

BAD DEBT

A Jumbo-Sized Problem

BAD DEBTS DON'T MAKE **GOOD BUSINESS** SENSE FOR ANY INSTITUTION

Least of all for banks.

Debt collecting challenges come in all shapes and sizes. As a bank (and as a rule) – it's likely you'll find the weight of debt crushing your profits. That's the bottom line.

You'll likely find it's getting worse. And that you're not alone.

To fulfil your mandates and grow, you need smart debt collection solutions. Having your accounts in great shape helps you function smoothly and provides the grounds for good business decisions, confidence, and all-round customer satisfaction.

What are you planning to do to tackle the debt collection **elephant in the boardroom?**





HOW MANY DEBT COLLECTION PROBLEMS **DO YOU FACE?**

Tick the boxes.

What's your debt footprint? How big is it? How diverse? How complex? How urgent? What's the plan?



VOLUME OF DEBT: Managing and collecting a large volume of outstanding loans and debts is logistically challenging. The sheer volume may lead to inefficiencies and difficulties in identifying and addressing delinquent accounts promptly.



DIVERSE PORTFOLIOS: You have diverse portfolios with various types of loans and debts, such as credit cards, mortgages, personal loans, and business loans. Each has its unique challenges, and managing collection processes is complex and frustrating.



REGULATORY COMPLIANCE: Strict adherence to numerous regulations governing debt collection practices is essential. Navigating this regulatory landscape is complex and time-consuming, making debt collection a challenging process.



COMMUNICATION CHALLENGES: You may face problems effectively communicating with debtors if contact information is outdated or debtors are unresponsive. You're stuck between an assertive collection approach and avoiding aggressive tactics.



ECONOMIC CONDITIONS: The overall economic environment significantly impacts individuals and businesses, leading to an increase in delinquencies and defaults.



INTERNAL PROCESSES: Inefficiencies in internal processes, outdated technology or inadequate staff training can hinder your debt collection efforts.



LITIGATION RISKS: You may be hesitant to pursue legal avenues due to the expenses and potential negative publicity. Legal proceedings are time-consuming, adding further complexity to the process.

An elephant with large tusks stands on a stage in a theater, illuminated by a spotlight. The audience is visible in the foreground, and a window is in the background.

**So little time.
So many boxes.**

Unless they are
solved, you may
be going home
in one.

HAVE DEBT COLLECTION PROBLEMS GOT YOU **BOXED IN?**

Every bank is dealing with the same conundrum: how to provide ongoing support to customers while looking ahead to the rising cost of debt and non-performing loans.

The need for collecting outstanding debts will continue to grow as your business does, and you must pay careful attention to ensure a viable long-term solution for this vital aspect of your growth strategy.

