



**COLLECTMATE**

DEBT COLLECTIONS AND RECOVERIES SOLUTION



# DID YOU KNOW?

According to the Central Bank of Sri Lanka, Sri Lankans defaulted over 22 billion in credit card payments in 2022 with over 200,000 credit cards having arrears of over 90 days.

With the rise in default loans, it is becoming a major challenge for banks and financial institutions to manage the recovery process efficiently.

An automated collections and recoveries solution could streamline the entire operation and provide the necessary tools to optimize the available resources and carry out the tasks conveniently and efficiently.

Managers of Collection departments face severe challenges in managing and tracking the recoveries:

- Lack of a dynamic collections strategy that syncs the entire recovery process
- Timely and automated distribution of accounts to collections officers
- The lack of tools to measure the effectiveness of the process
- Manual processes within the collections journey which consume time and produce errors
- Lack of an automated mechanism to monitor the KPIs of collections officers

**Collectmate** is a holistic solution designed to manage end-to-end tasks and processes related to the entire debt collections and recoveries operation. With unparalleled scalability, security, and transparency into the entire process workflow, Collectmate is designed to support Collections departments to meet four (4) key objectives:

01

Assistance in mapping out the entire Collections Strategy

02

Optimization of resources to align with a customer-centric business model

03

Monitoring and tracking of system generated KPIs

04

Automation of support functions driven by a dynamic workflow management system

## Key Features & Functionalities



### Management Hub

Action Manager  
 Risk Matrix Scoring & Provisioning  
 Agent Evaluations  
 Agency Evaluation  
 Slippage Management



### Web Console

Action Recorder  
 Ad-hoc Letter Generation  
 Providing Delinquent Account 360 View  
 Hardship Management  
 Restructuring



### Information & Report Hub

Analytics & Data Visualizations  
 Document Handler for Legal Diarizing  
 Customized Report Creation



### EOD Synchronizer

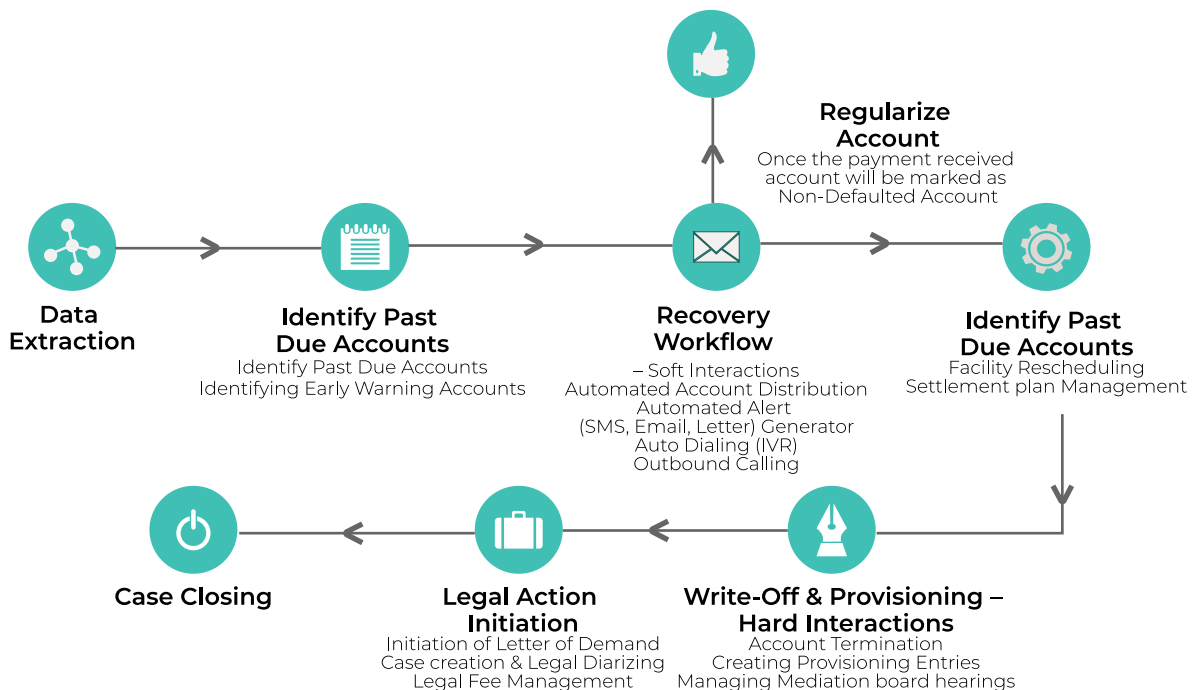
Data Synchronizer for Back-end solutions  
 Recovery Rules Engine  
 Watch Bucket Manager  
 Indication of Alarming Accounts



### Auto Dialer

Interfacing with the Call Manager  
 Collect Agent interaction and performance data  
 Generate Outbound Calls

## A snapshot of Collectmate's entire end-to-end recovery process



Collectmate is a product of Epic Lanka, a leader in Fintech and payment solutions for over 25 years. For more information on Collectmate, [contact Shivantha - 077 222 0340](tel:0772220340)