



SMART INNOVATIVE  
**DEBT COLLECTION**  
**SOLUTIONS**

Enhancing private & public enterprises'  
performance and outlook

**SINCE 2014**

**B** BOFFIN  
& FUNDI  
SMART | INNOVATIVE | SOLUTIONS



## Enhancing Private & Public Enterprises' Performance And Outlook **Smart Innovative Debt Collection Solutions**

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Many public and private sector enterprises find themselves caught between tradition and transformation. Some are still working with legacy systems and face-to-face collections.

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.

**To fulfil their mandates and grow, private and public sector enterprises need smart debt collection solutions. Having their accounts in great shape helps them function smoothly and provides the grounds for good business decisions, confidence, and all-round customer satisfaction.**

For the private sector, collection and recovery processes are both more important and more complex than ever. Gone are the days of simply sending a debt collector round. Customers use more channels today to borrow, pay and communicate. Interactions between customers and lenders take place across devices, not countertops. Debts are multiple too; customers often have several credit obligations with a bank or company, complicating case management and recovery efforts.

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.

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

Structures for quality control and quality management are in place to measure agent effectiveness and assess adherence to internal and external policies and procedures during customer interactions.

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

## Our Goal is to Maximise Debt Recovery

# Our Proven Debt Collection Approach

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Our public and private sector 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.

We know that our success owes to our proven approach that maximises debt recovery through 4 core imperatives:

- analysis of debt books
- customer data verification
- debtor profiling, and collection techniques
- bad debt monitoring, tracing, and blacklisting services.

Our versatility can be seen in the ability to handle debt for the likes of Woolworths, the City of Johannesburg, and the National Treasury's transversal contract for Municipalities and SOEs.

**This ability to bring solutions to such a broad variety of needs engenders high levels of trust from our public and private sector clients.**

B&F's emphasis is on network and data security and the maximizing of automation and AI in our processes.

Clients that have implemented our modern technology and best practices to improve their debt collection operations have been able to increase revenues by tens and hundreds of millions of rands.

Our solutions significantly enhance their performance and outlook, enabling them to better meet the needs of their customers and communities and reduce their workload. These qualities have seen us expand our footprint throughout Southern Africa, and grow to become a strong, innovative team.



To us, a satisfied customer is the best business strategy.

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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.

# Our Leading Debt Collection Services

Municipal consumer debt poses a serious threat to the financial health and provision of vital services by municipalities in South Africa, and is composed mainly of property rate taxes and charges for water, electricity, refuse removal, sanitation and other critical services.

We provide debt collection services to Municipalities, Metros, and State-owned entities, Thanks to our combination of leading technologies, data enrichment, collection strategies and successful campaigns, we've collected over R3 Billion of debt.

We also provide debt collection services to the private sector - retailers, banks, telecommunications companies and corporate clients. Our debt collection books span loans, credit, and other forms of debt.

## Our 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.**

- Customer Data Analysis and Verification (Cleaning and Enhancement).
- Data Analytics - including Debtor Behavioural Analytics and Profiling.
- Propensity Modelling and write-off recommendations.
- Soft and Hard Collection Strategy Development and Execution.
- Collection Campaign Development and Execution (including campaign recommendations that strengthen clients' internal collection).
- Monitoring of Bad Debt, Tracing, and Blacklisting.

### Debt Book Analysis

- Data Cleansing (Tracing)
- Data Enrichment

### Collection Strategies

- Debt book categorization
- Risk assessment (credit scoring)
- Propensity to pay
- Determine required actions

### Soft Collection

- Including collection campaigns
- Customer relation management
- Query resolution

