Product

fiserv.

Collections for Credit Unions
Give Your Collections Personnel the Tools to Boost Performance

More than ever, credit unions need a robust, flexible, cost-effective solution for managing their collection efforts. Collections for Credit Unions from Fiserv is that solution.

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization, and leading the transformation of financial services technology to help our clients change the way financial services are delivered. Visit www.fiserv.com for a look at what's next now.

Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com

Collecting on delinquent loans and negative accounts is a critical, time-sensitive activity for every credit union. Collectors need a reliable, flexible system that integrates directly to their account processing system.

Real-Time Information

Collections is an integrated and easy-to-use solution that enables your staff to efficiently collect on loans and accounts without having to use multiple systems in order to access critical information. Collectors benefit from access to real-time information, reducing the amount of time and effort required to work their queues.

A 360-degree view of the member relationship makes it easy to access the information necessary to collect on every delinquent loan and negative account. The collector can quickly view critical member details, including contact information, payment/deposit history and balance information for each delinquent loan or negative account. All of this information is arranged in flexible and customizable work queues.

Logical work flow allows collectors to record notes on collection activity and to track promises to pay and interactions with the member. Individual letters and emails can be generated from within the system using credit union-defined templates, and batch letter generation tools can be used to send letters to groups of members. Legal activity, fee tracking, bankruptcy/foreclosure and vendor tracking features are included.

Automation and Flexibility

Flexible grouping options make building collector queues an easy process. Loans and accounts are automatically assigned to collectors using the criteria you establish. Collectors can sort their queues instantly by many different criteria, including amount delinquent, balance and next interaction date.

Integrated for Simplicity

Collections is easy to use for your staff. Collectors are granted access through Active Directory, allowing each collector to use the same user ID and password for both network and Collections access.

Connect With Us

For more information about Collections for Credit Unions, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.