



Dramatic Results from Adding Temenos Infinity, TriVerity Connector

Client

Deseret First Credit Union serves the LDS community and affiliated divisions/businesses with 12 branches from Logan to Saint George.

The Challenge

A need to submit files in a timelier manner due to a higher than normal indirect lending portfolio in 2017. This led to higher than normal auto loan charge-offs in addition to their routine charge-offs.

The Solution

Adding a Temenos Infinity connector to their already established relationship with TriVerity.

Measurable Results

Dollars collected on charged-off accounts increased close to 100% in just 12 months. Not uploading files manually saved the credit union 9-10 hours per month.

Benefits Realized

The hours saved allows the manager to train and monitor calls more closely resulting in the overall delinquency rate being decreased.

The credit union is sending files sooner and more consistent because they don't dread the monthly manual task of submitting files. This also means more dollars recovered faster.

The connector provides automatic comment transfers to the credit union that streamline the tracking of collection activity performed by TriVerity.

Client Feedback

"Saving time for me has been the most beneficial aspect of adding the TriVerity connector, as well as the collector's notes. Any time we can save the time and the hassle of reaching back to TriVerity for updates, it makes our jobs more seamless and efficient."

Results Snapshot

Deseret First CU

- > **Headquarters:** West Valley City, UT
- > **Members:** 72,298
- > **Assets:** \$891 million
- > **Challenge:** Achieve acceptable levels of delinquency. Keep charge-off recoveries at industry average.
- > **Solution:** The Loan Service Center for first party collections and TriVerity for third party collections.
- > **Results:** Increased efficiency of staff hours and dollars collected resulted in a 30.4% decline in delinquency 2019 over 2018.