



Driving Neobank Lending Success:

Harnessing AI-Powered Collections Technology for Long-Term Growth

The retail lending industry is characterised by fierce competition, increasing risks, and evolving regulatory requirements. Confronted by challenges from Big Tech players, low interest rates, rising technology costs, and heightened regulatory demands, lenders are actively seeking solutions to thrive in this demanding landscape.

AI-driven collections and recovery strategies have emerged as a powerful tool to drive better outcomes in reaching customers, enhancing engagement, improving communications, segmenting customers effectively, and identifying at-risk borrowers early in the debt journey

White Paper | receeve.com 



Key Stats



96% of customers say customer service is important in their choice of loyalty to a brand.



In the second quarter of 2022, lenders wrote off **£601 million** of debt, of which **£247 million** was credit card debt. This amounts to **£6.6 million** written off every day. This happens for several reasons, including bankruptcy and insolvency.



In March 2023, the global banking markets experienced significant turbulence, primarily influenced by events in the US and Europe. To prevent a recurrence of the issues that led to the failure of multiple regional banks in the US and one Global-Systemically Important Bank (G-SIB) in Europe, banking supervisors are swiftly implementing measures.

OBERLO

Cost Benefits of Adopting AI in Business

54%

of organizations have reported cost savings and efficiencies as a result of AI implementation.

(IBM, 2022)

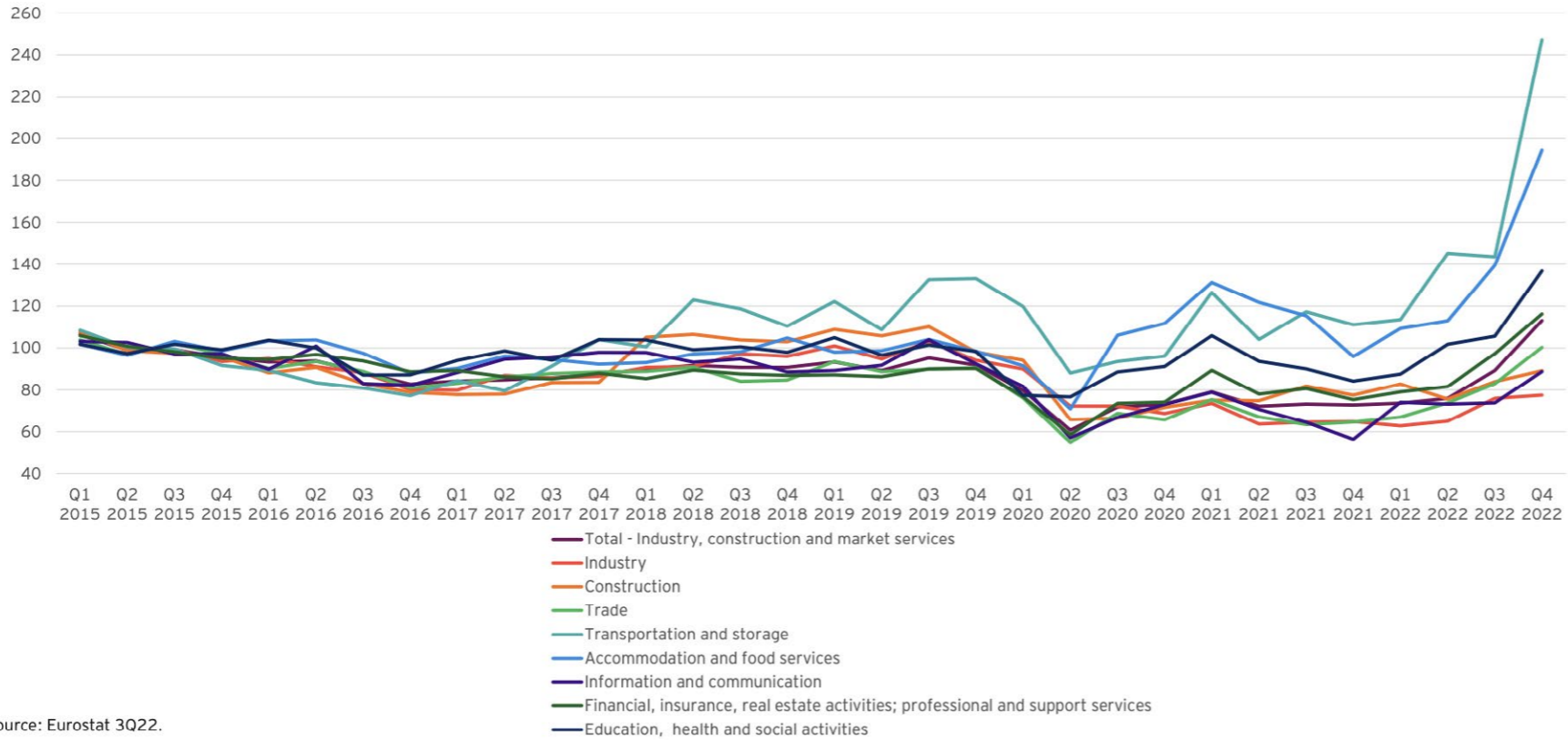


Source: [oberlo.com](https://www.oberlo.com)

Exhibit 3 - EU Declarations of bankruptcies trend
EU (available countries), declarations of bankruptcies by activity*, Q1-15 to Q4-22

(2015=100)

*Seasonally adjusted



Source: Eurostat 3Q22.

