

Navigating the Road to Recovery

Proven Delinquency Risk
Management Tools





Speakers

Moderated by:



Marcy Berger

Member Services
Coordinator, AFSA

Special Guest:



Jeff Anderson

VP Claims Products, SWBC





About SWBC

SWBC is an international financial services company.

- 40+ years serving the FI industry
- Over 1,200 financial institution clients
- \$50M+ invested in technology, facilities, and talent



Auto Finance Market: The Impact of 2020

Economic

- COVID-19
- Auto sales/lending
- Risk management



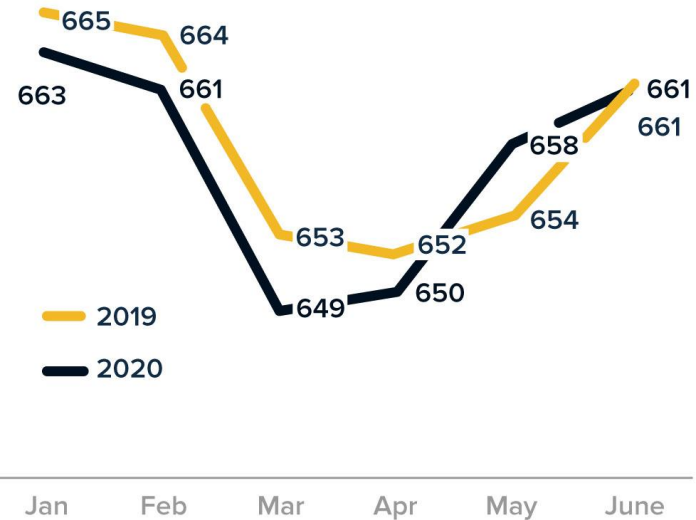


Auto Finance Market: The Impact of 2020

Customer

- COVID-19
- Interactions
- Proactive programs

Avg. Credit Score for Used Auto Loans



Automotive Industry Insights Finance Market Report: Q2 2020



Risk and Recovery: 2020 and Beyond





Risk & Recovery Solution



Collection Programs

- Omnichannel communication
- Multi-stage collections
- Charge-off and recovery services



Insurance Monitoring

- Risk mitigation program
- Minimal borrower contact
- Ties into supporting services



Repossession Claims

- Loan deficiency mitigation
- Recuparate lost recovery dollars
- Decrease repo volume and impact



Total Loss Claims

- Enhanced customer experience
- Increased settlement evaluations
- Total loss review, total loss claims, GAP claims



Product Cancellation

- Regulatory compliance
- Loan payoffs and refinances
- Process covers cancellation through refund



Integration Benefits

- Collections, Insurance & Claims Activities
- Single Vendor Relationship
- Few Compliance Issues
- Less Program Oversight
- One client portal provides dashboard activity views into all three products
- Omnichannel borrower communication via:
 - Email
 - Text
 - IVR
 - Live agent





Moving Forward

Outside Forces

- Political landscape
- COVID-19
- Payment options

Preparing for uncharted waters

- Real-time customer contact processes
- Flexibility to meet changing needs of customers
- Efficiently utilizing internal resources
- Review and revise: Do internal processes and program meet the needs of your organization?



THANK YOU!

Jeff Anderson
Jeffery.Anderson@swbc.com
swbc.com