

General information:

CORPBANCA

Integration of technology and human resources in order to optimize the recovery of the credit portfolio

June 2015

Client:

Name & surname of contact:

Yolima Rodríguez, Head of Recoveries.

“ Thanks to the intervention of Unisono we have increased our portfolio recovery and containment. Its technological tools and consultancy services in the processes have responded to our strategic requirements. ”

Description of the case:

Which services were used?

Collection service for the pre-legal portfolio (1-60 days in arrears). Management of support for collection for the portfolio of the Branch Network and preventive collection. .

What was the initial challenge?
What did the client initially request from UNISONO?

Early arrears management, portfolio allocation for clients (specialized islands for some products), focus on negotiation to normalize clients, complying with the Bank's objectives in terms of portfolio recovery and containment.

What did UNISONO do in this project?
How was the process developed?
Were any other services added?

Segmentation of portfolio, incentive system for consultants based on the Bank's objectives, use of contact tools for clients and development of technological tools for more effective portfolio management.

In other words, Unísono has developed a collection model for Corpbanca which combines people and technology, offering a personalized management service and innovative tools that have made it possible to respond precisely to our strategic needs, resulting in the more efficient control of our process and more positive management for our end clients, something that motivates us even more.

What were the results? (qualitative and quantitative data)

Increase in portfolio recovery and containment.

Main indicators: *Arrivals (portfolios in arrears):
Reduction of 3.3 p.p

*Departures (recovered portfolios): Increase of 18 p.p
*Arrivals (portfolio in arrears) for bank credit transfers: reduction of 4.4 p.p
*Departures (recovered portfolios) for bank credit transfers: increase of 3.3 p.p
*Local variation in arrears: percentage of variation: reduction of 4.4 p.p

Results: a yearly average of 25% was achieved in departures (clients with arrears of more than 30 days who were normalized), and a reduction of 15% of the yearly average in arrivals (uncontained portfolios with arrears of 30).

85% of the total amount of possible assigned income has been recovered.

As a result, Unisono has contributed towards Corpbanco being amongst the top 3 healthiest portfolio locations in the country.