Source: ey.com

As the industry faces tightening regulatory frameworks and increased scrutiny, businesses must navigate compliance complexities while ensuring sustainable growth. Traditional approaches to receivables management and recovery are no longer sufficient. The need of the hour is a comprehensive platform that optimises operations, harnesses data-driven insights, and empowers lenders to make informed decisions while driving efficiency and profitability.



Harnessing Data-Driven Insights for Better Strategies

With the receive platform, lenders gain access to powerful data analytics and reporting tools. By harnessing the vast amounts of data at their disposal, businesses can uncover valuable insights, identify trends, and make informed decisions to optimise their lending strategies. The platform empowers lenders to identify high-potential customer segments, tailor offerings to specific demographics, and proactively address emerging risks.



Impactful Outreach, Delivered by AI

The foundation of AI technology within receive enables lenders to create highly personalised and impactful messaging for each customer segment. AI algorithms analyse customer behaviour, preferences, and payment patterns to craft tailored communications that resonate with borrowers. By delivering targeted and empathetic messages, lenders can enhance customer engagement, increase payment rates, and foster positive borrower relationships.



Testimonials



Billie

Leading provider of BNPL payment methods for businesses Billie integrates collections and recovery processes into their core B2B consumer journey to deliver a frictionless customer experience.



Aplazo

Aplazo, one of the fastest-growing Buy Now Pay Later (BNPL) providers in Mexico, streamlines its collections processes and uses real-time analytics to engage with customers more effectively.



Collector Bank

Collector Bank, a leading Nordic financial solutions provider, has transformed its collections processes through real-time analytics and personalised customer engagement, resulting in increased payment rates, improved overall performance, and exceptional customer experiences.

Profitability



Supercharge Collection Rates with Precision Targeting

receeve takes the guesswork out of debt collection. By analysing vast amounts of data, our advanced AI produces essential insights into debtor behaviour and payment patterns, letting you craft hyper-targeted messaging that resonates with your debtors, significantly boosting your collection rates.



Dynamic Strategising for Optimal Results

Leave outdated collection strategies in the past. With receeve's dynamic, data-driven recovery approach, your debt collection efforts evolve in real-time. Leveraging up-to-the-minute data and insights, receeve tests multiple strategies and hones in on the most effective ones. This means no more wasted efforts or resources—just data-backed, streamlined strategies designed to maximise efficiency and results.



Cut Overhead Costs with Streamlined Automation

Say goodbye to manual, time-consuming processes. receeve's AI-driven automation slashes overhead costs by streamlining workflows and optimising resource allocation. Your team can focus on high-value tasks, while our platform handles the repetitive tasks with unparalleled efficiency. Save time, save money, and drive better outcomes with receeve.



A Customer-Centric Approach for Positive Debtor Engagement

At receeve, we believe in empowering positive debtor experiences. Our platform fosters customer-centric debt resolution by providing flexible payment options and personalised plans tailored to each debtor's financial situation. By building stronger relationships with your debtors, you'll see faster resolutions and improved customer satisfaction.



Data Security and Compliance at the Core

Rest easy knowing your data is in safe hands. receeve places the highest priority on data security and compliance. Our platform adheres to industry-leading standards, ensuring that sensitive financial information is protected at every step of the collection process.

Key Platform Elements



Better Collections from the Outset

In an increasingly competitive and challenging retail lending environment, businesses require innovative solutions to overcome obstacles, drive growth, and deliver exceptional customer experiences. receive's AI-powered collections and recovery platform offers a transformative approach, enabling lenders to implement data-driven strategies, reach more customers, foster engagement, deliver effective communications, segment customers with precision, and identify at-risk borrowers early in their debt journey. By embracing receive's platform, lenders can elevate their performance, mitigate risks, and thrive in the dynamic retail lending landscape of tomorrow.



Join the Next Generation of Debt Collection

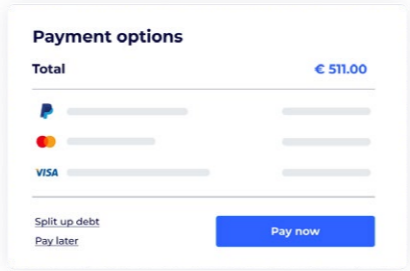
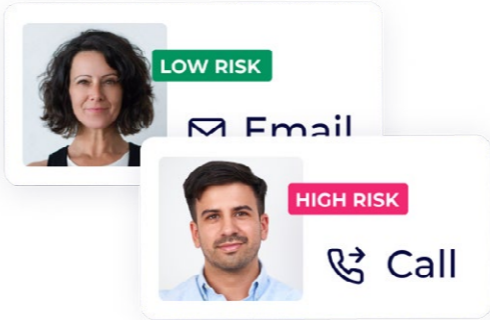
Don't let outdated methods hold you back. Embrace the future of debt collection with receive's AI-powered platform. Increase collection rates, reduce overhead costs, and deliver exceptional debtor experiences—all with one revolutionary solution

At a Glance - receeve: Optimising the Debt Lifecycle

Drive top-line growth and financial resilience with receeve's AI-driven platform, fully adaptable to existing inhouse systems in Risk, Finance, and Business.

