



DRIVE RESULTS WITH TAILORED RECOVERY

PROGRAM FEATURES:

- ▶ Nearly 40 years collection experience
- ▶ Inbound and outbound customer service
- ▶ 100% call recording
- ▶ Quality assurance team
- ▶ 10M customer interactions in 2015

KEY BENEFITS:

- ▶ Focus positive customer outcomes through education and consultation
- ▶ Unparalleled compliance record
- ▶ Expert contact teams
- ▶ Results-driven approach
- ▶ 900 seats ready to scale

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

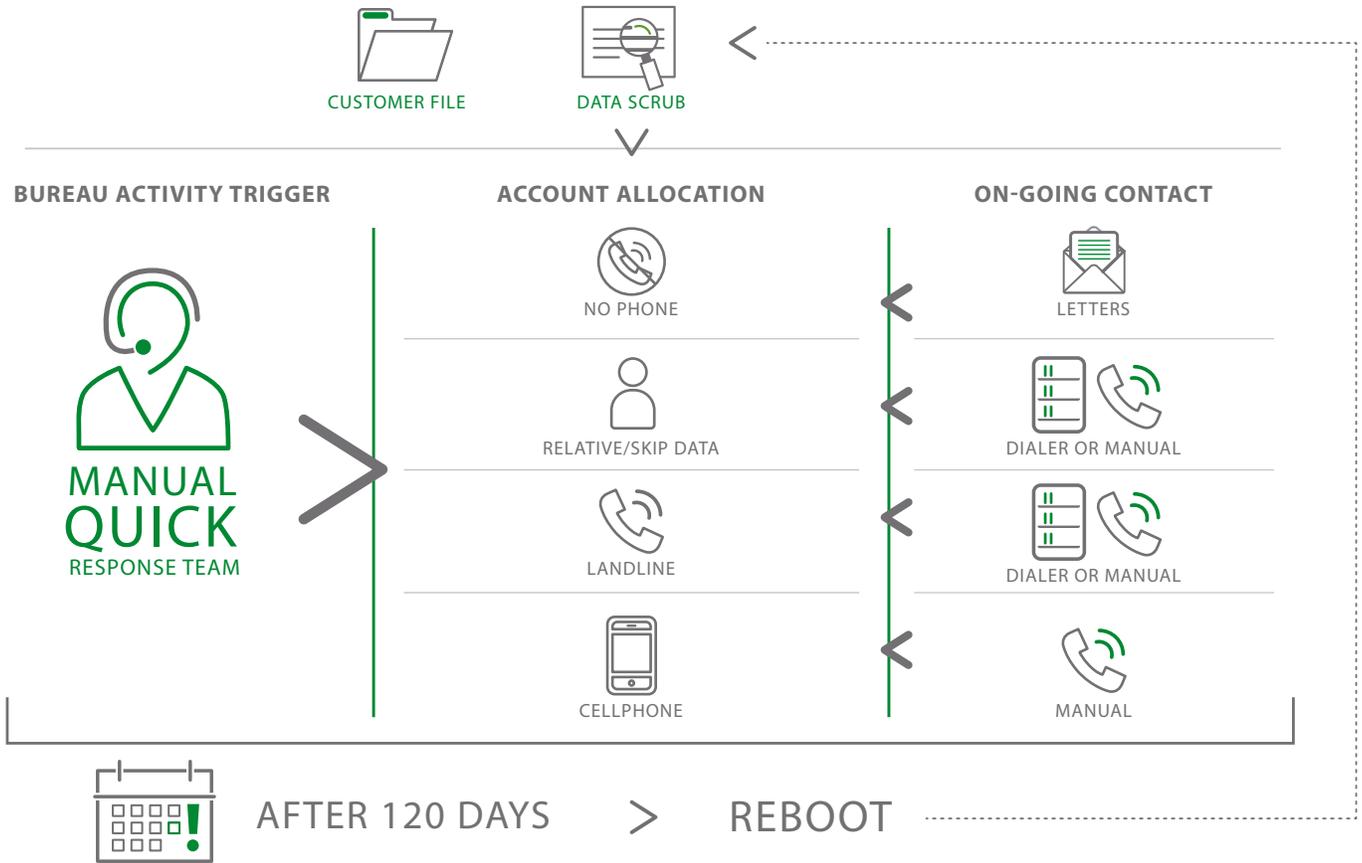
Transforming a delinquent account into a paying, loyal consumer is a challenge. The older the debt, the lower the likelihood of repayment. How carefully a company handles customers with delinquent accounts is often the difference between those accounts being settled and those that will never be paid.

Engaging with borrowers is one of Waypoint's specialties. We leverage nearly four decades of success in recovering post-default revenue. Waypoint recovery programs and multichannel 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-charge-off revenue while preserving the consumer relationship. And by making recovery more predictable, we enable our clients to better manage their cash flow.

Tailored Debt Recovery Solutions

Waypoint offers a full suite of ARM services, including handling performing and non-performing debt, skip tracing, and deceased account care. We have expertise in both pre-legal and legal debt status, small balance accounts, warehousing, and bankruptcy. ARM services are our primary business, which means Waypoint can recover delinquent receivables more successfully than most businesses, whose expertise is elsewhere, can do themselves.

RECOVERY ACCOUNT SOLUTIONS



At Waypoint, our goal is to provide outsourcing solutions that deliver administrative care matching the quality of the medical care. Leveraging nearly 40 years of collections experience, we understand that positive, well-crafted, and caring interactions can translate into stronger patient satisfaction.

Our contact outsourcing programs engage patients with a consultative and tailored approach that leaves them feeling valued through informative and empowering interactions. We achieve this all while reducing administrative costs, streamlining processes, and driving revenue.

Waypoint's 200,000-square-foot building is owned outright by our parent company and was designed with call center operations and security in mind. Our calling floors are clean, contemporary, and spacious. All human and data security processes are maintained according to NIST and FISMA requirements.

Bottom line: Waypoint can recover delinquent receivables more successfully than most businesses can do themselves thanks to the processes we have in place and our experience using them.

**CONNECT WITH
WAYPOINT**

Build strong relationships with Waypoint's contact center solution.

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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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