incedo

A Fortune 500 bank in the US transforms collections operations & decreases credit losses

Key Challenges

- Poor customer segmentation affecting financial viability

- Deteriorating cure and roll rate performance

- Sub-optimal contact and offer strategy

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Business Solution

Incedo Lighthouse: AI-based Decision Automation

Detect & Minimize Potential Delinquencies with Cohorts and KPI trees

Customizing Customer Contact Strategies & Personalized Repayment Plans

Business Impact

8% Decrease in dollar write-offs for cards and personal loan portfolios realized

11% Reduction in channel costs through optimal contact strategy

Request the Full Story

Request a Demo

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