

Consumer Debt Collection



In today's highly competitive retail climate the extension of credit is hardly an option - it is an absolute!

But while more liberal credit terms attract customers, they don't always attract the "right" customers.

As the number of outstanding debts grows with the local collection agencies, it is becoming more and more difficult to maintain efficiency and quality without hiring more highly trained staff. Thus resulting in high expenses under the salary account.



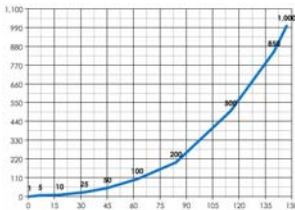
This is where we come in!!

If you had the space to bring in more people, the time to train them, and supervisors to capitalize on every opportunity to motivate payment, you would have already done so.



Benefits of Outsourcing

- Cost Effective
- Zero Human Resource related issues
- Resource Management Efficiency
- 24/7 Productivity



Locating a global outsourcing firm that measures up to your level of service and performance at a justifiable fee can be **nearly impossible**. Perhaps you select a large offshore firm for their performance and price but have to sacrifice service. Maybe you enjoy the outstanding service of a smaller company but wish they could handle more work for less of a cut of your hard earned profit.



Have you ever wondered if there is a better way to speed up cash flow and still keep your profit where it belongs? We are offering a service that combines the advantages of all the benefits of outsourcing including reduced costs for both labor and operations.

Benefits of Outsourcing with US

We offer our collectors at rates that are surprisingly less than it would cost you to train, compensate, and house additional staff and much less than you would have to give up your hard earned profit.

- Availability of highly trained and skilled professional at reduced cost.
- Strict Attention to your details.
- Debtor Payments sent directly to you.
- High-end Servers for database call & script routing.
- For contingencies, we have ensured backups in the entire technological infrastructure, from servers, processors, leased lines and storage systems to fully backed up UPS & generator systems.
- All our employees go through an extensive training and language program, to ensure that there are no Cultural or Accent related Issues.

We are proud to offer collectors who are

- **FDCPA, HIPAA and GLBA** trained & tested personnel in the industry.
- Skilled and professional collectors in the field of debt collection available throughout the timings as stated by FDCPA. (From 8 a.m. - 9 p.m.)
- Able to distinguish a debtor with unfortunate circumstances and a credit criminal.
- Willing to guide the uninitiated or hesitant debtor as to the benefits of payment.
- Expert communicators who quickly determine what motivates payment.
- Adept skip tracers.

Our Aim

- To assist companies in Outbound Campaigns by offering them fully managed Call Centre Services.
- Rather than customer satisfaction, we strive for customer delight.
- To collaborate with our clients to help them achieve new levels of performance by providing World Class Financial Accounts Outsourcing, Inbound, Outbound and Receivables Management Call Centre, Architectural CAD and other BPO Services, to all businesses, industries, using our state of the art Call Centre.
- We are a customer-centric, people-oriented service company that is dedicated to satisfying off-shore and out-source needs of our customers.
- We shall remain on the leading edge of technology to offer solutions with quality, enhanced efficiency and sustained credibility.

Our Approach

We ensure reducing of Aging loss by maximizing the collection efficiency across various B2B and B2C entities. We have experience of a wide variety of collection processes, specializing in Medical Debt Collection. The calls are made to delinquent customers to gain a promise to pay or when acknowledging the payment.

The core of our success in this function rests with its highly competent and motivated team of experienced collections professionals.

The agents handling these accounts are fully compliant with the Fair Debt Collections Act. All agents are trained and tested comprehensively on FDCPA. In addition, production scheduling and call processes are designed to ensure full adherence to FDCPA at all times.

We collaborate with our clients to help them achieve new levels of performance by reducing cost and achieve maximum results.

Our Call Centre Services

Virtually every business is dependent on the telephone, but most do not consider the detrimental effects of not having a professional timely response to their callers. Your calls will be routed to our own team of trained professionals who will then answer calls in your company's name and according to your specific instructions. Whether you are looking for an inexpensive alternative to hiring your own receptionist or requiring response lines for a major campaign of any sort, we have the workable solutions for you.

Whether your goal is managing multiple types of diverse digital content or simply outsourcing all your Content Management requirements, or anything in between, NDC-BPO has the experience to help you sort through the technical and business issues and can be an extended unit to take care of all your content Management needs.

Outbound Tele Services

NDC-BPO manages a broad range of outbound services for clients across various industry segments. We have the expertise to set up and manage large outbound contact centre operations. We have built a solid foundation to manage all kinds of campaigns for our clients.

Outbound Services Include

Consumer Debt Collection

Telemarketing services

Lead generation / qualification

Promoting new services or products

Inbound Tele Services

NDC-BPO provides off shore contact centre solutions to clients across the globe. We utilize and deploy the most sophisticated call processing and telecom systems in the world. Our call routing feature allows the system to instantaneously scan available agents and route calls to the most appropriately skilled agents.

Our operating centre receives customer calls over dedicated international privately leased circuits. We can handle calls relating to various products across numerous industries.

Features of our Fully Managed Call Centre

- We have a 10,000 Sq. Ft. facility is situated at Mashriq
- DXX Connectivity: We are a legal Call Centre, having direct DXX Fibre Optic Facility from PTCL (Pakistan Telecom Limited) on 1 MB CIR upgradeable, 2 MB CIR from TWA1 (TransWorld) another Bandwidth provider and 512KB from Cyber Net to meet the requirement of daily basis, and its upgradeable up to whatever required.
- VOIP System: We have our own VOIP Servers for every floor which can easily cater the requirements of individual floor.
- Air-Conditioned Environment: Air-conditioned floor provides a relaxing and pleasant environment to work in and is conducive in getting better results.
- UPS: Every Computer is powered through UPS. In case of power failure, the calls don't get dropped and hence you don't lose business.
- Generator: We have a 106 KVA Perkins Generator which can take full load of the facility and in case of power failure it kicks in within 1 minute.
- In-house Hardware & Tech. support: Hardware and Tech Support persons are available round the clock to take care of any problem that may arise.
- Call Logs: Call Logs through CTI are available
- Computer telephony integration (CTI) : It is a technology that allows interactions on a telephone and a computer to be integrated



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