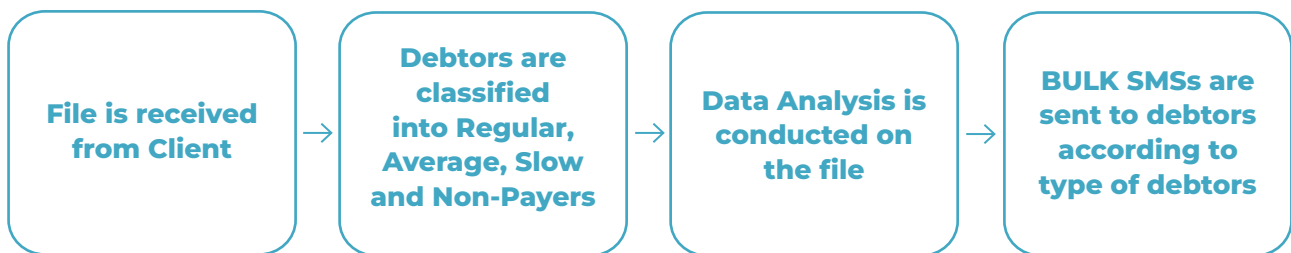
### Legal Collection

- Sec 129 notice
- Issue summons
- Obtain judgements
- Obtain attachment order



## Outline Of Our Soft Collection Process And Plan

### 1. SMS



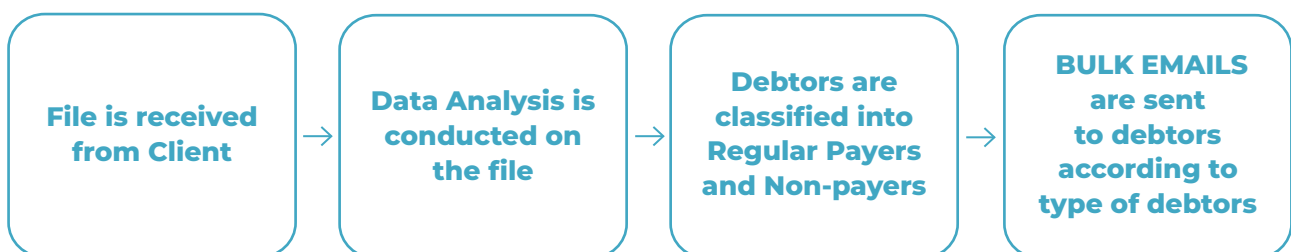
**Step 1** - Debtors are first classified into 2 categories:

- Regular payers (with arrangements / promise to pay)
- Non payers

**Step 2** - Send bulk SMSs to different types of debtors depending on the required follow-up actions according to each debtor type.

- For regular payers (with arrangements), bulk SMSs are then sent to monitor payment, make follow ups and to remind the client of the payment date.
- For Non-payers, bulk SMSs are sent to remind them of the amount owing and the legal actions to be taken, if no arrangement has been made.

### 2. EMAIL



**Step 1** - Debtors are first classified into 2 categories which are as follows:

- Regular payers (with arrangements / promise to pay)
- Non payers

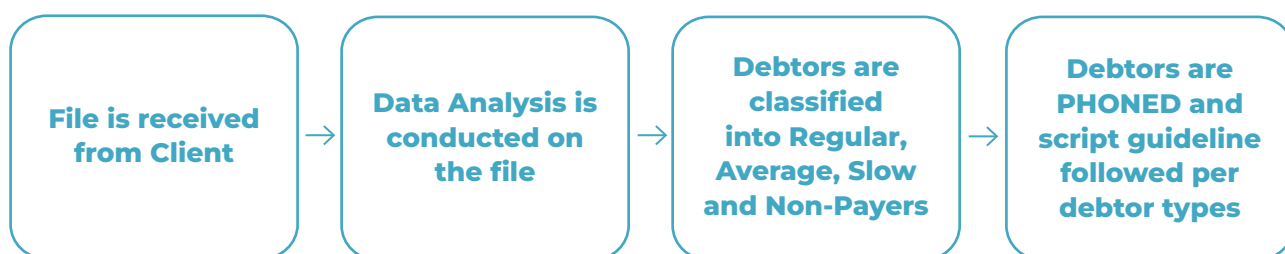
**Step 2** - Send bulk emails to different types of debtors depending on the required follow-up actions according to each debtor type as per bulk SMSs.



# Maximising automation and AI in our processes

Our **modern technology** and **best practices** improve debt collection operations.

## 3. VOICE CALLS



**Step 1** - Debtors are first classified into 4 categories:

- Regular payers
- Average payers
- Slow payers
- Non payers

**Step 2** - Call Centre Agents then follow script guideline when calling the debtors.

- Regular payers –are thanked for payments received and reminded to continue making payments.
- Average payers-are reminded of amounts owing and to make arrangements
- Slow payers – are reminded of amounts owing and to make arrangements
- Non payers-are threatened with legal action



## Outline Of Our Legal Collection Process And Plan

Our strategy is focused on the drafting and issuing of summons, given that most consumers either arrange for settlement or do not defend the matter in court.

