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# Leading Strategically Through the Recovery: Industry Outlook

Presented by:

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# COVID-19 – 2019 Collections and Recovery Areas of Focus

April - June

July - September

October - December

Creditor Focus	Creditor Focus	Creditor Focus
Transition agents to work from home	Assessing non-traditional segmentation data	All new and modified strategies optimized
Reducing outbound calling/limited proactive outreach	Evaluating offers and modifying appropriately	Establish test and control for new third party agencies
Scoping low cost contact channels	Selecting/onboarding new tech solutions	Continue looking for optimal strategy mix
Pushing more self service (IVR, AI)	Continuously updating delinquency and loss forecasts	
Designing and launching deferral programs	Sourcing/onboarding incremental agencies	
Designing delayed c/o policies	Begin readying post charge-off strategy	
Notifying regulators of deferral and c/o policy mods	Recruiting/Hiring	
Suppressing credit bureau reporting if applicable	Re-evaluating work from home policies	
Forecasting future delinquency		
Updating capacity plans		
Stopping punitive action (repo, garnishments, etc.)		
Agency Focus	Agency Focus	Agency Focus
Deploying client by client	Onboarding new clients and agents	Executing client strategies
Migrating first party collectors to work from home	Re-evaluating work from home policies	Third party agencies start hiring/onboarding agents
Evaluating revenue/expense forecasts	Continuing to defer expenses	
Re-allocating staff		
Source alternative income streams		

