

# eResolve™

## Move your collections practices into the digital age

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What if you could communicate with your customers in a more convenient, less stressful way? What if you could improve your profitability at the same time? Consumers have dramatically changed how they find and interact with their financial service providers. More and more, they are moving away from traditional contact methods, such as phone and letter, to digital channels, computer, tablet and smart phone. In the digital age, collections practices and strategies must catch up with consumers.

### Online debt resolution platform

Collecting past-due accounts by calling consumers has become more difficult with the advent of new technology that blocks phone numbers. Now consider the risk of Telephone Consumer Protection Act (TCPA) and Fair Debt Collection Practices Act (FDCPA) violations, the possibility of Consumer Financial Protection Bureau (CFPB) harassment charges, inconsistent treatment of consumers by agents, a drop in right-party contact rates, and restrictions on contact frequency and time. You've now got a lot to deal with. But there is an alternative route into this new world.

eResolve™ brings your collections practice into the digital age as it gives you another communication channel. Instead of continuing to be called by collectors, this online platform offers consumers a less threatening option of resolving debt over a web-enabled device at a convenient time and location and on mutually acceptable terms.

eResolve automates and moderates the dialogue between the two parties, negotiates on your behalf and facilitates payment processing at all times helping you meet compliance requirements. Interested? Give us a try.

### Benefits

- **Consumer engagement** — Give your consumers a communication channel that is far more flexible than a phone call. The eResolve web interface is available anytime day or night and is accessible from a computer, tablet or smart phone.
- **Payment negotiation** — Negotiate with your consumer back and forth on the amount and terms of the debt using eResolve's negotiation platform.
- **TCPA and FDCPA compliance** — With eResolve, you can stay compliant, as consumers can log in anytime and return later to complete the process.
- **Uniformity** — eResolve is a systematic automated solution that doesn't deviate from the approved approach and stays on script and within your guidelines. It provides uniform auditable consumer handling.
- **Profitability** — Work higher-balance or higher-risk accounts in-house and shift less-responsive or lower-balance accounts to an eResolve solicitation. Our tests show a 20 percent or more improvement in liquidation rates. There is no transactional cost for eResolve until a payment is received through the system. At that point, the cost is only a small percentage of the dollars collected.

## A simple but elegant concept

- Send us the consumer's Personally Identifiable Information (PII) data, details of the collection account, a reference number, and the acceptable debt resolution boundaries.
- We build a white label web service with your company's logos, colors, and web address that looks to the consumers as if they are interacting directly with you.
- Invite consumers to the website providing the URL and a reference number. Once the consumers log on, they may explore payment options, negotiate payment amounts, terms, and dates, and provide the billing information once the deal is reached.
- eResolve will negotiate on your behalf and will never go outside your debt resolution parameters.
- eResolve will present the consumer with all necessary legal statements and disclosures as provided by you and, if needed, will collect an e-signature.
- eResolve bills the consumer on the negotiated date(s) and gives you the results.
- We bill you at the end of the month for amounts collected through eResolve. You can think of it as pay-for-performance.

The solution is a win-win as the digital collection process is more convenient and less stressful for consumers and more profitable and compliant for you.

For more information, please visit us at [www.experian.com/eresolve](http://www.experian.com/eresolve).

