

Collections & Recovery Assessment

Cost of Living crisis

Are your Collections and Recoveries teams ready for the cost of living crisis?

- The cost of living crisis will have a significant impact on consumers' lives and their ability to meet credit commitments.
- An increase in the numbers of customers falling into arrears will put pressure on creditors' collections and recoveries processes.
- TDX Group advisory specialists can complete an assessment of key C&R capabilities, providing industry benchmarking.
- TDX Group will provide an insightful report of all findings in 4 to 6 weeks.

Can your collections fulfilment cope with a potential increase in customer contacts?

Are you able to identify different customer circumstances, adapting treatment accordingly?

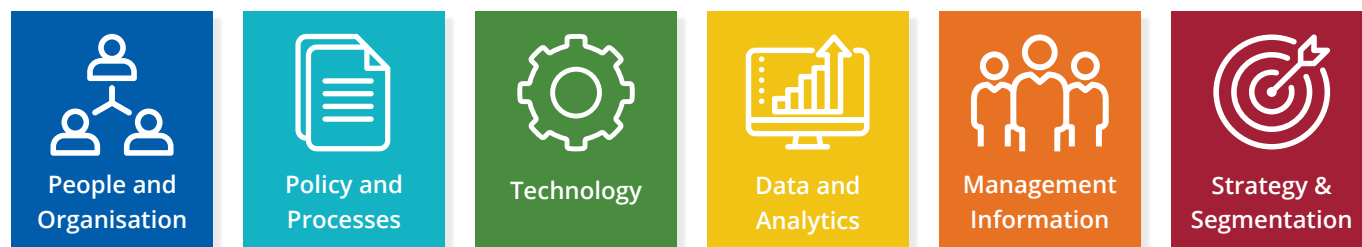
Can you still ensure fair customer treatment whilst managing an increase in demand?

Can your existing insolvency management processes cope with an increase in volume?

Does your MI provide you with timely insight to understand changes in your customer base and performance?

Benchmarking your C&R capabilities using a proven, intuitive framework.

TDX Group specialists will assess your C&R capabilities across 6 dimensions:



Benchmarked to indicate alignment with industry best practice, with summary details outlining how this compares.

Empowering you to prioritise focus areas for potential cost of living impacts.

What we'll do.

- Understand your C&R operation, strategy and future plans through a series of information requests.
- Benchmark your C&R capabilities against your industry, competitors, and emerging trends.
- Identify key operational inefficiencies.
- Evaluate the effectiveness of your C&R strategies.

What you'll get & how you can use it.

- A report identifying areas to focus on, to help manage the impacts of the cost of living crisis.
- Identification of quick-wins to generate immediate benefits.
- Directional recommendations for internal investments to transform performance.
- External resources that can support short-term needs or contingency planning.
- Longer-term investment planning prioritisation.

Why TDX Group?

Access to a unique blend of resources.

TDX Advisory engagements are delivered through a unique combination of 4 key resources.

Our consultants have access to both knowledge and SMEs throughout the organisation in order to deliver tailored solutions for our clients.

Specialist advisors

- Ensuring a collaborative approach to address your issue.
- Dedicated consultants with a proven track record.

Established engagement models and methodologies

- Ensuring a holistic and robust approach is applied to your issues.
- Offering a range of different engagements.

Unique data assets

- Delivering insight into your relative performance and portfolio values.
- A unique data set on which to draw upon.

Practitioner expertise

- Delivering pragmatic recommendations.
- Utilising subject matter experts to develop solutions.



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