Boffin & Fundi's legal team will undertake the following functions and have knowledge and developed plans to deal with non-compliant consumers.

<b>Letter of Demand</b>	The letter is sent out via registered mail giving the debtor all relevant contact details and 10 working days to take corrective action. If the debtor fails to respond/ or take corrective action, a final demand letter is sent (register mail or electronically).
<b>Issuing of Summons</b>	The summons starts the legal process against the debtor who is given notice of the claim by having a copy of the summons or notice of motion served on it by the sheriff. Boffin & Fundi works with sheriff's offices and we have the capacity to handle the drafting and issuing of large volumes of summons.
<b>Undefended Matters</b>	Should the debtor fail to serve notice to defend in the required time, we apply to the registrar for a default judgement.
<b>Defended Matters</b>	If the notice to defend is served in time by the debtor, but he/she fails to deliver a plea, we also apply for summary judgement. Should the debtor defend the matter then the matter will be regarded as opposed and normal cause of opposition will unfold.
<b>Default Judgements</b>	Once default judgment is granted, the debtor will be blacklisted to limit access to credit. The debtor will be informed of the judgment against him/her wherein he can decide to make an arrangement to settle the judgment. In case there is no arrangement made, we will proceed with application in terms of Section 65 of the Magistrate Act (Financial Enquiry of the debtor by the court). In cases where the debtor is employed, the court will issue an order that the debtor should make monthly payment by authorising an emolument attachment order. Where the debtor is unemployed, the court will authorise the issuing of a warrant of execution if the debtor defaults with payment.
<b>Attachment of Immovable Property</b>	Should the debtor still defaults in payments, a warrant of execution will then be issued and the debtor's property will be attached and removed by the Sheriff for sale. The date of sale will then be arranged with the Sheriff of the Court for the auction in order to recover the judgment debt and legal costs thereof.



## Seamless Workflow Management, Forecasting and Reporting

# Our Debt Collection System Functionalities

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

### **Key Debt Collection System Functionalities include:**

- **Workflow Management**

Automated dialler and campaign manager eliminates manual actions and labour intensive interventions required by agents, 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. Collection rates from comparable customers is also useful to inform these calculations.

- **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.

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



Data Management is part of a broader suite of services within our debt collection system, and 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 should be able to discover everything they need to know about that account with 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.

## Our State-Of-The-Art Call 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 firewall safeguard our KingPin™ systems.

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



## Seamless Collection through Strategy & Performance Management **End-To-End Precision & Accuracy**

Our experience, capabilities and approach provide adaptability to our clients' environments, while the following system functionalities provide the advantages of precision and accuracy.

- **Enhanced Workflow Management**  
An automated dialler and campaign manager eliminates manual actions performed by agents, thus enabling a seamless debt collection process, along with stress-free strategy and performance management.
- **Continuous Performance Reporting**  
The system offers continuous performance reporting, and highlights payment returns for each action.
- **Accurate Collection Forecasting**  
The system provides valuable information for accurate collection recovery forecasting.
- **Targeted Yields & Recoveries**  
The system functionalities are easily adapted to our strategy, enabling us to target and achieve required yields and recoveries.



## Automated Collection Strategies & Campaigns **Improved Debt Recovery**

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Unlike other service providers, our system has a backend artificial intelligence which determines collection strategies and collection campaigns.

The constantly evolving nature of the system means that learnings and feedback loops lead to improved forecasting, increased performance and higher levels of predictability.

Having and sharing knowledge is the cornerstone of action and influence, and therefore power.

- Data inputted into our Debt Collection System is intelligently analysed to determine how well it worked in driving revenues, lowering costs, and enhancing performances.
- If the working of the campaign at that specific time is deemed successful, it may be elevated to benchmark status, providing clearer and more valuable profiles on regular payers or non-payers.
- These learnings enable the realistic scheduling for any particular customer with regard to collections based on their profile predictability.

# Bringing A **Solutions-Driven** Approach To Debt Collection

As a solutions-driven business, Boffin & Fundi have enabled public and private sector clients to reduce their debt book and grow revenues through a proven approach that maximises debt recovery.

Our value lies in delivering solutions that are relevant and effective for clients. Our infrastructure, services, technologies and processes have led to us becoming their preferred service providers, and brought them peace-of-mind.

**For smart, innovative debt collection solutions, contact us today.**

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