

Receivables Management (Collections)

Sitel Receivables Management has more than 13 years of customer 'cure' and early stage collections experience with a proven ability to increase customer retention while reducing roll-rates and mitigating net credit losses on behalf of our clients. We have the scalability and flexibility to support client programs of any size and the consultative approach yields programs tailored to meet the unique needs and requirements of each client while maximizing results. Sitel Risk Management is the ideal receivables management and collections solution for creditors of all types. Our financial position and scalability allow us to provide flexible, client-driven service and respond within short timelines to meet needs for increased space or representatives.

Our understanding and effective reaction to the attributes and nuances of each industry and product type can mean the difference between passable and superior performance; and our clients' bottom line. Sitel's skilled professionals utilize sophisticated analytics and metric management to maximize account penetration and right party contact rates, effectively increasing customer 'cure' rates and improving delinquency movement.

Sitel provides pre charge-off collection services ranging from customer service to risk based approaches, both of which are designed to reduce overall outstanding delinquencies and mitigate charge-off and net credit losses. Sitel currently provides pre charge-off collection services for:

- Banking
- Consumer finance
- Commercial finance
- Telecom
- Utility
- Automotive

Pre Charge-Off Collections

Our specific receivables management experience includes:

- Customer service/risk-based approaches
- Increase customer 'cure' rates
- Bolster customer retention
- Delinquency and roll-rate reduction
- Mitigate charge-off and net credit losses
- Champion/challenger programs
- Supplemental collections

Our programs center on the efficient collection of financial commitments in a manner that ensures retention of your most valuable asset—your customers.



Facts at a Glance

Services

- Skip-tracing
- Pre-litigation
- Dormant judgment
- Pending bankruptcy
- Small balance

Third Party and Post Charge-Off

- Early-out collections
- Distressed portfolio
- Primary placements
- Secondary placements
- Tertiary placements
- Quaternary placements

Operations

- Domestic, nearshore, offshore
- Over 1,500 specialists
- Licensed and bonded
- Fully integrated technology and tools
- FDCPA Compliant