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.

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

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.

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

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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

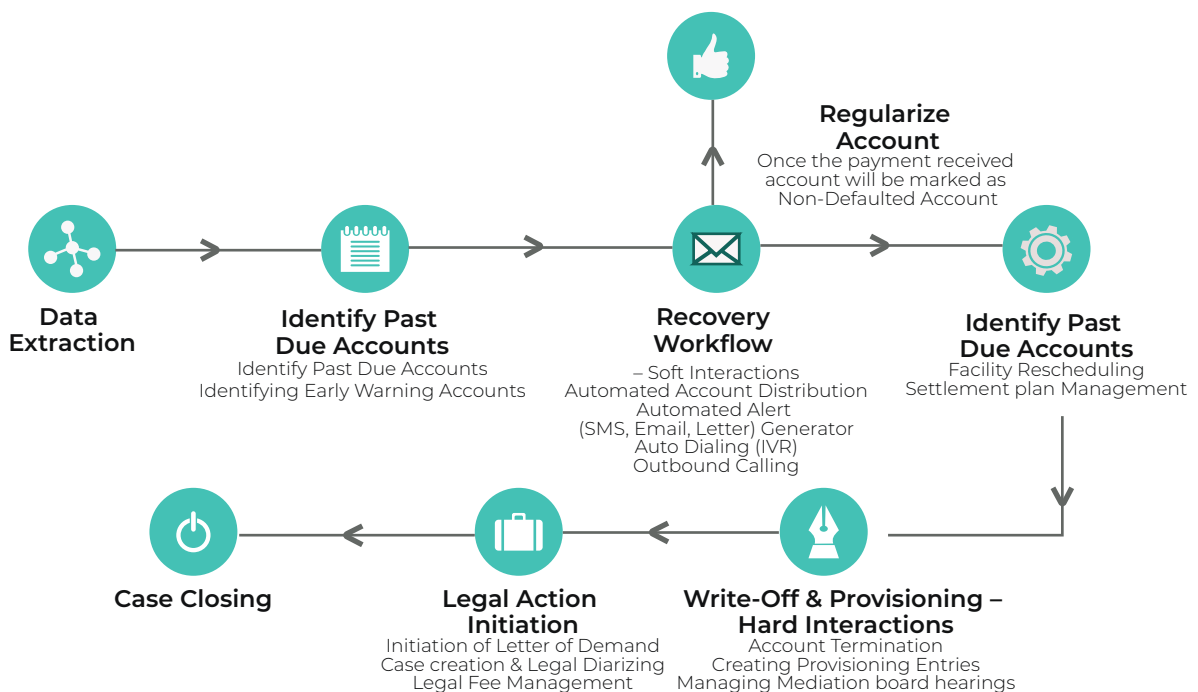Customized Report Creation

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

Regularize Account
Once the payment received account will be marked as Non-Defaulted Account

Data Extraction

Identify Past Due Accounts
Identify Past Due Accounts
Identifying Early Warning Accounts

Recovery Workflow
– Soft Interactions
Automated Account Distribution
Automated Alert
(SMS, Email, Letter) Generator
Auto Dialing (IVR)
Outbound Calling

Identify Past Due Accounts
Facility Rescheduling
Settlement plan Management

Case Closing

Legal Action Initiation
Initiation of Letter of Demand
Case creation & Legal Diarizing
Legal Fee Management

Write-Off & Provisioning – Hard Interactions
Account Termination
Creating Provisioning Entries
Managing Mediation board hearings

Collectmate is a product of Epic Lanka, a leader in Fintech and payment solutions for over 25 years.
For more information on Collectmate, **contact Sanjeewa - 0777 671 745**

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