



Expediting Debt Collection

In-Call documentation that enables collectors to complete collaboration, documentation & payment

Today's technology aggravates a complex process

For effectively managing delicate financial proceedings its imperative to have robust & effective client-facing tools. For debt collection, where debtor procedures are often difficult, effective techniques are the foundation of maximizing debt collection.

Many collection organizations invest heavily in technologies that enable them to contact the debtor. However, they are often ill-equipped to productively engage those debtors once they have reached them. As a result, agents often get pulled into -often hostile - back and forth with debtors.

This technology gap introduces undue negatively into collections and hurts the amount agents are able to collect. This makes debt collector's job even more difficult, and the process less effective: Conversations are elongated, hostile, and even amicable debtors are redirected to other channels to access debt calculators and simulators, pushed to scanning and faxes for document collection, hassled for printing and sending for signature and lastly chased for repayment.

In short – debt collection is a demanding process for both the collector and the debtor. But It doesn't have to be.

TECHNOLOGY THAT ACCELERATES DEBT COLLECTION PROCESSES

In-Call Documentation That Simplifies & Maximizes Collections

In-call digital solutions enable collectors to better manage all parts of the collection process while speaking with the debtor on the phone - in real-time. They can maintain better control of the discussion and manage all associated tasks while on the call.

Lightico's robust set of digital tools to maximize the conversations they have with their debtor. Once collectors finally reach a debtor, they are able to share repayment calculations, verify identification/collect documentation, confirm repayment forms, digitally sign payment plans, and collect payment all while in the call.

The old way of completing documents puts your business at risk. Not only does protracted paper-chases waste your precious time, it also leaves you debtors frustrated - costing you precious collections.

Make it Easy for Debtors to Pay

While speaking with customers, you can share repayment schedules, agree payment terms, sign documents and collect payments.

Instant, Digital Debt Collection Processes

Our debt collection customers see that they can accelerate collection cycles and improve recovery rates by using customer-friendly technology.

Simplify your debtor's life and reap the rewards of higher and faster recovery rates.

