



Submit Field Call and Loss Mitigation Requests

Integrated to the Collection and Recovery Modules

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 within Temenos Infinity.

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 steps.

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.

Reporting at your Fingertips

Dashboards provide an up-to-the-minute view of all active loss mitigation cases and any alerts that require action.

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 the NCCI Fieldcall Assignment Information and Results interface. It includes fields for Transno #, Account No, Debtor, Co Signer, Additional Guarantors, Home Address, Business Name, and Collector Name. Below this, it shows Fieldcall Results - Third Party Contact, including the property occupier, called phone number, address of fieldcall, fieldcall to, address to, property condition, poor condition reason, and neighborhood condition. At the bottom, there is a table with columns for Order #, service Type, status, date Ordered, ordered By, esults, and service Report.

Order #	service Type	status	date Ordered	ordered By	esults	service Report
965145	IRLN	Closed	06/10/2012	Test Telerik	NBR	ZDBWYD
965165	IRLN	Open	06/14/2012	Test Telerik		

Professional Approach

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

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.

BENEFITS (CONTINUED)

Field Call Reports

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


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



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 FDCA compliant field contacts, NCCI continues to innovate and remain the industry gold standard in leading your customers back to you.

A photograph of a business meeting. Two women in professional attire are looking at a computer monitor. One woman is pointing at the screen while the other looks on attentively. In the background, other people are partially visible, suggesting a collaborative office environment.

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