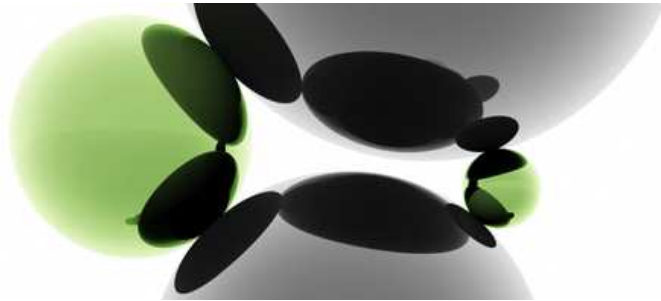


vCard Collect



Reducing and regularising outstanding balances is a huge cost for card issuers. Although it is desirable to maintain a controlled level of arrears due to the interest earned, having four, five or six payments overdue is a growing concern.

With increased overdue payments leading to increased write-offs, card issuers need effective arrears-handling solutions. By automating appropriate inbound and outbound call types and making it easier for cardholders to access account information, not only could you retrieve outstanding payments, but also reduce costs at the same time.

Credit card facts and figures*

- In 2007 in the UK, credit cards were used 1.9 billion times to the value of £133 billion
- In 2007 credit card accounts that were more than six payments overdue, increased to £4.8 billion, a rise of 6.9% on 2006
- In 2007 write-offs of outstanding credit card debt rose to record levels and totalled £3.3 billion
- By the end of 2007 credit card debt owed by UK households was close to £67 billion

Vicorp's vCard Collect

Arrears and collections management is an ongoing battle for card issuers' call centres. It is an unpleasant topic area for the agent to discuss and it is time-consuming and costly. Vicorp's solution automates some of the functions of over-the-phone arrears handling and collections and offers the caller an alternative to engaging with an agent on a tricky topic.

The majority of missed payments are not conscious calculations, but simply come as a result of forgotten deadlines. Offering an over-the-phone system where the cardholder can check on their balance and quickly and easily make a payment broadens the options for the cardholder and increases the chances of receiving payments.

vCard Collect integrates with customer management systems. The business rules set can control how the solution works and when it is activated. Be it outbound or inbound, self-service offers a real time- and cost-saving alternative for both the caller and the call centre. A recent survey** indicated that on average, each call dealt with by a call centre agent costs £2.88, where as one dealt with by self-service costs only 43p - a statistic worth considering.

A Modular Application Suite

Part of a comprehensive application portfolio, which deals with issues such as arrears handling, fraud prevention and card activation, *vCard Collect* is offered as a flexible modular suite which includes but is not restricted to:

- **Identify and Verify**
This application is the basis of the plastic card application portfolio. It allows the cardholder to be identified by an automated system over the telephone.
- **Commit to Pay**
This is extremely powerful and intuitive. Not only does it enable the caller to retrieve their outstanding balance, it can also automatically ask the caller if they want to pay more of their outstanding balance. It is designed to close the cardholder's arrears gap and does so without having to involve an agent, which can be a very difficult call for the agent to make.
- **Prompt to Pay**
This module allows the card issuer to send outbound reminders to customers according to the business rules set. Accounts can be settled over the phone, or the customer can simply take the call, or SMS, at its face value – a reminder.

As part of a modular suite, the flexibility enables our customers to work with us to produce their ultimate plastic card solution. Vicorp's award-winning professional services team is ready to address specific requirements and could include the following and more in your solution:

- Activate Card
- Route the Call
- Confirm to Pay
- Intend to Travel

vCard Collect Features

- Integrates into other systems such as CRM
- Can be tailored to suit specific requirements as it is a flexible, open modular solution
- Can be enhanced by linking other applications to provide improved self-service to cardholders and issuers
- Supports multiple brands easily and cost-effectively
- Offers a high level of security with multifactor authentication
- Is part of a comprehensive application portfolio which has been specifically designed for card issuers
- Callers may choose their channel preference as the applications are multi-channel
- Can be implemented as a hosted or customer premise solution
- Offered to the card issuer with flexible payment models: transactional or up-front payment



vCard Collect Benefits

- Offers a quick and cost-effective means to improve on arrears and collections by proactively driving up completion rates and increasing touch points
- Alerts the cardholder with their balance based on the business rules set by the card issuer
- Gives a fast return on investment and quick payback
- Provides an easy-to-use interface which is natural to the caller
- Vicorp makes it easy and quick to implement
- Enables enhanced customer service with the automated system working 24x7
- Is totally portable and comes with no technology lock-in as it is developed using open industry standards
- Can be run on existing, new or hosted equipment making the most of current investments
- Frees up agents' time giving them more time to concentrate on more complex enquiries
- Helps to motivate agents as the more mundane calls are dealt with by an automated system

Why Vicorp?

Vicorp makes it easy for organisations to cost-effectively deliver superior self-service experiences over the phone. We provide flexible and measurable solutions tailored to our customers' brands and backed by our investment in leading experts and technology.

With over 20 years experience in the IVR (Interactive Voice Recognition) industry, Vicorp understands the requirements of organisations offering interactive automated systems to their callers. We have been innovating and developing speech self-service solutions for many years and we have a deep understanding of the issues that contact centres face daily.

We have an award-winning professional services team and an award-winning service creation and execution environment which is the most advanced of its kind.

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