

REMITTER

An intelligent, mobile focused communications platform that reduces the cost & improves the effectiveness of collecting receivables



Creditors struggle to get consumers to pay bills

Creditors

- If use digital strategy, not interactive/multichannel
- Letters go unanswered
- Phone calls go to voice mail
- Emails have no payment option
- Bank apps require login friction
- No choice but “all or nothing” on payment

Consumers¹ delinquent payments are chronic

- 61% of consumers make one time bill payments instead of using automatic payments
- 46% of consumers pay a bill late
- 23% pay within the first 30 days of due dates
- 5% never pay on time
- Of consumers who pay late- 72% are “Very to Extremely Likely” to pay on time if they can use a Credit or Debit card to pay

1 - Source: Aite Group report on consumer bill payment habits - November '18

Enable Superior Recovery & Receivables, Eliminate Consumer Friction with REMITTER

Consumer Control

- Device of choice for digital message receipt
- Latent availability for on demand interactive messages

Consumer Convenience

- Never need to log in
- Email, SMS, or speak to Creditor agent options
- Payment, payment plan options
- Choice of tender (ACH, CC, DC, PayPal, etc.)

Consumer Experience – AI | Automation | Digital First

- Don't have to speak to anyone if they don't want
- Personalized messages and digital dialogue
- Machine optimizes for time of day, message content, tone, native language presentation, and more

REMITTER Market Results



Improves payer rate by up to 280%,
significantly improving account penetration

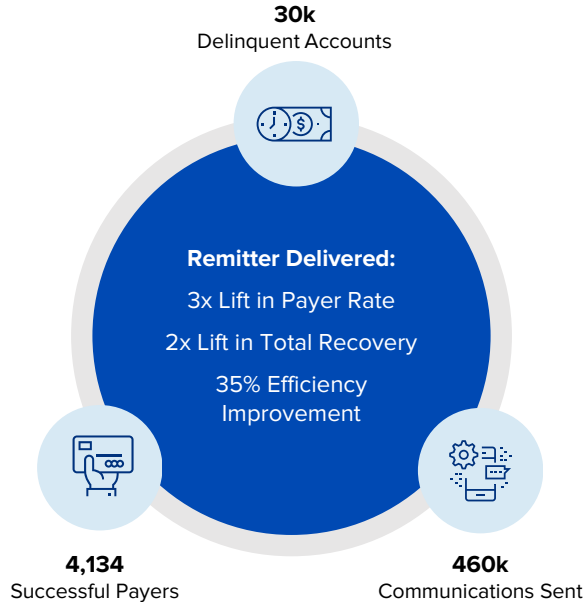
↑ 280%



Improves receivables by up to 200%,
significantly improving cash flow

↑ 200%

Delinquency Performance



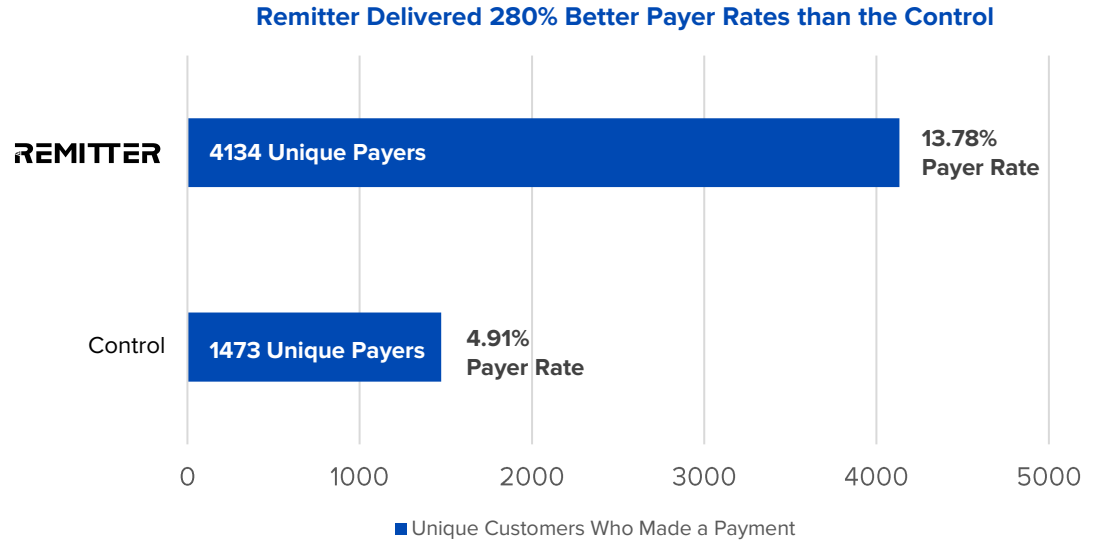
- The performance of Remitter was assessed against legacy receivables methods with treatment strategies including dialer calls and independent email and one way re-direct SMS against a portfolio of delinquent consumer contracts:

CASE STUDY	CONTROL	REMITTER
Accts. Placed	30000	30000
Ave Del. Bal.	532	530
Total \$ placed	\$ 15,960,000	\$ 15,900,000
Ave. Days Delinquent	60.7	61.5
Placement duration	90	90

- The assessment was carried out over a 3 month period and included an even split of inventory at 30,000 accounts for Control (contacted via dialer, SMS, email) tested versus the pool of 30,000 accounts that received communications only from Remitter (pure quarantined test accounts vs. complementing existing strategies)
- Remitter delivered a significant increase in the number of individual payments, total value of funds collected, and in overall efficiency (lower time and effort required to collect)

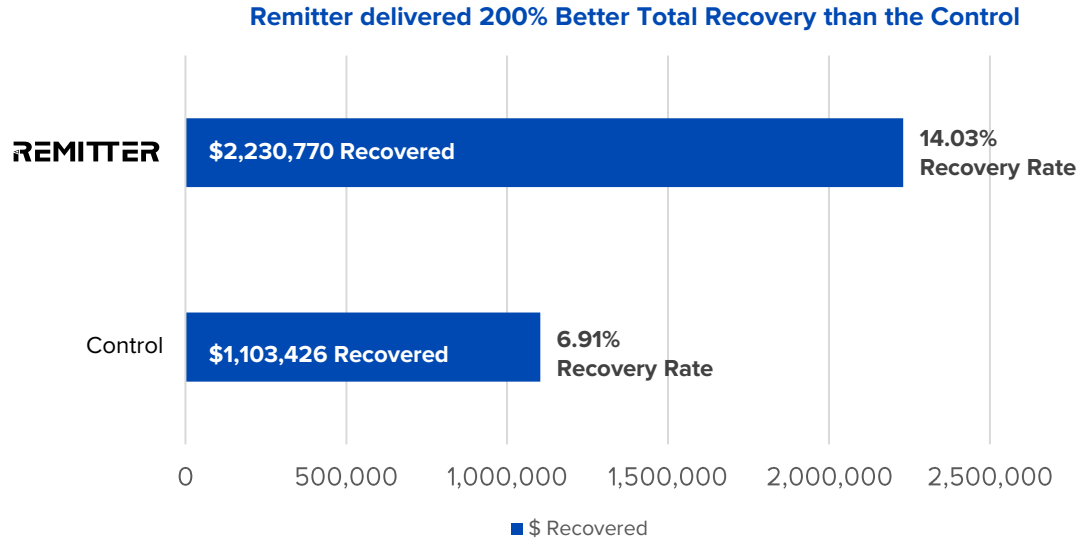
Remitter Delivered a 3x Lift in Payer Rate

- Customers that were communicated to via the Remitter platform were 2.81x more likely to make a payment than those contacted via traditional methods (calls, non-actionable SMS etc)
- 4,134 Unique Customers made payments through the Remitter platform. This compares to just 1473 Unique payments made through the control group that were contacted via traditional methods.



Remitter Delivered a 2X Uplift in Total Receivables Collected

- The total value of receivables from customers communicated to via Remitter was twice the value of receivables achieved through traditional methods.
- Customers made payments totaling \$2,544,250 through the Remitter platform which compares to \$1,279,920 collected in the control group.



Remitter Delivered a 35% Improvement in Efficiency

Remitter delivered:

- 17% reduction in inbound calls to customer call center
- 12% reduction in the total length of calls
- 35% increase in recovery per talk time hour (overall efficiency KPI)

“Its quick! Aside from an effortless deployment, results present out of the box. We’ve had an increase in gross recovery, and a decrease in call center talk time meaning each minute of talk time experienced over the period has ultimately been more valuable. All of this has been realized in just weeks following deployment.”



– VP Collections Operations

Data Security and Regulations

The safety and security of your data is important to us, that's why we have set guardrails in place to make sure we comply with regulatory requirements

- Your data is always encrypted and safe with Remitter.
- Utilizing Transparent Data Encryption and SSL provide substantial security for customers, and payment data is never saved.
- Stop” or “unsubscribes” honored.
- Client follows: FDCPA “best practices” to avoid UDAAPs for Creditors and First Party but Remitter is not a Debt Collector. We are the means for your message.
- Time Zone locator and buffer for TCPA compliance.
- PCI Certified - payments tokenized. Remitter not a “money transmitter”. API integration



REMITTER

YOUR RECEIVABLES, YOUR BRAND

Learn more at remitter.com