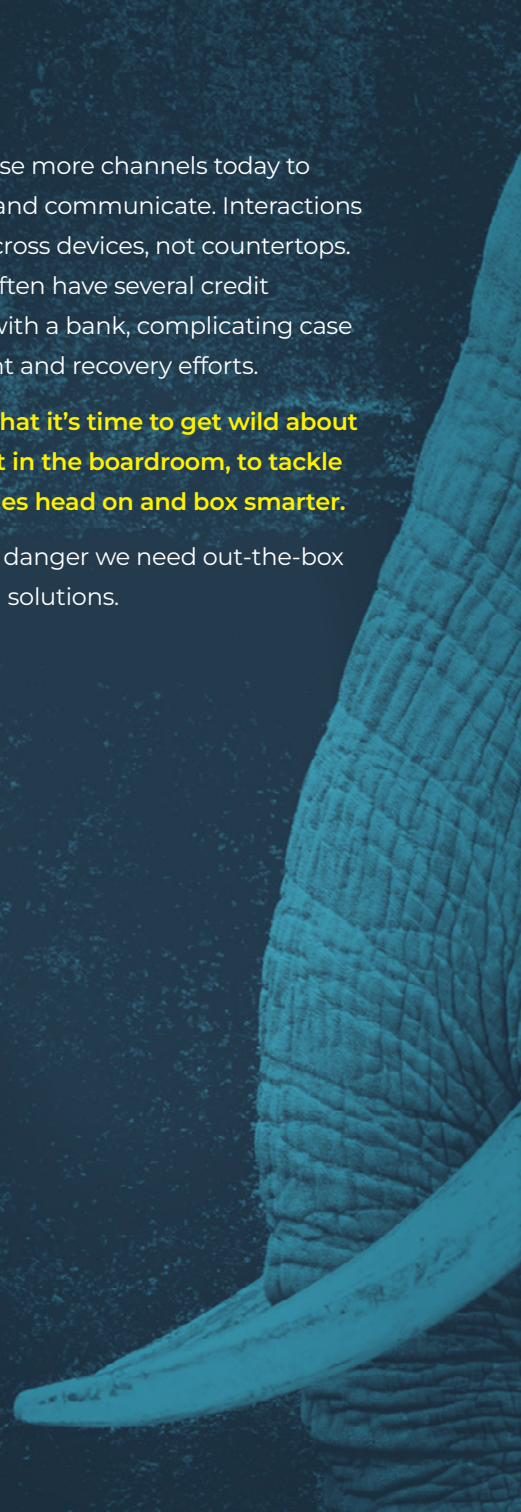
With large volumes of retail customers and SMEs needing financial assistance, you must devise a set of unique debt treatment strategies and solutions.

Collection and recovery processes are more important and more complex than ever.

Customers use more channels today to borrow, pay and communicate. Interactions take place across devices, not countertops. Customers often have several credit obligations with a bank, complicating case management and recovery efforts.

We believe that it's time to get wild about the elephant in the boardroom, to tackle the challenges head on and box smarter.

To get out of danger we need out-the-box thinking and solutions.





THINK **BIG** OUR **BIG 5** DEBT COLLECTION
GAME-CHANGERS

1. Our Innovative Collection Approach
2. Our Leading Debt Collection Services
3. Our Legal Collection Process
4. Our Collection System Functionalities
5. Our End-To-End Precision & Accuracy

INNOVATIVE DEBT COLLECTION SOLUTIONS YOU CAN **BANK ON**

Here are several ways in which Boffin & Fundi can best assist banks in the debt collection process while maintaining a positive and professional image:

- 1. Expertise and Experience:** We specialise in recovering debts in diverse debt scenarios and have expertise in navigating the legal and regulatory landscape.
- 2. Compliance:** We adhere to strict legal and ethical guidelines: ensuring compliance with laws and regulations is crucial to maintain the reputation of our clients.
- 3. Debtor Tracing:** Our advanced technology and databases help track and locate individuals who have moved or changed their contact information.
- 4. Negotiation Skills:** Our skilled negotiators work with debtors to establish repayment plans that are realistic and agreeable to both parties.
- 5. Customized Approach:** We tailor our approach based on the type and amount of debt, the financial situation of the debtor, and other relevant factors.
- 6. Technology Integration:** We use advanced technology and software to enhance the efficiency of debt collection processes. Automation streamlines routine tasks, allowing human agents to focus on more complex cases and negotiations.
- 7. Documentation and Communication:** We maintain comprehensive records of all interactions with debtors, ensuring transparency and compliance with regulations.
- 8. Legal Support:** In cases where legal action is necessary, we can provide legal support or work with legal partners to initiate court proceedings.
- 9. Data Security:** Banks handle sensitive customer information, and we prioritize data security to protect the privacy of individuals.
- 10. Reporting and Analysis:** We provide regular reports and analyses to banks on the progress of debt collection efforts. This helps banks stay informed about the status of their outstanding debts and the effectiveness of the collection strategy.
- 11. Customer Relations Management (CRM):** We use CRM systems to manage customer interactions efficiently. This includes tracking communication history, managing payment plans, and ensuring a consistent and professional approach.

