

Delinquency Management



Collection Services That Stay True To Your Ideals

CU Recovery, a PSCU company, provides credit unions with the most robust delinquency management solution offering and the highest quality agents and dialer technology; all from one provider.

Your credit union can rely on our trained agents to deliver a seamless member experience that reflects the “credit union touch” and we can strengthen the talent of your in-house collection staff through results-driven training.

Our seamless approach increases promise to pay ratios and gave us a 74% call to payment conversion rate in 2017.

First-Party– Delinquency Management

Our direct core platform connectivity and dedicated staff can begin contact based on the approach you customize.

Core-Integrated Collection/Agent Supported— This core-connected service provides, dedicated resources and customized collection with two options, 10-30 days or 10-90 days to collect.

Solution Summary

CU Recovery understands that delinquency management requires more than a “one size fits all” approach. That’s why CU Recovery’s delinquency management suite of services offers a range of options to meet the complex needs of credit unions, including:

First-Party Collection-Options include, dedicated staff, agent supported or agentless automated dialer, and core connected services that extend to first party skip tracing, bankruptcy, repossession, and remarketing services.

Third-Party Collection-Licensed in all 50 states to do debt validation and recovery on several types of accounts using skip-tracing, pre-collection letters and other methods.

Collection Training-Courses can be attended at the branch, various locations nationwide and at the annual educational conference.

Delinquency Management

These services also include bankruptcy collection, repossessions, remarketing of collateral, skip tracing, and door knocks.

With the use of automated dialing, we make calls 10 times faster than manual dialing and all phone lists and agents are prepped for the Telephone Consumer Protection Act (TCPA).

Digital Messaging/Agentless Calls—

This automated dialer allows for custom messages to be delivered or left on the first pass.

Automated Dialer/Agent-Supported

Calls—This automated dialer empowers members to convey payment intent, make a payment and request member support through text-to-speech capabilities.

Predictive Dialer/Agent-Supported

Calls—Connects with members up to three times daily, with targeted weekend hours when needed and includes skip-tracing, as well as several urgency payment options.

Cell phone dialing can be incorporated with a signed Hold Harmless.

Third-Party– Delinquency Management

When the collection effort extends beyond charge-off, our agents can provide proficient support. CU Recovery is licensed in all 50 states to do debt validation, send pre-collection letters, recover unsecured accounts, credit cards, signature loans, deficiency balances/secured accounts, negative shares and other types.

Just last year, we were able to recover more than \$19 million on post charge-off accounts; proof that regaining assets while maintaining relationships is at the heart of what we do.

Collection Training

Our training courses are designed to strengthen your collection staff through increasing their knowledge and confidence, which leads to operational readiness and favorable results. We'll provide the necessary tools for the success of your credit union, including training options available onsite, at the CU Recovery facility, or through our annual educational conference, CU Recovery Collection Academy.