



## Outsource Collections with SWBC AP Account Services

Integrated to the Collection and Recovery Modules

The SWBC AP Account Services connector gives institutions the ability to outsource collection calls using SWBC's AutoPilot® Account Services.

### OFFERINGS

#### Early-Stage Collections

Early calls notify the borrower that payment is due and to cure prior to becoming more seriously delinquent. These services are typically offered for accounts up to 45 days delinquent.

#### Mid- to Late-Stage Collections

Mid- to late-stage calls begin at 30-45 days delinquent and are handled up until charge off. These calls include more intensified collection efforts, skip tracing, inbound call handling, and letters.

#### Charge-Off Collections

Charge-off calls are handled on all types of consumer debts which have been charged off as a loss. SWBC can handle primary, secondary, or tertiary placements.

#### First- or Third-Party Collections

All offerings above can be handled in a first-party perspective, where the calls are made as the financial institution, or in a third-party perspective, where contact is made as AP Account Services.

### KEY FEATURES

#### Automatic Account Transfers to SWBC

Accounts are flagged to be transferred within Temenos Infinity using the system's Collection Queue functionality, and files are transmitted automatically to SWBC each day.

#### Transfer Information through a Secure FTP Site

Feel safe transmitting data through a secure FTP channel.

#### Use of the Temenos System by SWBC Collectors

The system is used at both your institution and SWBC. This allows accounts to be transferred quickly and worked in a consistent manner.

#### Automatic Account Updates

Each morning, before the Queue Refresh process, the system checks SWBC's server for account updates. Any new workflows, comments, payments, and promises are downloaded and applied to the platform.

#### Robust Reporting

Robust reporting is offered and includes promise and payment dashboards and third-party field audits.

### BENEFITS

#### Simple to Improve Right Party Contracts

Institutions benefit from the convenience and flexibility of outsourcing collections, including evening and weekend calls, using the AP Account Services connector.

#### Improve Collection Time and Reduce Delinquency

Let SWBC do the work for you! Increase the amount of time spent working delinquent accounts and collecting funds without having to increase staff.

#### Use of Temenos Infinity by SWBC Collectors

Define which queues are sent to SWBC based on the individual needs of your organization. The types of queues transferred can be modified at any time.

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## MORE INFORMATION

### System Requirements

Version 14 or higher must be installed in order to utilize the AP Account Services connector.

### Provider Highlight



SWBC is a diversified financial services company providing a wide range of insurance, mortgage, and investment services to financial institutions, businesses, and families. To learn more about SWBC, visit their website at [www.swbc.com](http://www.swbc.com).

For more information about the AP Account Services connector, contact your Temenos Account Manager or email [AutoPilot@swbc.com](mailto:AutoPilot@swbc.com) to reach SWBC directly.

