



## Submit Field Call and Loss Mitigation Requests

The NCCI connector provides the ability to submit requests including real-time field calls and property inspections to NCCI through the collection workflow or directly through a NCCI screen in the Temenos Collection and Recovery modules.

### Key Features

#### Outsource Face-to-Face Collections

The NCCI connector provides the ability to assign a NCCI field representative to contact your account holder face-to-face by the addition of the connector to the Temenos Collection and Recovery modules.

#### Batch and Real-time Capable

Once the NCCI connector is activated, your financial institution will have the ability to send accounts individually or in batch. Select the option that works best for you by using the NCCI workflow step.

#### Field Call Service to Fit Your Needs

Order the services that best suit your needs. 1-Run attempt field calls are available for all loan types while 3-Run attempt calls can be used for mortgages, loss mitigation, or custom modification services. A 3-Run Field Call is a series of three separate attempts made to a borrower's residence or place of employment in an effort to achieve right party contact.

#### Mitigate Repossession or Foreclosure

Mitigate losses in lieu of repossession or foreclosure. Implementing a process that includes property inspection and field calls at early stage delinquency may help your financial institution alleviate the need for repossession or foreclosure.

### Benefits

#### Track Progress through Dashboards and Reports

Twice daily, "batch" information is pulled from the NCCI web service and stored in the Temenos database for use in reports, views and dashboards. This provides you with accurate, timely information at your fingertips.

The screenshot shows a web interface for NCCI Fieldcall Assignment Information. It includes fields for Transno #, Account No, Debtor, Co Signer, Home Address, Business Name, and Collector Comments. Below this, it shows Fieldcall Results - Third Party Contact, including details about the property occupier, called phone number, address, and condition.

Order #	Service Type	Status	Site Order ID	Issued By	Result	Service Report
965145	IRUN	Closed	06/10/2012	Text Teleark	NBR	<a href="#">View</a>
965165	IRUN	Open	06/14/2012	Text Teleark		

## Benefits (Continued)

### Professional Approach

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Remove the stress of contacting a delinquent account personally with NCCI's field representatives who are trained to treat delinquent account holders with dignity, sincerity and professionalism while efficiently reconnecting you with your borrower.

### NCCI Dashboard Web Part

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A custom NCCI connector web part populates within the system for inclusion in one or more dashboards. The new web part contains three pie charts: Open Orders by Type, Orders Placed by User- Last 30 Days, and Completed Orders- Last 30 Days.

### Field Call Reports

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Field Call Reports are also available in the platform when using the NCCI connector for service requests that have been completed. Of course, these can be printed and are always stored in association with the account.

## More Information

### System Requirements

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Version 10.29.01 or higher must be installed in order to utilize the NCCI connector. Some new features may also require version 10.31.15 or higher be installed.

### Provider Highlight

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As the nation's leader in field contact services since 1992, NCCI provides the face-to-face contact solutions you need to effectively reconnect with customers and gather information vital to

your success. These face-to-face contacts are made by our nationwide network of background-screened and trained field representatives who treat your customers with dignity, sincerity, and professionalism. NCCI is also a leader in Loss Mitigation, Inspection Services, and business process outsourcing. With over three million FD CPA compliant field contacts, NCCI continues to innovate and remain the industry gold standard in leading your customers back to you..

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*For more information about the NCCI connector, contact your Temenos Account Manager, or NCCI directly at 800.300.0743.*

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