A LOYAL AND COMMITTED PARTNER IN **YOUR CORNER**

Since 2014 Boffin & Fundi has built a reputation for providing private and public enterprises best-in-class debt collection solutions, and leading the way to a digital customer-first approach.

Having handled debt worth more than R6 Billion on behalf of public and private sector clients, Boffin & Fundi has built a reputation for future-focused solutions and real results.

Our promise is real
innovation, outstanding
service, and total
commitment.

Our clients will tell you that it is our infrastructure, services, technologies and processes that have led to us becoming their preferred service providers, and brought them peace-of-mind.

Our emphasis is on network and data security and the maximizing of automation and AI in our processes.

ON-THE-BALL DEBT COLLECTION SYSTEM FUNCTIONALITIES

Our success working with public and private sector clients highlights the value of our service offer, the breadth of our prowess, and results of our involvement.

Seamless Workflow Management, Forecasting and Reporting includes:

Workflow Management: Automated dialler and campaign manager eliminates manual actions and labour intensive interventions and enables a seamless debt collection process.

Performance Reporting: The system offers continuous performance reporting, highlighting payment returns per action for stress-free strategy and performance management.

Collection Forecasting: The system is able to calculate appropriate risk-related metrics such as collection forecasting.

Analytics in Real Time for Advanced Decision Making: Unique to the industry, our Revenue Management Dashboards provide analytics in real time, including analysis of debt books, customer data verification, debtor profiling, social footprint analysis, debtor contact, and the monitoring of bad debt, tracing, and blacklisting.

Our Revenue Management Dashboards provide the right data fed into the right systems, to deliver improved productivity and performance in the institution.



AI LEARNING DRIVES ENHANCED DATA MANAGEMENT

Data Management employs AI learning to create a statistical history that determines the best practices for debt collection and automated campaigning.

Our emphasis on performance reporting relies on effective and efficient data collection, analysis, cleaning and prioritization before we get it to our Call Centre. This enhances our debt collection and promotes seamless management of workflows within the Call Centre.

Everyone responsible for a customer account gets everything they need to know within a simple process.

Built-in Artificial Intelligence allows for expert decisions to be made without the need for extensive experience on the part of the decision makers. Our system uses AI to improve its efficiency from the built-in experiences learned over a short timeframe.

