

Digital Self Service Portal

Module

A COMPLETE DIGITAL COLLECTIONS & RECOVERIES SOLUTION

With digital channel adoption constantly increasing in the credit market, debt management organisations must adapt to the digital era to meet evolving customer needs. Customers expect digitised services, enabling them to conduct their financial transactions online easily and conveniently.

Our end-to-end digital collections and recoveries solution provides digital self-serve capabilities to transform your collections process. **Experience quick deployment and zero risk, empowering your business to adapt seamlessly to the digital era.**

The fully configurable self-service portal delivers flexible customer journeys, enabling you to align your collections strategies across the digital platform and increase customer engagement. Trust our real industry experience to transform your collections and recoveries. Our consumer-focused, self-service platform integrates seamlessly, ensuring adaptability with your business needs.



The graph presents the Qualco Collections & Recoveries key modules and their interaction with the internal and external stakeholders. There are several ways stakeholders can interface with the system modules through **(i) admin, agent and officer applications** (business and system admins, back office, call-center agents, legal and restructuring officers, branch RMs, legal offices, etc), **(ii) online APIs** such as client and customer portals **(iii) batch interfaces** (originators, debt collection agencies, legal offices, etc.)

Settlement offers

%

Settlement offers for you

A settlement offer allows you to settle your account through a discount on your outstanding balance. You can see what it takes to bring up your score, press 'Settle now' and see the options available.

DISCOUNT	Settle now
10.60%	£304.50 per month
	4 payments of £304.50 per month Create
20.60%	£446.50 per month
	4 payments of £446.50 per month Create

Welcome John, this is your space to manage your account anytime.

Account details

Account details

Credit card

Green Finance

Product

Credit Card

Reference

AC00100-2

Balance

£3,672.78

Make a payment

KEY FEATURES

ACCESSING WITHOUT RESTRICTIONS

Offer 24/7 account access, allowing customers to make payments anytime from any device.

ADJUSTING REPAYMENT PLANS

Empower customers to manage their accounts efficiently via rules-based repayment plans.

REVIEWING ACCOUNT DETAILS

Allow your customers to easily view account details and monitor the progress of their payments

PROVIDING SETTLEMENT OFFERS

Display discounts to customers to facilitate them in paying off their balance.

ARRANGE CALL BACK

Whenever your customers need phone assistance, they can easily arrange a call with client representatives.

INTEGRATING SEAMLESSLY

Integrate the self-service module with existing Qualco Collections & Recoveries installations.

HANDLING PAYMENTS

Get ready to make payments with speed and convenience.

UNDERSTANDING BREATHING SPACE ELIGIBILITY

Help your customers know whether they meet the criteria required to request breathing space.

