



Enhanced Loan Collections™

Problem Account Tracking and Management

Focus your attention on building relationships with customers that can grow your business – not on managing and tracking problem accounts. With Enhanced Loan Collections, you can automate the specific actions associated with the loan collections process and spend time concentrating on more important things – like your customers.

Automatically Track Accounts That Need Special Attention.

BUSINESS VALUE

- Save Money
- Improve Operations

COMPATIBILITY

- SilverLake System®
- *Enhanced Loan Collections maintains complete collection files for past due, charged-off, and non-accrual loans, as well as deposit accounts with negative balances.*

IT WORKS LIKE THIS ...

Enhanced Loan Collections expands the standard functionality of the SilverLake System core processing solution with the capabilities to automatically track accounts that warrant special attention.

ROUTE WORKFLOW ...

The system maintains complete collection files for past due, charged-off, and non-accrual loans, as well as deposit accounts with negative balances. These accounts are placed into bank-defined queues that are assigned to collection officers to work. The system tracks the specific actions taken, including all customer contact and responses.

TRACK SUSPICIOUS ACCOUNTS ...

Loan and deposit accounts that do not automatically qualify for inclusion in the collection file can also be manually added, which enables suspect accounts to be monitored before becoming past due. Once these accounts are added to collection files, the advance letter-writing capabilities provided by Enhanced Loan Collections can be used to generate professional customer correspondence.

CUSTOMIZE CORRESPONDENCE ...

Enhanced Loan Collections provides letter writing capabilities that can generate personalized letters for customers with problem accounts. In order to address diverse circumstances, the system accommodates more than 900 archived letters with each letter containing more than 30 variable fields embedded in the text. Accounts that achieve the desired outcome are automatically removed from collection files.

MEASURE PERFORMANCE ...

This parameter-driven, easy-to-use system tracks each collection officer's performance including the number of assigned accounts, the number of accounts cleared, and the average number of days accounts reside in collection files.

WHAT IT DOES:

- Tracks loan and deposit accounts that warrant special attention.
- Maintains complete collection files for past due, charged-off, and nonaccrual loans, as well as deposit accounts with negative balances.
- Allows problem accounts to be placed into bank-defined queues and assigned to collection officers to work.
- Tracks the specific actions taken including all customer contact and responses.
- Allows loan and deposit accounts that do not automatically qualify for inclusion in the collection file to be manually added and tracked.
- Provides letter-writing capabilities that can address specific circumstances with more than 900 archived letters, each with more than 30 variable fields.
- Removes accounts that achieve the desired outcome from collection files.
- Tracks each collection officer's performance including the number of assigned accounts, the number of accounts cleared, and the average number of days accounts reside in collection files.

WHAT IT DOES FOR YOU:

- Further automates the time-consuming, labor-intensive collections process.
- Improves collection rates and operating efficiencies.
- Enables suspect accounts to be monitored before becoming past due.
- Supports the collections process with professional customer correspondence.
- Supports the analysis of collection officer activities with automated performance tracking.

Loan and deposit accounts that do not automatically qualify for inclusion in the collection file can also be manually added, which enables suspect accounts to be monitored before becoming past due.