



## SAFEGUARD YOUR REVENUE AND RELATIONSHIPS

### EXPERT CONTACT CENTER SOLUTIONS TEAMS:

- ▶ Trained debt-stage problem-solvers who guide consumers
- ▶ Every consumer relationship is treated as if it were our own
- ▶ Enhance long-term relationships through informative, empowering interactions
- ▶ Ongoing contact center performance checks and quality assurance

### RESULTS-DRIVEN APPROACH:

- ▶ Forward-thinking contact strategies that reach millennials to seniors
- ▶ Multichannel payment options, including self-service portals
- ▶ Data-driven analytics and insights to enhance program performance and exceed KPIs
- ▶ Transparent reporting, including an online dashboard

### Improve consumer relationships and deliver results

How carefully a company handles consumers with past due amounts is often the difference between accounts brought current and those that will never be paid. Maintaining strong relationships with credit customers is critical. And, it is becoming more complex...especially when bad credit happens to good people.

Leading companies understand that accounts receivable management (ARM) is an essential part of business health, while recognizing it is not always a core competency. Many of these same businesses find that outsourcing this function allows their staff to focus on more strategic activities. They just need to find the ideal partner.

When companies find the right business partner, good things happen — increased profitability, risk minimization, and improved consumer relationships.

### Make every consumer interaction count

Waypoint guides your customers using a consultative, tailored approach that leaves them feeling valued. We leverage nearly four decades of experience in consumer interactions and analytics to engage all age groups — millennials to seniors — using a multichannel contact strategy focused on positive revenue and relationship outcomes.

Our agents are trained problem-solvers who enhance long-term relationships with your customers through informative, empowering interactions. Our partners can feel confident that both their receivables and billed customers are being managed with the highest level of compliance, transparency, and integrity.



### COMPLIANCE CHAMPIONS:

- ▶ Ongoing, comprehensive training in federal and state laws and regulations
- ▶ Continuous mentoring and coaching on compliance and performance issues

### FLEXIBLE, SCALABLE OPERATIONS:

- ▶ Multichannel contact support: Phone, mail, email, and web chat
- ▶ Easy integration and rapid scale-up
- ▶ Leading technology and services tailored to business needs and portfolio segments

### Skip tracing & scoring sets priorities and ensures the entire portfolio is worked

Prior to contact efforts, Waypoint applies a full suite of skip-tracing tools to consumer account records and then appends the file with industry-specific recovery scores. Accounts are then sorted into queues with dedicated agents specifically trained to locate consumers and maintain high standards for right-party conversion.

### Consumer education leads to better resolutions

Our front-line contact center agents are also trained and equipped to help consumers understand the importance of establishing a repayment plan to cure their delinquent balances. We provide agents with custom training and scripts to help consumers see the value of a repayment plan to “cure” their delinquent balances.

### Best-in-class facilities designed for optimal contact center performance

Waypoint’s fully-owned, 200,000-square-foot building was designed with contact center operations and security in mind. Our call center floors are clean, contemporary, spacious, and relaxing. The environment establishes the ideal setting for our agents to do what they do best — build relationships by providing trusted guidance that helps consumers get back on track.

**Bottom line:** Take a look at what we do and compare it to your current provider. Waypoint can help you recover delinquent receivables while strengthening your customer relationships. Let us show you improved ARM results.

**CONNECT WITH  
WAYPOINT**

Get past-due consumer payments back on track with Waypoint’s late payment solution  
info@waypoint.com | Phone: (888) 648-6606 | www.waypoint.com

**ABOUT WAYPOINT:** Waypoint Resource Group is a 100% US-based company and a member of the Trellis family of companies. Waypoint provides multi-channel accounts receivable management solutions to businesses in a variety of industries including automotive, utilities, healthcare, banking, and telecom/cable/satellite. Trellis has nearly 40 years of successful experience in accounts receivable management as a federal loan guarantor. Waypoint draws from this experience and heritage to deliver results that improve revenue flow and recovery as well as safeguard consumer relationships.

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