

# First Data's Collections Solution

Improve your debt collection rate with a new integrated, single source collections solution that will allow collectors to collect debt more efficiently and cost-effectively. First Data's Collections Solution is designed to help collectors segment and contact debtors faster and more effectively while reducing the risk of accepting bad payments and increasing the speed of payment clearing.

Companies engaged in collection operations today are continually faced with issues such as finding delinquent customers, cost optimization of contact strategies, validating payment capability and speeding the receipt and processing of payments. As a result of these issues as well as resource constraints and a lack of automation, businesses are continually looking for ways to effectively integrate payment systems, reduce losses due to delinquent accounts or bad checks used for payment and improve overall efficiency throughout the entire collections process.

## Identify, Manage and Reduce Collections Risk

First Data's Collections Solution provides Financial Institutions, Receivables Management and Auto Finance companies with the power to improve their processes through each stage of the collections lifecycle. By combining best-in-class data and analytics, collectors are able to locate debtors quickly and cost-effectively. Once a debtor has agreed to pay and the payment information is collected, it is run through TeleCheck's® proprietary information database and risk model to generate a recommendation on whether to accept a check or pursue another form of payment.

Based on the recommendation returned, collectors have the ability to make better, data and analytic driven decisions resulting in more effective and efficient action.

## One Partner for all of Your Collections Needs

Once the appropriate payment method is determined, the payment is cleared through PayPoint®, First Data's payment gateway system. PayPoint provides a centralized solution for full payment lifecycle processing from multiple channels using multiple mediums; enabling collectors to simplify their payments architecture by managing online and agent assisted payments. Fully integrated with all aspects of the payment process, the PayPoint payment gateway serves as a single solution for authentication and settlement of all payment types. By partnering with the leader in payment processing and through utilizing a streamlined payments architecture, collectors will experience faster and easier customer handling and have access to collected funds sooner.

## Customer Benefits

First Data's Collections Solution improves every stage of the collections process by helping collectors:

### Save Time

- Locate debtors quickly and more efficiently
- Enjoy faster funding through TeleCheck's check verification service
- Eliminate manual processing and check depositing

### Reduce Risk

- Determine whether to accept check payment or pursue another payment method based on the recommendation returned derived from a risk model score

### Improve Efficiency

- Ensure that dollars spent result in more dollars collected
- Achieve complete collection system integration through one vendor relationship
- Effectively manage collection activities by utilizing state-of-the-art voice system technology

### Control Costs

- Reduce the costs associated with finding debtors and collecting bad checks written to settle debts
- Save money by reducing banking costs and returned-check fees
- Reduce overhead by automating processes

Through the utilization of TeleCheck's check verification, First Data's Collection Solution effectively reduces the risk of accepting bad checks for debt payment to improve overall efficiency and collect more, faster.

## Best-In-Class Collections Solution

First Data's Collections Solution will also include a future component designed to give companies the flexibility to choose to contact debtors via a live agent or utilize First Data's automated voice collections services to place an automated outbound collection call. By automating processes, companies will see reduced resource costs and gain access to the latest technologies with little upfront investment.

## A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

For more information, contact  
your First Data Sales Representative  
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