State-of-the-art Data Centre

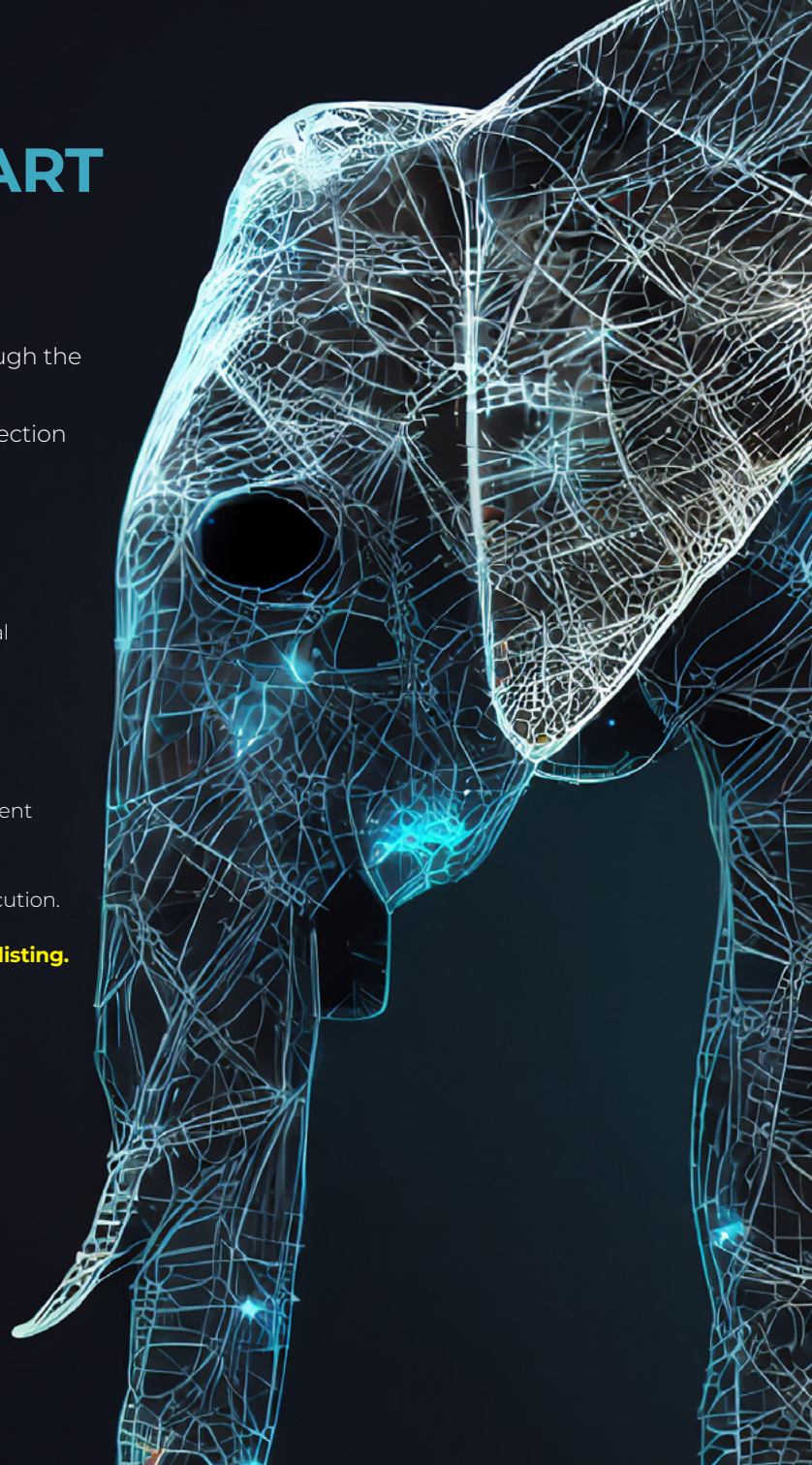
- Net visor monitoring software allows the monitoring of network and control computers in real-time.
- A dedicated 50 mbps fibre line provides uncapped bandwidth for our webservers.
- Our Data Centre is equipped with a 5 kVA hybrid inverter with automatic changeover switch that enables full operation for 10 hours during a power cut or load shedding.
- Onsite data backup, a network proxy, and a firewall safeguard our systems.

Our systems summarise data in a meaningful way which enables us to generate valuable and actionable insights.

STATE-OF-THE-ART CALL CENTRE

Our approach maximises debt recovery through the dedicated services of our Call Centre, and a proven track record across six debt collection imperatives.

- 1. Customer Data Analysis and Verification** (Cleaning and Enhancement).
- 2. Data Analytics** - including Debtor Behavioural Analytics and Profiling.
- 3. Propensity Modelling** and write-off recommendations.
- 4. Soft and Hard Collection** Strategy Development and Execution.
- 5. Collection Campaign** Development and Execution.
- 6. Monitoring of Bad Debt, Tracing, and Blacklisting.**





Change

the way you see things...

...and the things you see will
change.

SMART INNOVATIVE DEBT COLLECTION SOLUTIONS



Now is the Time to **Think BIG**

Since 2014, Boffin & Fundi has helped our clients to get on top of debt, one step at a time.

It's all about Time.

Together it is possible.

Contact us today and let's talk.



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Boffin & Fundi are registered with the Council for Debt Collectors and the Association for Debt Recovery Agents. We have licenses with a number of Credit Bureaus and our established links with all relevant data sources make data acquisition an effortless task.