

# How are you prepared for 2010?

## This five-minute checklist could help you improve your debt recovery results for the next 12 months

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Please tick



- 1** Do you **segment** your debt portfolio?  
Make sure your segmentation approach is robust, updated regularly and ideally also uses external data sources.
- 2** Do you **append external data sources** to improve the quality of your customer information?  
Best practice is to add information from three to four different data sources.
- 3** Is the **amount of debt** you place with each debt collection agency meaningful?  
Being a significant client for a DCA (10–15% of their revenue) will help ensure your debt gets the attention it deserves.
- 4** Do you get good quality weekly **performance statistics**?  
Ensure it does not simply report on what has happened but also gives insight into why and what to do next.
- 5** Have you conducted any **call-listening** on your collectors?  
Regular checks are imperative not only to confirm TCF compliance but also to improve future collections activity.
- 6** Are you confident you know what **good performance** looks like?  
Do not be guided by your own historic performance – ensure you get to see latest industry benchmarking, ideally at segment level.
- 7** Do you proactively **“recycle”** your debt?  
Do not wait six months to recall debts - ensure your systems actively monitor and re-allocate, all the while keeping reconciled.
- 8** Have you **cut costs** by squeezing debt collection agency commissions?  
Simply cutting cost is risky if you are not absolutely sure about impact it may have on returns for each segment.
- 9** Do you ever **pay more to get more**?  
Regular testing will help ensure commission levels are set for each segment to get you the very best returns.
- 10** Have you set aside enough to **invest in your recoveries infrastructure** in 2010?  
You will struggle to keep up with the competition if you do not have a strong, flexible and data-rich platform.



If you want to know more about improving the amount of debt you collect or how to best manage debt collection agencies, then contact **Jason Incles**, TDX Group's Head of Recoveries Management. By the end of 2010 TDX Group will manage three million accounts, representing £1.5 billion of debt placed with over 40 debt collection agencies. This year TDX Group will recover £70 million on behalf of its growing number of clients.