

Debt purchase

The challenge of managing overdue accounts

The management of overdue accounts is undergoing a significant evolution, with an increasing number of companies changing how they deal with these assets. There is no doubt that IFRS9 is driving some of this change, given the need to classify and measure assets in a different way.

In addition to these financial engineering aspects, organisations also face challenges with managing customers who are in arrears due to inefficient internal processes, the need to adhere to increasingly strict regulatory requirements and the recognition that how fairly they treat their customers can have a significant impact on their brand.

Increasingly, companies are also now including larger numbers of paying customers as well as non-payers in their debt sales, partly due to the challenges outlined above, but also as a result of the growing sophistication of the pricing models used by debt purchasers, such as Lowell. These models are changing the commercial landscape.

While seeking the best price for your overdue accounts is a primary consideration, there are several other factors that need to be taken into account, such as:

- **How will the debt purchaser treat your customers, especially vulnerable ones?**
- **How innovative will they be?**
- **How proactive will they be in adding value to your organisation?**
- **How flexible will they be, both commercially and in how they support your business?**

The Lowell difference

Our flexible and transparent approach to debt purchasing helps you to improve cash flow and reduce costs, while ensuring compliance and protecting your brand. We pride ourselves on being easy to do business with and we provide flexible, tailored solutions that are underpinned by the unrivalled breadth and depth of our multi-sector experience and our operational scale.

The right solution for you and your customers

One of our core strengths is our commercial flexibility and we make sure that you are able to select exactly the right solution to meet your short, medium and long-term goals.

Our unrivalled risk-based pricing puts you in control by providing the optimal balance of price and outcomes. We will consider any asset class and can provide a wide range of financing options to help you reduce overdue accounts from your balance sheet.

We make sure that issues are dealt with effectively and quickly by our Account Management and Client Support teams. The simplicity of working with us means that you spend less time managing the relationship and more time doing what you do best.

We strive to find the right solution for every collections-related problem and we go above and beyond to deliver value to you across the entire credit life-cycle. This includes identifying trends in downstream performance and recommending process improvements.

Equally importantly, we adopt a flexible and empathetic approach to our customers. We fully appreciate that everyone has their own story and we adopt a tailored and fair approach to each person to reach the right outcomes. This leads to high customer satisfaction levels and we are proud to have one of the highest NPS scores in the market. Our fourth consecutive Gold accreditation from 'Investors in Customers' is also testimony to the effectiveness of how we engage with customers. You can trust us to always act in the right way, thereby protecting your brand and reputation.

Helping you maximise value with minimum risk

The decisions about what debt to sell and when to sell are critically important factors in maximising commercial returns. Through the use of industry leading data sources and our own proprietary data we can help you decide which accounts to place and which ones to sell, right at the point of default. We make sure that we only buy the most appropriate accounts and you retain potentially profitable customers.

Prior to any debt sale, we can also use our intelligent filtering capabilities to identify accounts that do not fit the agreed sale criteria. This reduces the volume of accounts being sold back and allows you to reduce provisions. We can tailor the filtering to your business and you will rapidly receive easy-to-understand eligibility scores. By agreeing exception rules with us we can also proactively tell you if something isn't quite right. We also make sure that FCA regulations are complied with.

“We adopt a tailored and fair approach to each person to reach the right outcomes.”

Decisions underpinned by unique insight

Since 2004 we have been at the forefront of debt purchasing in the UK and have built one of the largest and most diverse data pools of customer-owned accounts in the UK, representing 1 in 5 of the UK adult population and comprising over 25 million accounts. We also have our own proprietary in-house customer trace solution and an interdisciplinary team of experts including over 50 analysts, project managers, data scientists and solution developers.

We continually enhance and refine our data and have strong partnerships with market leading data providers.

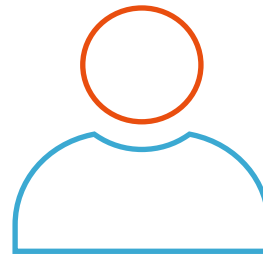
We are the only multi-bureau user in the UK. This unrivalled capability means that we can help you to make effective, insight-led decisions regarding your debt sales and maximise your returns.

Our comprehensive experience across multiple vertical markets and associated regulatory regimes is unique. You can have confidence that we will always act compliantly and will also be at the forefront of best practice by utilising our detailed understanding of market and regulatory trends, and cross fertilising ideas and innovation.



25m

Accounts



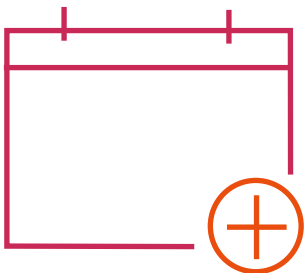
9.5m

Customers



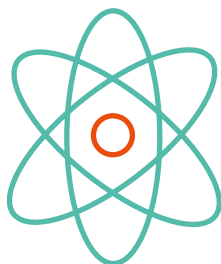
1.5m

Payments per month



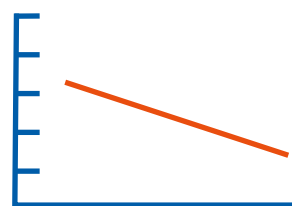
7.2k

Payment plans set up every day



50

Data scientists and analysts



73%

Reduction in customer recourse



£1bn

Of debt purchases since 2015

Why partner with Lowell?

With our unrivalled data and insight capabilities, and the breadth and depth of our debt purchasing experience, we are uniquely positioned to help you. Collections is a critically important component in the credit life-cycle and getting your sell or not sell decision right will have a significant impact on customer experience, your brand and the value that you can generate.

But don't just take our word for it, see what some of our clients have to say:

“Working with Lowell is just a seamless extension of our business, we are zipped up all the way across our two organisations which makes working together very easy. Lowell has some great strengths, but if I was pulling out one attribute to be their biggest would be they are independent thinkers.”

**VANQUIS
BANK**

“The primary reason we chose to work with Lowell was a combination of their competitiveness and compliance, with a degree of innovation. Not only have their products given us the capability to flex our cash flows, they've also helped us re-establish contact with customers to enable us to work with them to secure a positive outcome, rather than moving the debt on and having that relationship established elsewhere.”

**SHOP
DIRECT**

“We have been partnering with Lowell for over 10 years and, during that time, we have developed a very strong and rich relationship. The things that particularly impressed us about Lowell are their commitment to customer interest, fair outcomes and approach towards compliance and conduct risk. It is very clear to us that those principles are inherent within every touch point across the business. The team in Leeds are doing a phenomenal job and adding true value to our business.”



**BNP PARIBAS
PERSONAL FINANCE**



Get in touch

To find out more about how we could help your business thrive, contact us via the following:

Email: sales@lowellgroup.co.uk

Call: 0345 300 9410

Visit: www.lowellbusiness.co.uk