Pre-Delinquent

Identify & retain your high-risk customers before they default



Early Collections

Boost payments in the early stages by allowing customers to self-cure

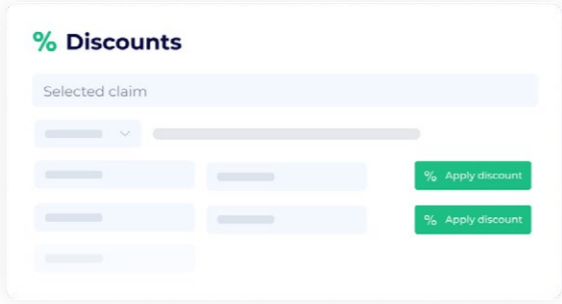
Gain actionable insights and foster data-driven decision-making with receeve's AI-driven solution, enhancing outcomes through predictive analytics and personalised strategies.

Maximise DPA potential with transparent portfolio data, alleviate regulatory scrutiny and access DPAs with robust credit models & portfolio data.

Late Collections

Offer flexible payment plans, discounts, & have agents focus on high-value cases

Empower dynamic customer outreach with personalised collections strategies & multi-channel engagement, boosting retention and achieving favourable outcomes.



Debt Sale

Offer flexible payment plans, discounts, & have agents focus on high-value cases

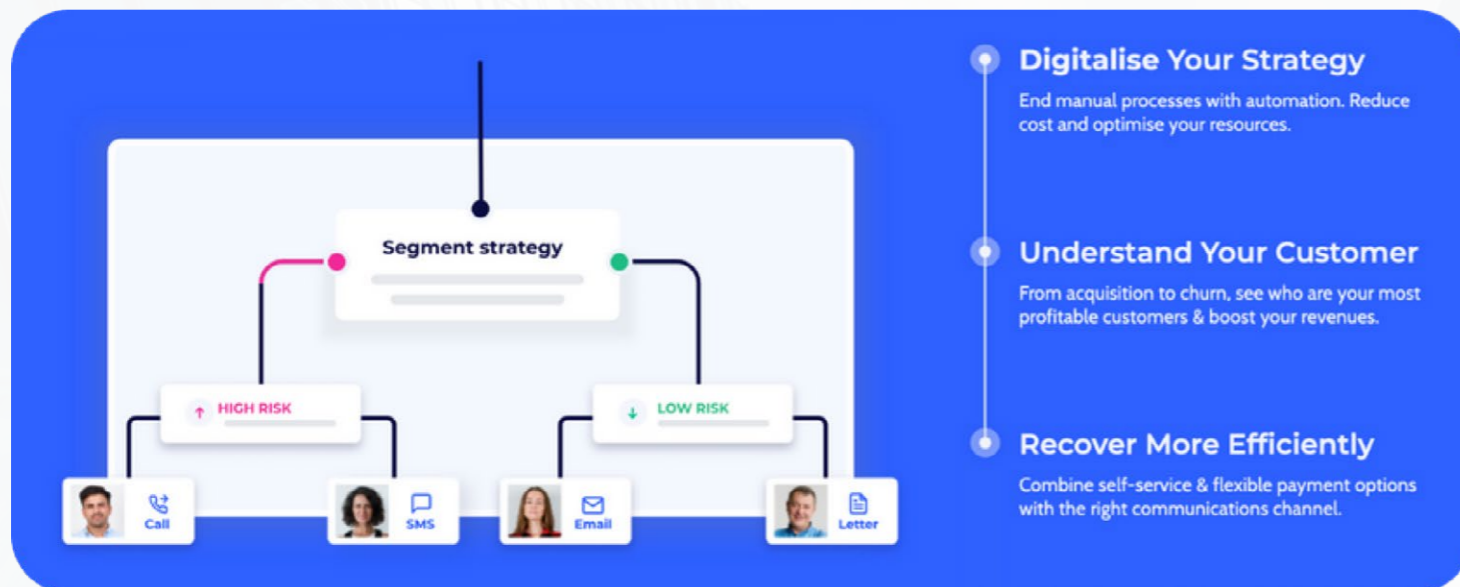


Recovery & Assignment

Drive recovery based on your strategy & third-party performance

Leverage receive's AI-driven platform to turn NPL portfolio data into an advantage, rather than a hindrance.

Take your debt management processes to the next level



Take the first step towards optimising your debt collection strategy today. Schedule a demo and discover firsthand how data-driven insights and AI can launch your collections team into new levels of performance-driven success. Embrace the future of debt collection with receive—where innovation meets results.

[📧 Book a demo today!](#)