against promises. In the case of broken promises, accounts can be automatically flagged. Threshold percentages and grace days for promised amounts can be easily managed with different parameters.
- **Tracking and Auditing Tools:** The solution offers comprehensive activity logging & audit trails. Detailed case summary dashboards provide deep insights to collectors and supervisors. Out of the box and customized reports are supported.
- **Workflow Automation:** A highly configurable workflow engine powers contextual orchestration and a highly flexible process framework that enables non-linear processes to optimize operational timelines.
- **Enterprise Class:** The solution offers unified capabilities to manage collections across the enterprise. Standard interfaces streamline integration with multiple lending and core product processors. APIs



Key Features

- *Dynamic risk evaluation with Automated Segmentation*
- *Borrower Centric approach for enhanced customer experience*
- *Configurable Allocation & User Management capabilities*
- *Streamlined Customer Engagement and Promise to Pay maintenance*
- *Enhanced UI with Powerful tracking & auditing tool*
- *Configurable Workflow Automation and task management.*
- *Holistic & Centralized Enterprise-wide solution, agnostic to lending product processors*

and webservice streamline integration with 3rd party systems. Batch processes enable faster and scheduled data ingestion.

Oracle Banking Collections and Recovery delivers value to financial institutions and their customers.

- **Improved collections and reduced delinquencies:** The solution helps financial institutions identify delinquent accounts upfront, assess borrower risk and carry out swift engagement with borrowers to improve the overall collections.
- **Reduced write-offs and overall losses:** Financial institutions can quickly identify distressed borrowers and engage with them to offer tailored and proactive solutions that ensure a continuous relationship with the borrower while reducing write-offs and losses.
- **Optimized operations:** A smarter allocation and management of cases enables the elimination of wasted efforts and optimizes the utilization of resources, reducing the overall cost of collections operations.
- **Enhanced customer experience:** Borrower centric approaches and tailored treatment plans help financial institutions retain and deepen borrower relationships and enhanced the overall experience of borrowers.



Key Business Benefits:

- *Improved collections and reduce delinquencies*
- *Reduces write-offs and overall losses*
- *Optimized operations*
- *Enhanced customer experience*

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