



DRIVE RESULTS WITH TAILORED RECOVERY

WAYPOINT SOLUTIONS — RECOVERY ACCOUNTS

Recover more of what you're owed with veteran agents who empower consumers to take control of their debt

Transforming a delinquent account into a paying, loyal consumer is a challenge. However, it's one of Waypoint's specialties. We leverage nearly four decades of success in recovering post-default revenue. Waypoint recovery programs and multi-channel contact strategies are tailored to each portfolio to increase recovery potential regardless of stage. We listen to consumers and help them adopt a solution that results in bringing their accounts current. Our goal is to secure your maximum post-write off revenue while preserving the consumer relationship.

Experience the Waypoint Difference

900
SEATS
READY TO SCALE

\$72.4B
MANAGED TO DATE

40
NEARLY
YEARS
OF EXCELLENCE*

MAKE EVERY CONSUMER INTERACTION COUNT

Waypoint Solutions — Recovery Accounts

Third-party
Pre-legal and legal
Small balance
Lettering



EXPERT CONTACT TEAMS

- ✓ Trained debt-stage problem-solvers who provide support and trusted advice to consumers
- ✓ Service commitment: Treat every consumer and every portfolio as if they are our own
- ✓ CRM: Sustain and strengthen consumer relationships through informative, empowering interactions

Warehousing
Bankruptcy
Electronic message delivery
Skip tracing



RESULTS-DRIVEN APPROACH

- ✓ Proven, forward-thinking programs that reach millennials to seniors
- ✓ Multi-channel payment options including self-service portals
- ✓ Data-driven analytics and insights that enhance program performance and exceed KPIs
- ✓ Transparent performance reporting, including an online dashboard
- ✓ Ongoing performance checks and quality assurance



FLEXIBLE, SCALABLE OPERATIONS

- ✓ Multi-channel contact support: Phone, mail, email, web form, web chat
- ✓ Easy integration and program scalability
- ✓ Leading technology and services tailored to business needs and portfolio segments



COMPLIANCE CHAMPIONS

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