

Beukhen International understands and has proven its ability to manage the recovery of consumer debt that falls in low, medium and high-risk categories.



In the world of consumer finance, consumer credit comes in many forms for both secured and unsecured debt. Consumer debt also has different levels of risk based on behavioral scoring patterns and processing. Beukhen International understands and has proven its ability to manage the recovery of consumer debt that falls in low, medium and high-risk categories. Depending on which part of the customer lifecycle causes your operations the most pain, Beukhen can work closely with you to customise one or many outsourcing services to cost effectively get the job done.

Some of the world's largest companies and financial institutions utilise the quality outsourcing services of Beukhen. Whether it is managing pre-collection tasks or delinquent account recoveries, Beukhen can handle all your Personal Financial Services account requirements. It is important to note that many of the services Beukhen offers may not be related at all to your high-risk (Bad and Doubtful) accounts. As clients experience spikes in volume in certain areas of consumer credit accounts, they can utilise the resources of Beukhen for Contact Centre activities, automated dialer capabilities and office resource load balancing. This allows clients much more flexibility in being able to quickly react to sudden changes in market conditions.

Some of the Beukhen outsourcing services for Personal Financial Services include:

Recovery Activities

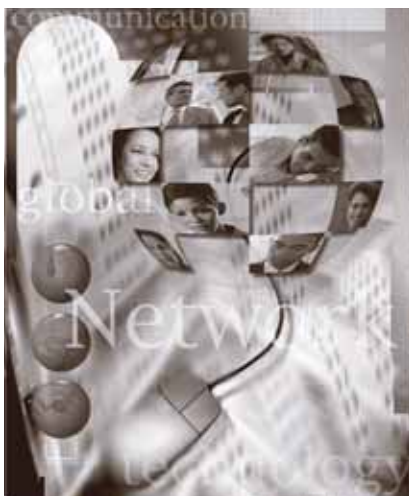
Beukhen is able to initiate recovery activities on accounts assigned within 24 hours. At the same time, telephone number and address information is embedded against our databases to ensure accuracy and efficiency.

Dunning Letters – Recovery Letters

A generic system-generated letter with accurate specifications is automated for every endorsement. Letters are sent accordingly with the progression of the debt and specific status.

Contact Centre – Tele-recoveries

Simultaneously with the lettering provided, Beukhen's Contact Centre will make calls to initiate the first contact as part of the recovery process.



Consumer Recoveries & Personal Financial Services

Beukhen's extensive network of offices and recovery personnel is comprised of trained and experienced staff that can negotiate and collect payments on the 'doorstep' and ensure that arrangements are maintained and improved when needed.



Field Visit - Doorstep Recoveries

Beukhen has had extensive experience and success in face-to-face recoveries. They can be the core function of the Beukhen recovery process.

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Beukhen has a solid management and supervisory structure that is regulated by the head office's Control and Audit Unit. The Audit Unit ensures that stringent standards of confidentiality, quality and customer service are maintained.

Litigation

Beukhen is also able to execute legal proceedings immediately upon obtaining client instructions. Working with a network of pre-qualified legal partners, Beukhen makes sure that all litigation and legal options are considered and possibly used. A proactive recovery process is applied simultaneously and throughout the legal process for maximum performance.

Workforce (Manpower)

Beukhen employs and trains staff which is well qualified, experienced and adheres to the highest standard of excellence and professionalism. Our personnel are trained to ensure an approach that reflects your customer relations philosophy and can act as a liaison between you and your client.

Training & Development

Beukhen has comprehensive in-house training procedures for all staff as recovery negotiators. The training process includes thorough character verification with the audit process.

Call or email today for more information on how Beukhen International can help you with your consumer or personal financial services accounts.



beukhen.com

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