ASSESSING AFFORDABILITY

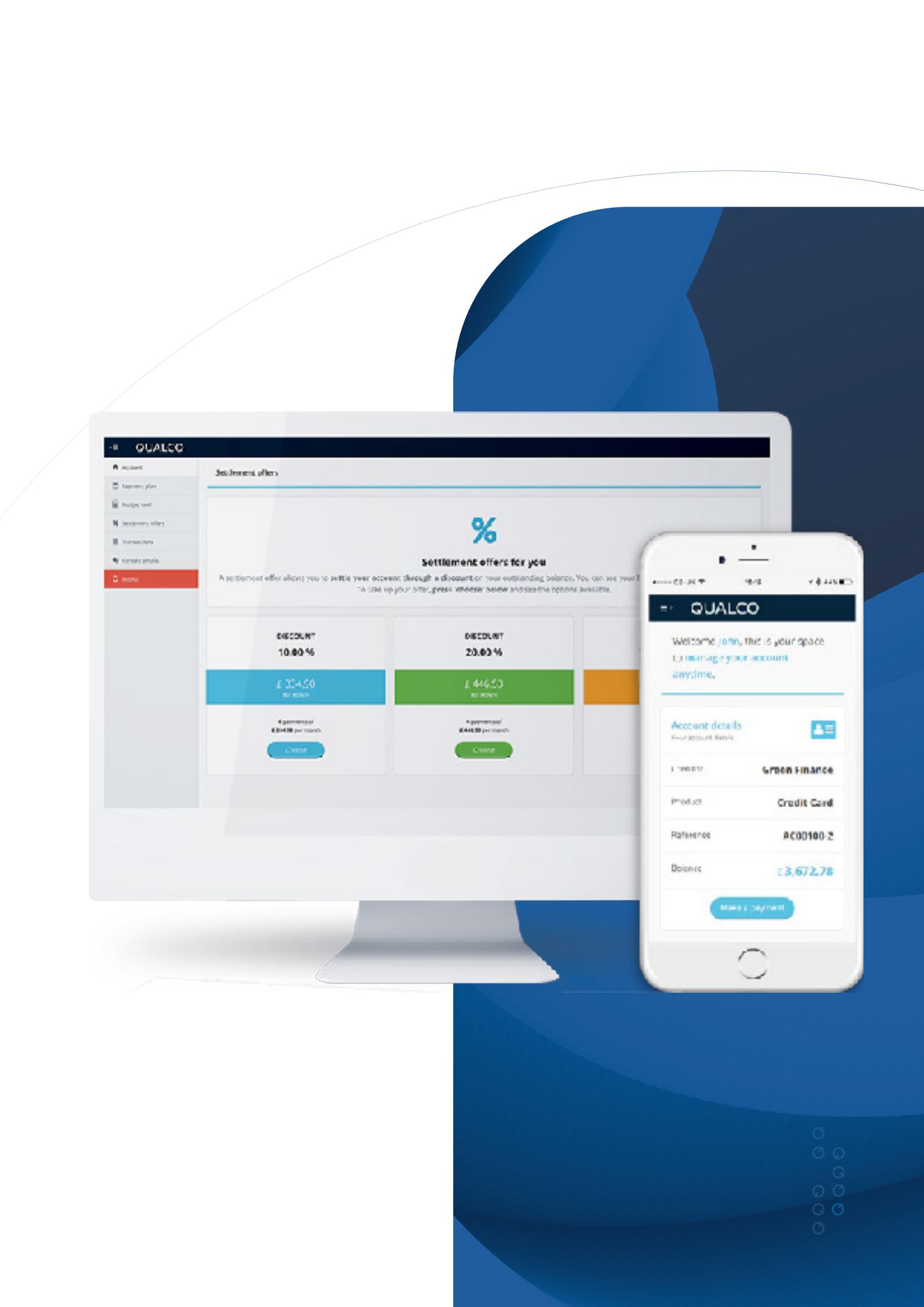
Go through income and expenditure assessments online and find out what your customers can afford to pay.

MONITORING TRANSACTIONS

Access your customers' account transactions online with ease.

UPDATING CONTACT DETAILS

Enable customers to manage their contact details online, without contacting your call centre.



QUALCO

- Accessed
- Payment plan
- Budget tool
- Settlement offers
- Transactions
- Customer service
- HOME**

Settlement offers

%

Settlement offers for you

A settlement offer allows you to settle your account through a discount on your outstanding balance. You can see your options below to settle up your debt, press 'Choose' and see the options available.

DISCOUNT 10.00%	DISCOUNT 20.00%
£ 10450 BALANCE	£ 44650 BALANCE
4 payments £2612.50 per month	4 payments £4412.50 per month
Choose	Choose

00:00:00 100% 44%

QUALCO

Welcome **John**, this is your space to manage your account anytime.

Account details

For account details

CURRENT	GREEN FINANCE
Product	Credit Card
Reference	PC00100-2
Balance	£3,672.78

Make a payment



KEY BENEFITS

IMPROVE OPERATIONAL EFFICIENCY

Save on Full-time Equivalent (FTE) effort and operational costs, increasing your organisation's efficiency.

ACCELERATE CUSTOMER EXPERIENCE

Offer your customers an easy-to-use digital channel that enables them to take control of their financial situation, improving their overall experience.

ELEVATE CUSTOMER ENGAGEMENT

Enable your customers to interact via a comprehensive digital platform, improving their engagement and reaching better liquidation rates.

MAXIMISE DEBT SUSTAINABILITY

Leverage online plan set-up and ensure customised offerings and reduced breakage rates for your clients.

REDUCE MANPOWER COSTS

The online platform enables customers to perform most operations on their own, minimising your organisation's needs in manpower.

