

Collection Solutions That Improve Efficiency and Reduce Costs

Delinquency Management | First-Party Collection Solutions

Our first-party delinquency management solution, offered by Velera, provides early-stage collection services for all loan types before charge-off.

We customize our solutions to meet your specific needs, leveraging advanced technology and multi-channel communication options to engage borrowers in ways they prefer. By utilizing automated calls, texts, emails and self-service payment options, we increase contact and payment rates while reducing operational costs.

With scalable service delivery, including omnichannel digital automation, extended collection hours and skilled collection agents, our solution is designed to minimize loan losses, enhance borrower engagement and improve your bottom line.

Outbound Connect Collection Strategies



Outbound Connect | <60 Days Past Due

A multi-channel approach using automated outbound calls, texts, emails and interactive voice response (IVR).



Outbound Connect Advanced | >60 Days Past Due

Intensified outreach strategy for more complex delinquencies, featuring frequent touchpoints and experienced collectors.



Outbound Connect Digital | All Delinquency Stages

Cost-effective, compliant digital solutions that leverage branded texts and emails, with optional inbound IVR support.

What Sets Them Apart

- Message Frequency
- Collector Expertise
- Fee Structure

All-Inclusive Benefits of Outbound Connect

- Multi-Channel Digital Outreach
- Tailored Call Campaigns
- Flexible Payment Options
- Detailed Reporting
- Skilled Collection Agents

Implementation

- After submitting your enrollment form and agreement, our support team guides you step-by-step
- Setup is typically completed within 30-45 days

Extended Services

- Bankruptcy
- Repossessions and Remarketing