OneConnect Financial Technology Co., Ltd.

Collection System

Inefficient and outdated collection management systems harm business performance, innovation and growth. To mitigate the risk of losses from outstanding debt, financial institutions need a smarter collection strategy.

OneConnect Smart Lending Platform provides an integrated Loan Collection System to help financial institutions manage NPLs efficiently and in a cost-effective way.

The System offers a comprehensive suite of collections and debt management capabilities. Now you can eliminate manual collection processes and enhance productivity without the need to manage multiple vendors.

Thanks to the Loan Collection System, you can reduce risks arising from security issues and fraud, and ensure compliance with internal and external policies, while continuously lowering your NPL Ratio.

Lesser delinquencies and higher recoveries

Our Loan Collection System is a customer-centric solution packed with smart features proven to enhance business processes and address pain points..

Pain Points	Our Solution
Offline and manual maintenance of collection data	• System syncs and updates collection data • Auto-distribute cases based on DPD(Days Past Due), collection progress and other dimensions
Hard to view collection history	• Easy to search for past collection activities • View the latest updates up to the last customer repayment
Hard to contact customer	• Implement skip tracing to quickly identify and prioritise accounts that require action, and assign the right follow-up strategies.

Key Features

Configuration

- Flexible setup and role-based auto task assignment according to access levels
- Support multi-channel notifications including SMS and email notifications
- Customised approval levels for different roles, and approval workflows for write-off, charge-off, waiver request, and skip tracing.
- Set automatic triggers to initiate skip tracing
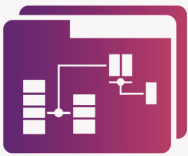
Case Management

- Implement rule-based assignment methodology, initiate skip tracing, write-off, charge-off and waiver request for internal collectors.
- 360-degree view of customer information and overdue account information, past activity memos and all other trail logs.
- Update the progress of outsourced collection work via bulk upload of information.
- Team leads can manually assign/reassign the cases within or across teams.

Special Handling

- In-system approval based on the Four Eyes principle, with trackable approval trail.
- Integrates with core banking system to send approved requests and receive responses automatically.
- Rule-based or manual assignment of cases to skip tracers.

Productivity Tracking

- System tracks individual and team performance via Procure-to-Pay (PTP) management, payment collected and outstanding balance.
- Team leads and system administrators can download the monthly individual and team performance reports.

Benefits

The Loan Collection System of OneConnect Smart Lending Platform enables financial institutions to manage their delinquent customers proactively and efficiently:

Improved Processes
Increase automation with better use of data and improve omnichannel customer experience to maximise debt recoveries.

Cost Savings
Reduced administrative costs associated with debt recovery.

Enhanced Collection Strategy
Determine the best strategy for the classification, allocation of and follow-up actions for debt collection.

Customer-Centric
Customer-centric approach with 360-degree view of all customer accounts.

Simplified Operations
Customisable dashboard for managing critical information.

OneConnect Financial Technology Co., Ltd.

Data Protection & Privacy
OneConnect will work closely with you to ensure your firm stays compliant with applicable data protection and privacy laws throughout our engagement with you. We will take care to ensure we fulfil our obligations as a data intermediary to protect your data accordingly.

To find out how OneConnect Lending can help you stay ahead of the innovation curve, visit www.ocft.com.sg or email us at enquiry@ocft.com