

A Digital Collection and Recovery Solution for Credit Unions

Ceverine

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Challenges for Credit Unions in the UK

1

FCA focus on effective governance and improved control

2

Consumer Duty driving increased evidencing requirements

3

Cost of living crisis changing risk dynamics

4

Scaling processes, creating economies, efficiencies fast

Ceverine

A smart digital engagement, early arrears and recovery solution:

- Customer centric
- Fast digital first capability
- Vulnerability identification & tailored journeys
- Evidencing of customer outcomes and interventions
- Scalable, allowing more members to be served
- Data and analytics-driven for better credit risk management

Key features...

- Enablement of 'digital first' objectives and seamless customer journey
- Cloud-based deployment for scalability, security and operational resilience
- Lower costs and draw on capital and operational resources with a consumption based service model
- Customer centric approach (e.g. determining cases better suited to debt advice)
- Balanced focus between front-end and back-end activities, including debt prevention
- Monitoring of cost-of-living impact and risk profiles of borrowers (e.g. emerging segments)
- Ensure regulatory alignment:
 - Ensuring compliance with FCA Consumer Duty in all stages of the product cycle
 - Aligning with FCA vulnerability guidance
 - Increased focus around Financial Crime prevention
- Access to specialist resources

...that we support

- Data analytics to refine treatment paths and priority strategies
- Digital Debt Resolution as a Service (DDRaaS)
- 'Digital first' first-party approach with exception management hand-offs in order to lower engagement and collections costs
- Seamless switch to third-party if required
- Tailored forbearance strategies
- Integration of best practices
- Demonstrable smooth hand-offs to specialist providers (e.g. debt advice)
- Tailored workflows using optimised workflows
- Tailored dashboards and MI reporting aligned to key metrics

Ceverine: The Ultimate Digital Service Platform.



Integrated

Data analytics and workflow automation driving tailored strategies and digital self-serve journeys.



Multi-tech

Multiple technology partners to deliver a range of solutions from first-party solutions to end-to-end third-party collection and recovery services.



Configurable

Configurable to support and compliment different collection infrastructures.



Pay-per-result

Implementation-light, plug-and-play Digital Debt Collection as a Service (DDCaS).



Flexible

Scalable and low cost service catering any type of customer.

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...talk to us today



Ceverine

At the frontier of technology-driven debt resolution services

Building digital first processes

A digital debt resolution service, integrating ML-powered analytics, automation and digital-serve

Changing debt collection and recovery with socially responsible and machine learning-driven digital strategies.

Ceverine

- Established in 2020 and headquartered in London.
- Digital first, machine-learning driven collection services.
- Digital BPO and managed collection services in early and late stage delinquencies.
- Experienced management and delivery team.
- Serving lenders, utilities and telecommunications companies as well as state enterprises.
- Focus on social responsibility.
- Foundation member of the Credit Services Association.

Delivering best outcomes for everyone

Better Engagement

- Digital channels delivering up to 5x customer engagements.
- De-pressurised self-serve for better resolution results.

Empowering Customers

- Fair treatment without confrontation and pressure.
- Empowering customers with a comprehensive digital toolkit.
- Transparent platform minimising customer complaints.

Better Enterprise Experience

- Transparency, higher customer retention and lower collection costs.
- Consolidating digital strategies and simplifying operations.
- Improving risk management.
- Light/no implementation and pay-per-result commercial model.

Cost Effective

- Optimised process, minimal delivery headcount, maximum automation and larger number of cases resolved.
- Reduction of delinquency costs for the entire credit chain.



Unparalleled experience in collections

A Leading Consultant to the Credit Union Sector

15+ Collections Engagements in Past 3 Years

Strategy & Target Operating Model Development

- Redesigned **operating models** and developed **future state roadmaps** to support rapid execution
- Designed and developed **default management-specific end-to-end people management strategies** (e.g., Hiring, Agent and Management Training, Incentives/Compensation, and Performance Management)

System Design, Selection & Implementation

- Designed and implemented **custom C&R systems** for two Top 5 credit card issuers
- **Selected and implemented** vendor-based C&R solutions for a Top 5 UK lender and Top 5 captive auto lender
- Led efforts for a Top 10 credit card issuer to design and implement a **custom PEGA Systems** workflow-based collections system
- Consulted a super-regional consumer lender on build requirements to support a **system of record conversion** for an enterprise transformation in Servicing and Collections and Recovery

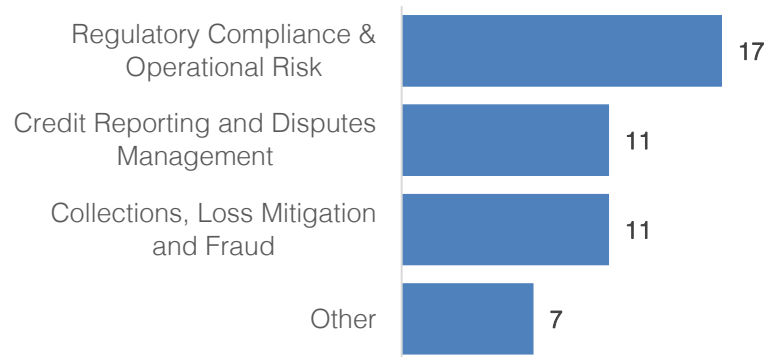
Regulatory Compliance and Operational Risk

- Created **policies, procedures, and process maps** to support upcoming changes in collections rules and regulations
- Provided leadership for regulatory **exam preparation** and issue remediation, client passed exam with **all issues remediated** or scheduled for fix
- Developed internal **1st LOD QA/QC program** and the **culture change initiatives** required to implement and ensure sustainability with changes to collections agent incentives

A Leading Consultant to the Credit Union Sector

Bridgeforce has completed c.50 engagements with the Credit Union sector in the US, working with around half of the top 30 institutions. Our work has covered a diverse range of “mission critical” subject matter from Compliance to Collections technology selection.

Bridgeforce Credit Union Engagements by Discipline



Testimonials from Credit Unions

“They were extremely knowledgeable, approachable, hard-working, and talented team members. They worked hard to ensure this project was completed within time frames necessary, and as efficiently as possible. I would love to work with them again in the future.”

“I always appreciate the level of detail that I get from Bridgeforce in terms of work plans and recommendations.”

“I very much appreciate the professionalism of [Bridgeforce]. It was an outstanding engagement that exceeded my expectations”

Ceverine

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