SPEED UP INTEGRATIONS

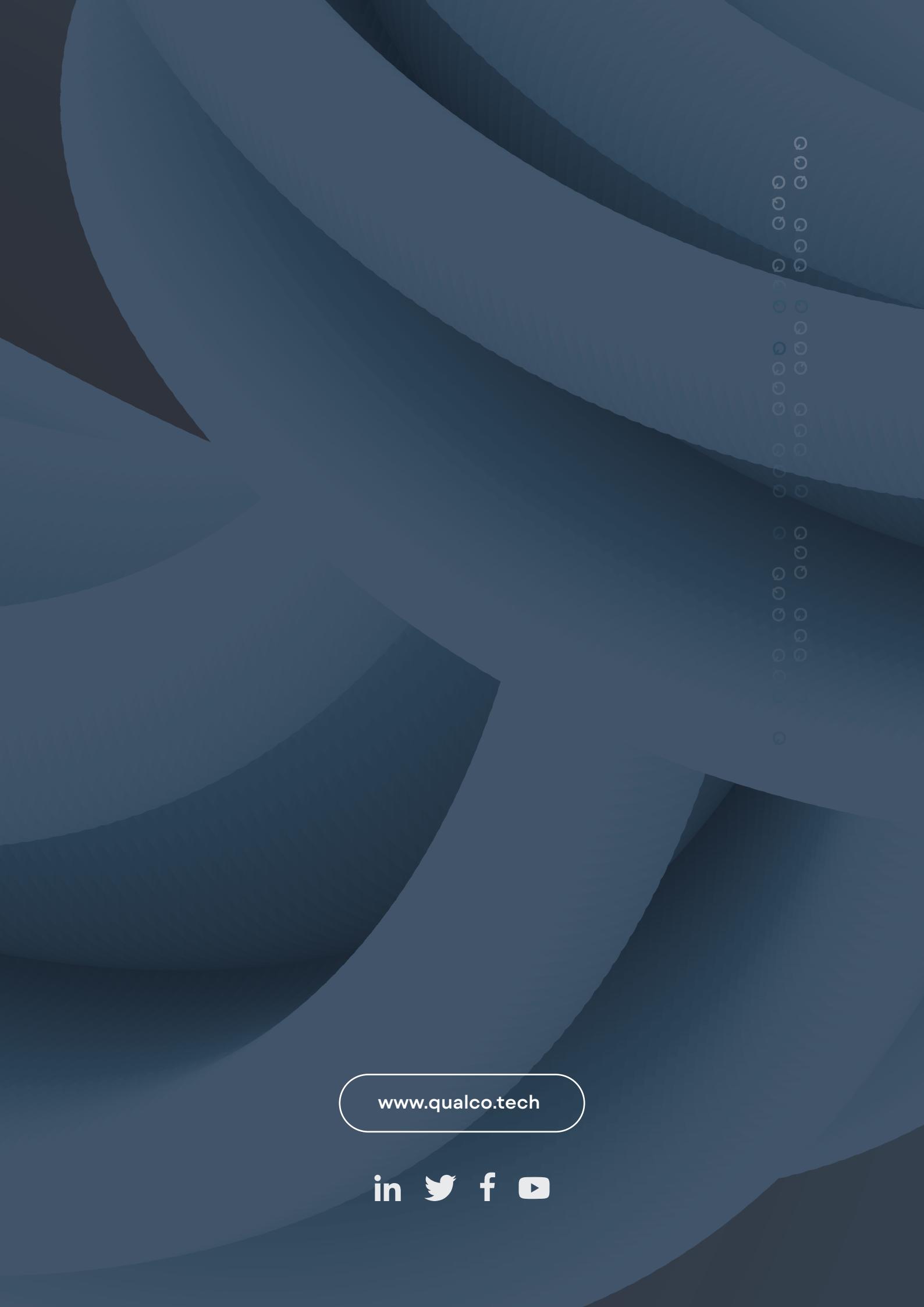
The platform's Back Office system enables you to implement integrations in no time.

OFFER RESPONSIVE DESIGN

The platform offers a strong UX, making it easy to use and access via web, tablet and mobile.

ENABLE LOCALISATION

Allow your agents to change the platform's language, adjusting it to their own needs.



www.qualco.tech

