

EFFECTIVE

- + Emulates the interactions of your best collection agent
- + Offers flexible payment options and promises to pay
- + Lets you build and adapt collection strategies based on rule sets and consumer information

PERSONAL AND FLEXIBLE

- + Personalize offers using the consumer's account information and other information gathered during web sessions
- + Offer multi-lingual support so customers understand every aspect of the collection process

RESULTS-FOCUSED

- + Reach customers who might otherwise avoid traditional collection efforts
- + Collect past-due amounts while ensuring consumers remain current on today's payments
- + Adapt and test strategies to collect more with rich reporting features



Drive self-service payment arrangements and reduce gross charge-offs by 10%.**

Accelerate Arrearage Collections with ACI Speedpay[®]

Offer Personalized Self-Service Payment Arrangements in 2021

ACI[®] Virtual Collection Agent[™], part of ACI Worldwide's comprehensive ACI Speedpay[®] solution, emulates the interactions of your best collection agent in a convenient, 24-hour online environment. It has proven its success by collecting almost \$2 billion in consumer debt annually for some of the world's biggest brands. In fact, a top-three global bank improved collections performance by five times when they introduced ACI's virtual collection service.*

The Market Challenge

Recent economic challenges have increased payment burdens on consumers and their service providers. Utilities have been hit especially hard, with steep increases in the amount of past due balances and the sheer number of customers seeking payment deferrals, that both strain call centers and limit cash flow. Virtual Collection Agent reduces call center volumes while giving consumers a simple, self-service option for catching up on their payments.



Proven Results by the Numbers

Just as most consumers **prefer to pay their bills digitally, they also prefer a virtual collection agent four times more than speaking with a live agent.***

A top-five credit card issuer performed a five-month test between its legacy process and the new process with Virtual Collection Agent as a fully branded part of the card issuer's website and communications. Some of the results:



Improved loss-avoidance by **\$3.1M** annually on **\$50M** in delinquent accounts



+22% of log-ins were outside the call center window



+18% of log-ins occurred over the weekend



Reduced related call center expense by **9%**

A Simple Way for Customers to Resolve Past-Due Accounts

Provide a non-threatening environment for consumers who might otherwise avoid traditional collection efforts. Users find greater convenience and more comfort in resolving their delinquency on their own time and without interpersonal conflict.

- + Help customers initiate debt repayment at their own pace in a non-confrontational online environment
- + Offer personalized payment plans based upon the consumer's account information for earlier debt payment
- + Make compelling offers around the clock, without additional call center costs

Customize and Personalize Offers for Better Results

An intuitive strategy manager allows you to match the right offers with the right consumers. Making real-time offers during the consumer's website session increases the likelihood of acceptance, immediate payment and satisfactory completion of the arrangement.

- + Target different sets of consumers, different types of debt and different strategies so you can make the right offers
 - + Continually improve, test and quickly apply new collection concepts
 - + Directly translate your expertise into more collections without first having to translate it into a software project
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ACI Worldwide is a global software company that provides mission-critical real-time payment solutions to corporations. Customers use our proven, scalable and secure solutions to process and manage digital payments, enable omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with local presence to drive the real-time digital transformation of payments and commerce.

LEARN MORE

WWW.ACIWORLDWIDE.COM
@ACI_WORLDWIDE
CONTACT@ACIWORLDWIDE.COM

Americas +1 402 390 7600
Asia Pacific +65 6334 4843
Europe, Middle East, Africa +44 (0) 1923 816393

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Save Money

Virtual Collection Agent is easy-to-own and offers unequalled control of the collections process. It guides consumers through scheduling and making payments, eliminating the need for any interaction with live agents.

- + Control the content and rules within your collection site using the strategy manager
- + Manage your site quickly and without costly engagements with professional services

Simplify Security and Compliance

As part of the ACI Speedpay solution, Virtual Collection Agent can be fully incorporated without adding an additional compliance burden. The solution was developed on collections best practices, financial industry requirements, IT industry guidelines and internet security standards.

The ACI Speedpay solution is continually adding new, innovative and popular payment options to help you drive revenue and satisfy your consumers. For more information on our billing, payment and disbursement solutions, please visit aciworldwide.com/industries/utility.

* ACI customer data

